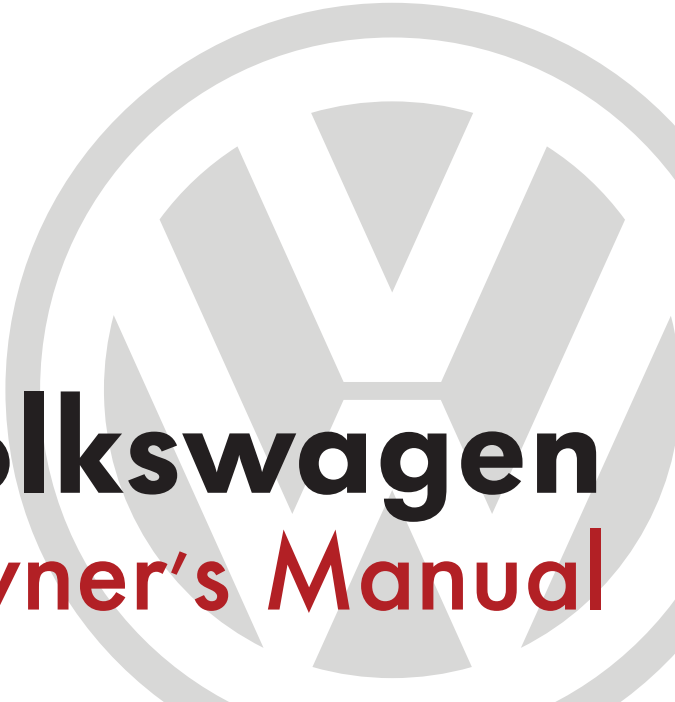
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Volkswagen

Owner's Manual

Owner's Manual

Golf

U.S. Edition



Signs and symbols

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

▶ Arrow indicating that the section is continued on the next page.

◀ Arrow marking the end of a section.

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

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

⇒ ⚠ ⇒ ⚠ ⇒ ⚠ Cross-reference to a red, orange, or yellow warning in the same section or on the given page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.

⇒ ⓘ Cross reference to a Note warning of potential property damage, in the same section or on the given page.

⚠ DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if ignored.

⚠ WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if ignored.

⚠ CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor to severe injuries if ignored.

ⓘ Note

Texts with this symbol contain information regarding situations which could cause vehicle damage if ignored.

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

Texts with this symbol contain supplementary information.

We thank you for buying a Volkswagen vehicle

This Volkswagen provides advanced technology incorporating many convenience features for you to enjoy in your daily driving.

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

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

We hope you enjoy your vehicle and we wish you many years of safe and enjoyable driving.

Volkswagen AG

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About this Manual

- At the end of this Manual, you will find an alphabetical index.
- The list of Abbreviations at the end of the Manual explains the technical abbreviations and designations.
- Directions (left, right, front, back) are in reference to the driving direction unless noted otherwise.
- Illustrations are only for orientation and are merely used to help explain the text descriptions and instructions.
- Technical modifications to the vehicle that were introduced after the editorial deadline can be found in a Supplement, which is enclosed with the manual.

All options and models are described without their being specifically identified as optional equipment or model versions. Some of the described equipment may not be installed on your vehicle or may only be available in certain markets. Please consult the sales documents regarding your vehicle's equipment and options and contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

All information in this Manual corresponds to information available as of the editorial deadline. Due to ongoing vehicle development, there may be differences between your vehicle and the information in this Manual. No legal obligations or commitments can be derived from the information, illustrations or descriptions in this Manual.

If you sell or lend your vehicle, please make sure that the complete Manual set is in the vehicle.

Standard components of the Manual set:

- Warranty and Maintenance booklet
- Owner's Manual

Additional components of the Manual set (optional):

- Supplement
- Radio or Navigation system
- Mobile phone packages
- Volkswagen Individual Owner's Manual
- *Other inserts*◀

Passenger compartment

Driver door overview

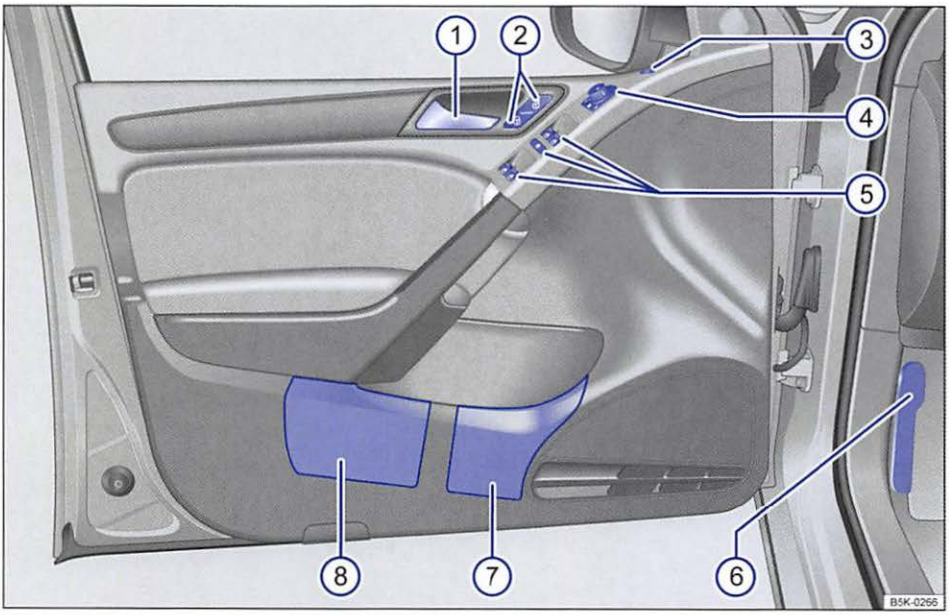


Fig. 1 Overview of controls in the driver door

Key to fig. 1:

① Door-opening handle 43
② Power locking switch for locking and unlocking the vehicle – 38
③ Indicator light for anti-theft alarm system 38
④ Switch for adjusting the outside mirror 133
- Adjusting outside mirrors L – R – 0
- Outside mirror heating
- Folding in the outside mirrors

⑤ Buttons for operating the power windows 48
- Power windows
- Safety switch for rear power windows

⑥ Handle for releasing the engine hood 242
⑦ Cup holder 166
⑧ Storage compartment with storage option for a high visibility vest ..... 160 ◀

Driver side overview

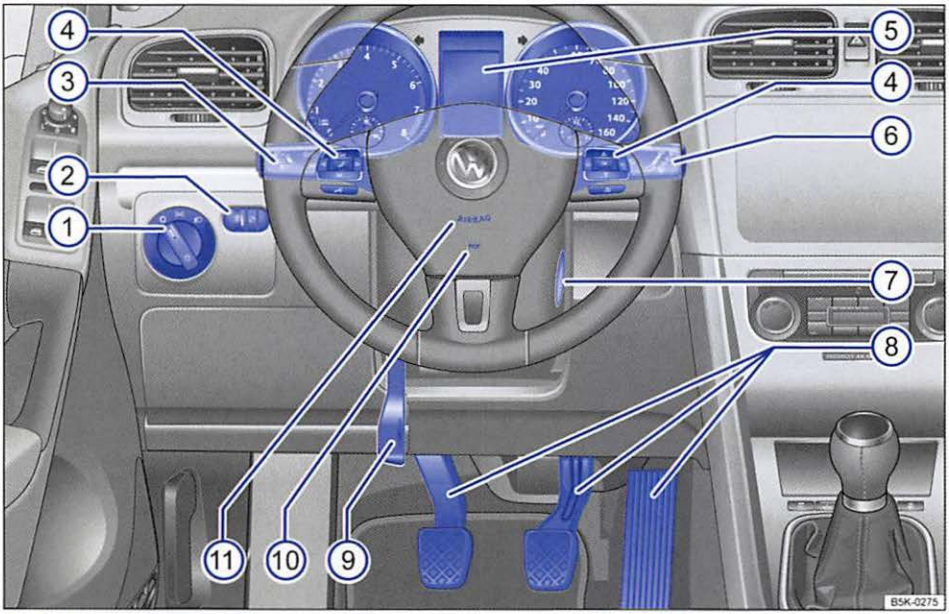


Fig. 2 Passenger side overview

Key to ⇒ fig. 2:

Air vent **0** – ... 226

Passenger compartment monitoring **OFF** ... 38

① Headlight switch ... 120
- Off position **-0-**
- Automatic headlight control **-AUTO-**
- Parking lights and low beams
- Fog lights

② Dimmer for the instrument cluster lighting and switch illumination ... 120

③ Headlight range control switch ... 120

④ Levers for ... 120
- High beams
- Headlight flasher
- Turn signal lights
- Cruise control system (CCS) **ON** – **CANCEL** – **OFF** – **RES**/+ – **SET**/- ... 214

⑤ Multi-function steering wheel controls ... 21
- Volume setting for radio programs, navigation system notifications, or telephone calls + – –
- Mute switching for radio or activation of voice control
- Display telephone main menu or accept telephone calls
- Control switches for the Volkswagen Information System ◁◁ – – – ▷, OK,

⑥ Instrument cluster:
- Instruments 16
- Display 16
- Warning and indicator lights 13

⑦ Lever for windshield wiper and washer 128
- 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 **TRIP-, OK/RESET** 21

⑧ Ignition lock or starter button (Keyless Entry Start/Stop System = KESSY) 172

⑨ Pedals 179

⑩ Lever for adjustable steering wheel 56

⑪ Horn (only works when the ignition is switched on)

⑫ Driver front airbag 80

⑬ Storage compartment 160

Center console overview

Center console upper section



Fig. 3 Overview of center console upper section

Key to fig. 3:

① Switch for emergency flashers ⚠ 320

② Radio or navigation system (installed at the factory) ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*

③ Controls for:

- Heating system 226
- Climatic 226
- Climatronic 226

④ Right-hand seat heating switch 65

⑤ Passenger front AIR BAG OFF light 80

⑥ Left-hand seat heating switch ..... 65 ◀

Center console lower section

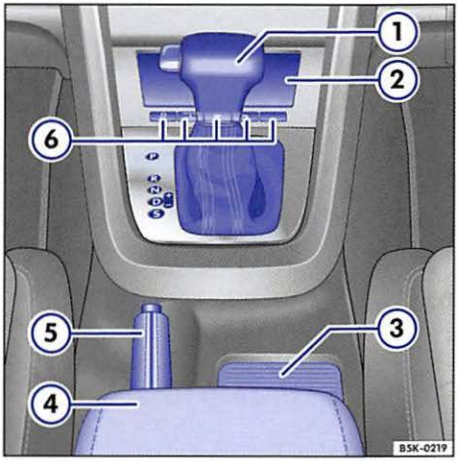


Fig. 4 Overview of center console lower section

Key to fig. 4:

① Levers for:
- Manual transmission 179
- Automatic transmission 179

② Storage compartment 160
- with 12 volt socket 170
- with ashtray and cigarette lighter 168

③ Storage compartment with cup holder in the center console 166

④ Storage compartment in the center armrest 160

⑤ Lever for emergency brake 188

⑥ Button for:
- Anti-slip regulation (ASR) **ASR-OFF** or 188
- Dynamic chassis control (DCC) **COMFORT** – – **SPORT** 218
- Park distance control (Park Pilot) P 206
- Tire Pressure Monitoring System **SET** (in glove compartment instead on some vehicles) 220 ◀

Passenger side overview

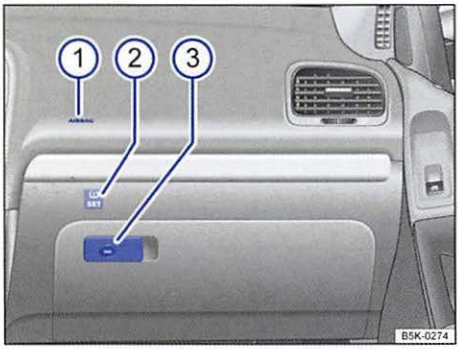


Fig. 5 Overview of the passenger side.

Key to fig. 5:

① Passenger front airbag location in the instrument panel (approximate) 80

② Reset button for Tire Pressure Monitoring System (!) SET (on the lower section of the center console instead on some vehicles) 220

③ Opening lever for the lockable glove compartment ..... 160 ◀

Symbols on the roof console

Symbol	Meaning
	Interior and reading lights ⇒ page 120
	Power sunroof ⇒ page 51
	Three-button module ⇒ Booklet *Cell Phone Packages*
1 2 3	Garage door opener – ⇒ page 53 ◀

Instrument cluster

Warning and indicator lights

Warning and indicator lights indicate warnings ⇒ ⚠, malfunctions ⇒ ⓘ or certain functions. Some warning and indicator lights light up when the ignition is first switched on and should go out when the engine is running or when the vehicle is moving.

Depending on the model, additional text messages may be shown in the instrument cluster, providing more information or prompting actions.⇒ page 16, *Instruments*

Depending on vehicle options, a symbol may be displayed in the instrument cluster instead of a warning light.

There is an additional audible signal when some warning and indicator lights light up.

Symbol	Meaning ⇒ ⚠	See
 BRAKE	**Stop driving!** Parking brake engaged, brake fluid level too low, or brake system malfunctioning.	⇒ page 188
	**Stop!** Engine coolant system malfunctioning.	⇒ page 252
	**Stop!** Engine oil pressure too low.	⇒ page 247
	**Stop!** At least one vehicle door is ajar or not closed properly.	⇒ page 43
	**Stop!** Engine hood is open or not closed properly.	⇒ page 242
	**Stop!** Rear hatch is open or not closed properly.	⇒ page 45
	**Stop!** Problem with the steering.	⇒ page 201
	Driver and/or passenger safety belts not buckled.	⇒ page 67
	Depress brake pedal!	Changing gears ⇒ page 179 Braking ⇒ page 188
	Alternator malfunctioning.	⇒ page 257
	Cruise control malfunctioning.	⇒ page 214

Symbol	Meaning ⇒ ⚠	See
BRAKE WEAR	Front brake pads worn.	⇒ page 188
	Lights up: ESP malfunctioning or switched off by the system.	
	Flashing: ESP or ASR is operating.	
	ASR manually deactivated.	
ABS	ABS malfunction or failure.	
	Front fog lights switched on.	⇒ page 120
	Lights up: driving lights malfunctioning partially or entirely.	⇒ page 344
	Flashing: cornering light system malfunctioning.	⇒ page 120
	Catalytic converter malfunction.	⇒ page 315
	Lights up: diesel engine preheating.	
	Flashing: engine control malfunctioning.	
EPC	Engine control malfunctioning.	
	Diesel particulate filter clogged with soot.	
	Problem with the steering.	⇒ page 201
	Tire pressure is too low or Tire Pressure Monitoring System is malfunctioning.	⇒ page 276 ⇒ page 220
	Windshield washer fluid level too low.	⇒ page 128
	Fuel tank almost empty.	⇒ page 234
	Flashing: engine oil system malfunction.	⇒ page 247
	Flashing: engine oil level too low.	
	Airbag and safety belt pretensioner system malfunction.	⇒ page 80
OFF	Passenger front air bag turned off (PASSENGER AIR BAG OFF or PASSENGER AIR BAG OFF).	⇒ page 80
	Fuel tank cap not properly closed.	⇒ page 234

Symbol	Meaning ⇒ ⚠	See
	Turn signals left or right.	⇒ page 120
	Emergency flashers switched on.	⇒ page 320
 DRL	Daytime running lights on.	⇒ page 120
	Depress brake pedal!	Changing gears ⇒ page 179 Braking ⇒ page 188
 CRUISE	Cruise control on.	⇒ page 214
	High beams switched on or headlight flashers in use.	⇒ page 120
	High beam control (Light Assist) on.	
SAFE	Electronic immobilizer active.	⇒ page 172
	Service interval display.	⇒ page 20

⚠ 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.**
- **Park the vehicle at a safe distance from moving traffic and where no part of the hot catalytic converter and exhaust system can come into contact with flammable materials under the vehicle, such as dry grass, brush, spilled fuel, etc.**

⚠ WARNING (continued)

- **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.**
- **Before opening the engine hood, switch off the engine and let the engine cool down.**
- **Be very careful when working in the engine compartment, which is a potentially dangerous area in any motor vehicle and can cause serious personal injury ⇒ page 242.**

ⓘ Note

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

Instruments

Introduction

In this section you'll find information on the following:

Instrument overview 16
Displays 17
Compass 19
Service reminder display 20

More information:

- Warning and indicator lights ⇒ page 13
- Display of the selected gears (automatic transmission) ⇒ page 179
- Service reminder information ⇒ Booklet *Warranty and Maintenance booklet.*

⚠ WARNING

Driver distraction can cause accidents and serious personal injury.

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

Instrument overview

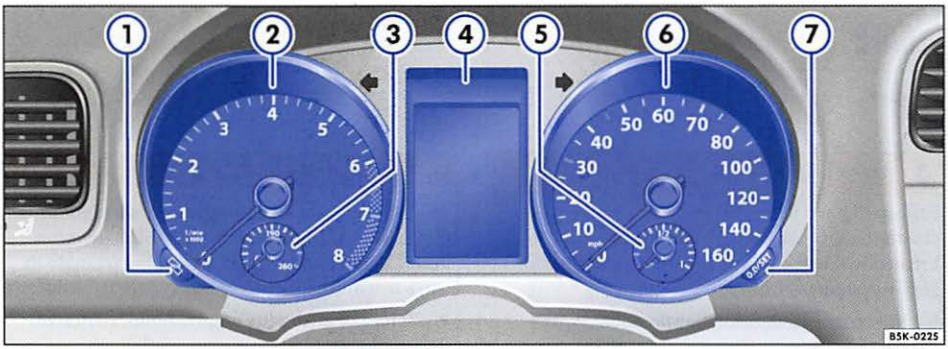


Fig. 6 Instrument cluster in the instrument panel.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 16.

Instrument explanations ⇒ fig. 6:

① **Button for setting the clock**[1].
- Push the ⧉ button to highlight the hour or the minutes in the clock display.
- To advance the clock, push the 0.0 / SET button ⑦. Press and hold the button to fast forward.
- Push the ⧉ button again to finish setting the clock.

② **Tachometer** (thousands of revolutions per minute 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 the red zone, select the next higher gear or selector level position D, or ease your foot off the accelerator ⇒ ①.

③ **Engine coolant temperature display** ⇒ page 252.

④ **Displays** ⇒ page 17.

⑤ **Fuel gauge** ⇒ page 234. ▶

[1] Depending on the vehicle model, the clock can also be set via the **Settings** menu in the instrument cluster display ⇒ page 25.

⑥ **Speedometer.**

⑦ **Reset button** for the trip odometer display (**trip**).

– Push the 0.0 / SET button in order to reset to zero.

Note

To help prevent engine damage, never let the engine speed shown by the tachometer go into the red zone (warning zone).

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

Displays

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 16.

Depending on the vehicle model, different information may be shown in the instrument cluster display ⇒ page 16, fig. 6 ④.

- Warning and informational texts
- Odometer displays
- Time
- Outside temperature
- Compass display
- Selector lever position ⇒ page 179
- Gear recommendation (manual transmission) ⇒ page 179
- Multi-function display (MFD) and menus for different settings ⇒ page 21
- Service reminder display ⇒ page 20
- Secondary speed (**Settings** menu) ⇒ page 21

Warning and informational texts

The status of various vehicle functions and components is monitored when the ignition is switched on and while driving. Malfunctions are indicated by red and yellow warning symbols with text messages in the instrument cluster display (⇒ page 13). In some cases, they may also be signaled acoustically. The display can vary depending on the instrument cluster model.

Type of notification	Symbol color	Explanation
Priority 1 warning message	Red	Symbol flashing or lit – sometimes with acoustic warnings. **Stop!** ⇒ ⚠ Check malfunction and correct cause. Get expert help.
Priority 2 warning message	Yellow	Symbol flashing or continuously lit – sometimes with acoustic warnings. Malfunctions or low operating fluid levels may cause vehicle damage and vehicle breakdown. ⇒ ⓘ Check malfunction as soon as possible. Contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance as needed.
Informational text	–	Information regarding different vehicle operations.

Odometer displays

The *odometer* indicates the total distance driven by the vehicle.

The *trip odometer* (**trip**) indicates the distance driven since the odometer was last reset. The last digit indicates 1/10 mile (100 meters).

Outside temperature display

At outside temperatures below +39 °F (+4 °C), a "snowflake symbol" (icy road warning) appears in the display. The symbol flashes at first, then stays on until the outside temperature rises above +43 °F (+6 °C) ⇒ ⚠.

When the vehicle is not moving or when you are driving at very low speeds, the temperature dis- ▶

played may be slightly higher than the actual outside temperature.

The measurable range is from -40 °F (-40 °C) to +122 °F (+50 °C).

Compass display

When the ignition and navigation system are switched on, the current compass direction is indicated in the instrument cluster display ⇒ page 19.

Selector lever positions

The selector lever position engaged is shown on the left side of the gear shift lever and and can also be shown in the instrument cluster display. In the D and S positions or in Tiptronic mode, the selector lever position may be shown in the display in addition the respective gear being used.

Gear recommendation (manual transmission)

While the vehicle is moving, a fuel economy gear recommendation is indicated in the instrument cluster display ⇒ page 179.

Secondary speed display (mph or km/h)

While driving, in addition to the speedometer display, the vehicle speed can be shown in a different measurement unit (mph or km/h) in the instrument cluster display. To do this, select the **Secondary speed** menu item in the **Settings** menu ⇒ page 21.

For vehicles without a menu display in the instrument cluster:

- Start the engine.
- Press the [⇨] button three times. The odometer indicator in the instrument cluster display flashes.
- Press the [0.0 / SET] button once. Instead of the odometer reading, "mph" or "km/h" will be shown briefly.
- This activates the secondary speed display. To deactivate, follow the same procedure.

⚠ 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.**
- **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.**
- **Park the vehicle at a safe distance from moving traffic and where no part of the hot catalytic converter and exhaust system can come into contact with flammable materials under the vehicle, such as dry grass, brush, spilled fuel, etc.**

⚠ WARNING

Roads and bridges may be dangerously icy even if the outside air temperature is above freezing.

- **If you use the outside temperature display to tell you about frost conditions, remember that roads can even ice over at temperatures above +39 °F (+4 °C). Always remember: even if the "snowflake symbol" (ice warning) is not displayed, there could still be black ice on the road.**
- **Never rely exclusively on the outside temperature display.**

ⓘ Note

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

The instrument cluster displays and their arrangement may vary depending on the vehicle model and engine version. For displays without warning and information messages, malfunctions are only signaled with indicator lights.

If there are multiple warning messages, the symbols are displayed one after another for several seconds in order of importance. The symbols are displayed until the cause has been corrected. ◀

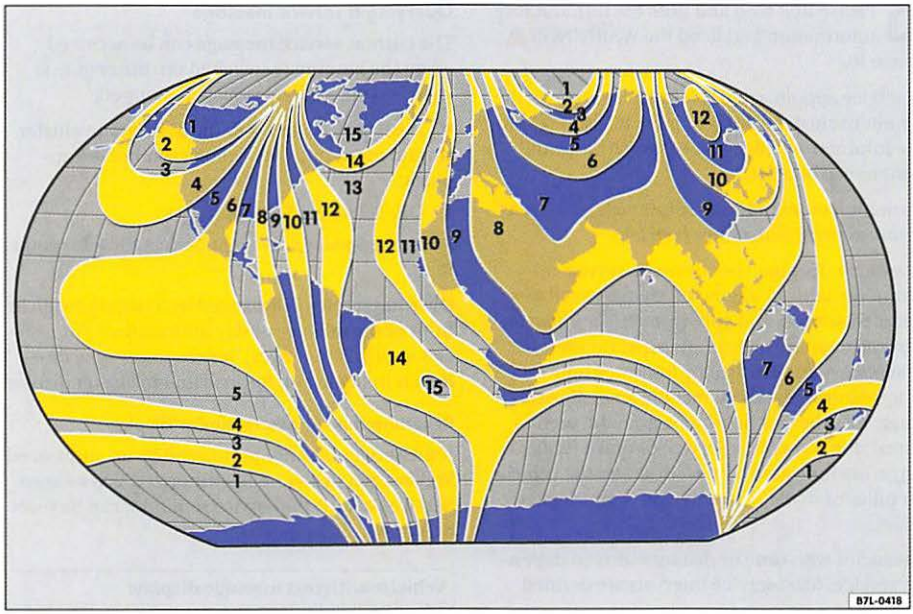


Fig. 7 Compass zones

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 16.

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, the compass is calibrated automatically. If electrical or metallic accessories such as a mobile phone or television are added to the vehicle, the compass must be manually 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. 7.
- 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).

CAL will be indicated in the instrument cluster display while calibration is in progress. The calibration is complete when the compass direction is displayed. ◀

Service reminder display

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 16.

The service appointment reminder is shown in the instrument cluster display ⇒ page 16, fig. 6 ④. For more information, please see the Warranty and Maintenance booklet.

Information on maintenance intervals ⇒ Booklet *Warranty and Maintenance booklet*

Volkswagen distinguishes between service appointments *with* an engine oil change, such as a scheduled service, and appointments *without* an engine oil change, such as an inspection service. The service reminder display indicates only service appointments which include an engine oil change. All other service appointments, such as the next due inspection service or brake fluid change, are indicated on the sticker on the vehicle door pillar or in the Warranty and Maintenance booklet.

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

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 shown 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** 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.

Querying a service message

The current **service message** can be accessed when the ignition is switched on, the engine is switched off, and the vehicle is stopped:

- Push the ⇦ button in the instrument cluster several times until the wrench symbol appears.
- **OR:** Select the **Settings** menu.
- In the **Service** sub-menu, select the **Info** menu item.

Overdue service is indicated by a negative sign in front of the mileage or day information. For *vehicles with text messages*, **Service since --- mi or --- days** is indicated on the instrument cluster display.

Resetting the service reminder display

If the service was not performed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility, the service reminder can be reset as follows:

Vehicles with text message display:
Select the **Settings** menu.
In the **Service** sub-menu, select the **Reset** menu item.
Confirm request with OK.

Vehicles without text message display:
Switch off the ignition.
Push 0.0 / SET and hold down.
Switch on the ignition.
Release the 0.0 / SET button and push the ⇦ button within about 20 seconds.

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 has been pushed. ◀

Volkswagen Information System

Introduction

In this section you'll find information on the following:

Menu structure – overview 21
Using menus in the instrument cluster 22
Main menu 23
MFD menu (Multi-function display) 24
Settings menu 25
Convenience sub-menu 26
Lights & Vision sub-menu 27
Personal convenience settings 27

When the ignition is switched on, different display functions can be accessed via the menus.

In vehicles with the multi-function steering wheel, there are no buttons for the information system on the windshield wiper lever. The multi-function display is controlled only with the buttons on the multi-function steering wheel.

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

Any authorized Volkswagen dealer or authorized Volkswagen Service Facility can add or modify functions depending your vehicle's trim level and optional 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. In order to display menus, first confirm warning messages with the OK button.

More information:

- Outside mirrors ⇒ page 133

⚠ WARNING

Driver distraction can cause accidents and serious personal injury.

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

Menu structure – overview

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

Multi-function display (MFD) ⇒ page 24

- Travel time
- Current fuel consumption
- Average fuel consumption
- Range
- Distance
- Average speed
- Digital speed display
- Oil temperature
- Speed warning

Audio ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*

Navigation ⇒ Booklet *Navigation system*

Telephone ⇒ Booklet *Mobile phone package*

Assistant

- Cornering light ON / OFF

Vehicle status ⇒ page 23

Settings ⇒ page 25

- Multi-function display (MFD) data
  - Travel time
  - Current fuel consumption
  - Average fuel consumption
  - Distance
  - Range
  - Average speed
  - Digital speed display
  - Oil temperature
  - Speed warning
- Compass
- Convenience ⇒ page 26
  - Door opening function *[Option 1]*
    Single door ▶

Automatic close

Automatic open

- Door opening function *[Option 2]*

  Manual

  Automatic
- ATA (anti-theft alarm system) confirm ON / OFF
- Window operation

  OFF

  All

  Driver
- Mirror lowering function ON / OFF
- Mirror adjustment

  Synchronous

  Individual
- Factory setting

- Lights & Vision ⇒ page 27
  - Coming home
  - Leaving home
  - Footwell lighting
  - Daytime running lights ON / OFF.
  - Convenience turn signal function ON / OFF
  - Factory setting
- Time
- Winter tires
- Language
- Units
- Secondary speed display ON / OFF
- Service
  - Info
  - Reset
- Factory setting ◀

Using menus in the instrument cluster

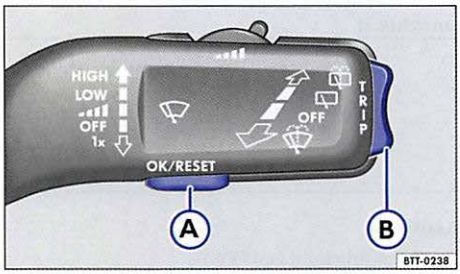


Fig. 8 In vehicles without a multi-function steering wheel: use button Ⓐ in the windshield wiper lever to confirm menu items and rocker switch Ⓑ to switch menus.



Fig. 9 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 ⚠ on page 21.

Displaying the main menu

- Switch on the ignition.
- If a message or the vehicle icon is displayed, push the OK button (⇒ fig. 8 Ⓐ or ⇒ fig. 9).
- *For operation with windshield wiper lever:* Main menu is shown.
- *For operation with multi-function steering wheel:* Main menu is not shown. In order to move individual main menu items, push the ⇦ or ⇨ buttons several times ⇒ page 23.

Displaying a sub-menu

- Push rocker switch ⇒ fig. 8 Ⓑ up or down or push arrow keys △ or ▽ on the multi-function steering wheel until the desired menu item is selected.
- The selected menu item is located between the two horizontal lines. There is also a triangle ◀ on the right.
- In order to access the sub-menu item, press the OK button.

Menu-dependent settings

- Select the item to be changed using the rocker switch on the windshield wiper lever or the arrow ▶

keys on the multi-function steering wheel. Keep the switch depressed in order to increase or decrease values more quickly as needed.

- Select or confirm the selection with the OK button.

Returning to the main menu

- *Via menu:* Select menu item **Return** in the sub-menu in order to leave the sub-menu.
- *For operation with windshield wiper lever:* Keep rocker switch depressed.
- *For operation with multi-function steering wheel:* Press ⮌. ◀

Main menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

Menu	Function	See
MFD	Information and settings for the multi-function display (MFD).	⇒ page 24
Audio	Station indicator when the radio is switched on. Current CD display in CD mode.	⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*
Navigation	Information displays on the navigation system: When destination guidance is active, turn arrows and proximity bars are shown. The illustration is similar to the symbol display in the navigation system. If destination guidance is inactive, driving direction (compass function) and the current street name are displayed.	⇒ Booklet *Navigation system*
Telephone	Information and settings of the mobile phone package.	⇒ Booklet *Mobile phone packages*
Assistant	Cornering light ON / OFF.	⇒ page 120
Vehicle status	Current warning and information messages. This menu item is only displayed when warning or information messages are available. The number of available messages is shown in the display. Example: 1/1 or 2/2.	⇒ page 16
Settings	Different settings are possible, such as convenience, Lights & Vision, time, speed warning for winter tires, language, units and "Display OFF".	– ⇒ page 25 ◀

MFD menu (Multi-function display)

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

The multi-function display has two automatic memories: **1 – single trip memory** and **2 – total trip memory**. The number of the trip memory is shown at the upper right of the display.

When the ignition is switched on and memory 1 or 2 is displayed, press the OK button to toggle between the two memories.

1	Single trip memory.	The memory accumulates and stores information about distance driven and fuel used from the time the ignition was switched on until the time it was switched off. If the ignition stays off for two hours or more, stored information is automatically deleted. If the trip is continued within two hours after the ignition was switched off, the new values are added.
2	Total trip memory.	Depending on the instrument cluster version, the memory stores the accumulated driving 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 (km) or 9,999 miles (km). If one of the stored values is exceeded, then the total trip memory is automatically erased and recalculated from 0.

Possible displays

Menu	Function
Travel time	Driving time in hours (h) and minutes (min) since the ignition was switched on.
Current fuel consumption	The current fuel consumption is indicated in mpg (l/100 km) while the engine is running and gallons per hour (liters per hour) when the vehicle is not moving.
Average fuel consumption	The average fuel consumption in mpg (l/100 km) is only displayed after the ignition has been switched on and after about 300 feet (100 m) have been driven. Up to this point, dashes appear instead of a number. The value displayed is updated every 5 seconds.
Range	The range indicates how many more miles (km) the vehicle can travel under the same driving conditions with the fuel left in the tank. Among other things, the current fuel consumption is taken into account for the calculation.
Distance	Distance driven in miles (km) from the time the ignition was switched on.
Average speed	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.
Digital speed display	Current vehicle speed

Menu	Function
Oil temperature	Current engine oil temperature
Warning at --- mph	When the stored speed (from 18 mph to 155 mph, or 30 km/h to 250 km/h) is exceeded, an acoustic warning sounds, and a visual warning may also appear in the instrument cluster display.

Switching between the displays

- *Vehicles without a multi-function steering wheel:* Press rocker switch on windshield wiper lever.
- *Vehicles with a multi-function steering wheel:* Press △ or ▽.

Storing speed for the speed warning

- Select the **Warning at --- mph** display.
- Press the OK button to save the current speed and to activate the warning.
- If necessary, set the desired speed within about 5 seconds with the rocker switch on the windshield wiper lever or the △ or ▽ button on the multi-function steering wheel. After that, press the OK button or wait 5 seconds. The speed will then be saved and the warning activated.
- *To deactivate, press* OK. The set speed is deleted.

Manually erasing memory 1 or 2

- Select the memory to be erased.
- Press the OK button for about 2 seconds.

Personal display selection

You can choose which multi-function displays you want to be shown in the instrument cluster by selecting them in the **Settings** menu. In addition, the measurement units displayed can be shown in either the English or metric system ⇒ page 25. ◀

Settings menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

Settings menu	Function
Multi-function display (MFD) data	Settings for choosing which MFD data are to be displayed in the instrument cluster ⇒ page 24.
Compass	Calibrating the compass on vehicles without a factory-installed navigation system. To calibrate, note any relevant messages appearing on the instrument cluster display.
Convenience	Convenience function settings ⇒ page 26.
Lights & Vision	Vehicle lighting settings ⇒ page 27.
Time	Set hours and minutes for the clock in the instrument cluster and navigation system. The time can be displayed in 12 or 24 hour format. If applicable, an S in the top of the display indicates daylight savings time.
Winter tires	Set up visual and acoustic speed warning. Use this function only when winter tires are installed that have a speed rating of less than top vehicle speed.
Language	Set language for messages in the display and navigation system.
Units	Set units for temperature, fuel consumption and distances.
Secondary speed	Activate or deactivate secondary speed display.
Service	Query service messages or reset service interval display.
Factory setting	Resets the functions in the **Settings** menu back to the factory settings.
Back	The display will switch back to the main menu. ◀

Convenience sub-menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

Convenience menu	Function	
Door unlock *[Option 1]* ⇒ page 38	**Indiv. door unlock:** When the vehicle is unlocked with the vehicle key, only the driver door is unlocked. All doors and the rear hatch open only after the button is pushed a second time.	
	Auto Lock. All doors and the rear hatch lock automatically at a speed of about 10 mph (16 km/h). To unlock when the vehicle is not moving, press the power locking system button or take the key out of the ignition.	
	Auto Unlock: All doors and the rear hatch unlock automatically when the key is taken out of the ignition.	
Door unlock *[Option 2]* ⇒ page 38	**Manual**	Depending upon the setup, when the vehicle is unlocked with the vehicle key, the following doors are unlocked: ▷ **All doors:** All doors are unlocked. ▷ **Indiv. door:** see above *Option 1.* ▷ **Veh. side:** The doors on the driver side are unlocked. On vehicles with KESSY ⇒ page 38 operating the door handle on the driver door unlocks the driver door and those doors on the side where the related vehicle key is located. ▷ **Individual:** Only the driver door is unlocked. On vehicles with KESSY, operating the door handle unlocks the respective door or the rear hatch together with the driver door ⇒ page 38.
	Automatic	**Auto Lock**or **Auto Unlock:** See **Door unlock** *[Option 1].*
ATA confirm	Switch acknowledgment for the activation of the anti-theft alarm system On or Off ⇒ page 38.	
Window operation	Power window settings: When unlocking or locking, all windows can be opened or closed. The opening feature can only be activated for the driver door ⇒ page 48.	
Mirror down	Tilts passenger mirror down when backing up so you can see the curb ⇒ page 133.	
Mirror adjust	With **synchronous** adjustment, the passenger's outside mirror is adjusted together with the driver's mirror.	
Factory setting	Resets the features in the **Convenience** sub-menu back to the factory settings.	
Back	The display switches back to the **Settings** menu.	

Lights & Vision sub-menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

Lights & Vision menu	Function
Background lighting	Adjust the brightness of the background lighting or switch this feature on or off.
Footwell lighting	Set footwell lighting brightness when the doors are open.
Daytime running lights	Activate or deactivate daytime running lights.
Comfort turn signal	Enable or disable comfort turn signal. When the feature is enabled, the turn signal flashes at least three times when the turn signal is tapped ⇒ page 120.
Factory setting	Resets the functions in the **Light & Vision** sub-menu back to the factory settings.
Back	The display switches back to the **Settings** menu. ◀

Personal convenience settings

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 21.

When two people use the vehicle, Volkswagen recommends that each person always use "a separate" vehicle key. When the ignition is switched off or the vehicle is locked, personal convenience settings are stored automatically and assigned to the vehicle key ⇒ page 21.

The values for the personal convenience settings for the following menu items can be assigned to a vehicle key:

Settings menu

- Time
- Language
- Units

Settings / Convenience menu

- Door unlock (single door unlocking, Auto Lock)
- Convenience operation for the windows
- Mirror down

Settings / Lights & Vision menu

- Coming Home / Leaving Home
- Footwell lighting
- Lane changing feature (comfort turn signal)

The stored settings are reactivated when the ignition is switched on. ◀

Before driving

Some basics

Driving checklists and warnings

Introduction

In this section you'll find information on the following:

Getting ready and driving safely 28
Driving abroad 29
Driving through water on roads 30

Depending on where the vehicle will be 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 ⇒ page 56
- Transporting ⇒ page 137
- Starting, changing gears, parking ⇒ page 172
- Saving fuel and helping the environment ⇒ page 198
- Consumer information ⇒ page 311

⚠ 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 ⚠ on page 28.

Checklist

Observe the following points before and during every drive for your own safety, the safety of all passengers and other road users ⇒ ⚠:

- ✓ Check proper function of lights and turn signals.
- ✓ Check tire pressure (⇒ page 276) and fuel level (⇒ page 234).
- ✓ Make sure you have clear visibility through all windows.
- ✓ Store items and all luggage safely in the storage compartments, the luggage compartment and, if necessary, on the roof ⇒ page 137.
- ✓ 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 ⇒ page 101.
- ✓ Properly adjust front seats, head restraints and mirrors to the correct height ⇒ page 56. ▶

Checklist (continued)

- ✓ 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 and stay in a proper seating position before and while driving. Make sure that all passengers wear their safety belts properly, even those sitting in the rear ⇒ page 56.
- ✓ Properly fasten your safety belt before driving and always wear your safety belt properly. Make sure that all passengers wear their safety belts properly, even those sitting in the rear ⇒ page 67.
- ✓ 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.
- ✓ 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 two hours.
- ✓ Secure animals in the vehicle with a system that corresponds to weight and size.

⚠ WARNING

Always observe traffic rules and 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 for operational and driving safety, as well as to help prolong your vehicle's service life. Always follow the scheduled maintenance intervals in the Warranty and Maintenance booklet, 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 abroad

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 28.

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 driving 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 readily available?
- ✓ Are engine oil (⇒ page 247) and other operating fluids that meet Volkswagen quality and performance requirements available where you will be driving? For more information, please see the Warranty and Maintenance booklet.
- ✓ 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?

ⓘ Note

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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 28.

Please 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.

⚠ 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.**

ⓘ Note

- **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 on the following:

Important vehicle labels 31
Engine data and dimensions 32
Dimensions 33

The engine configuration can be found on the vehicle identification label in the Warranty and Maintenance booklet or in the official vehicle documents.

Specifications in official vehicle documents always take precedence. The specifications in this Manual refer to the basic model. The stated values may vary, depending upon different equipment options or models, as well as with respect to special vehicles and vehicles exported to different countries.

More information:

- Transporting ⇒ page 137
- Saving fuel and helping the environment ⇒ page 198
- Fuel ⇒ page 239
- Engine oil ⇒ page 247
- Engine coolant ⇒ page 252
- Tires and wheels ⇒ page 276
- Consumer information ⇒ page 311

⚠ WARNING

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

Important vehicle labels

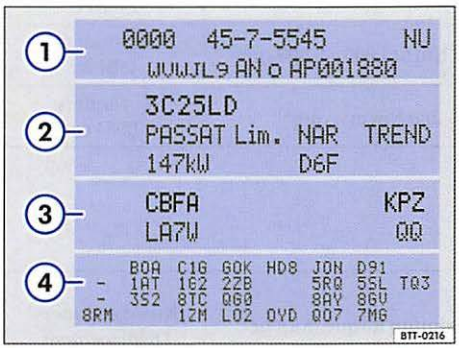


Fig. 10 Vehicle identification label: shown in the example with engine classification code BLF ③.

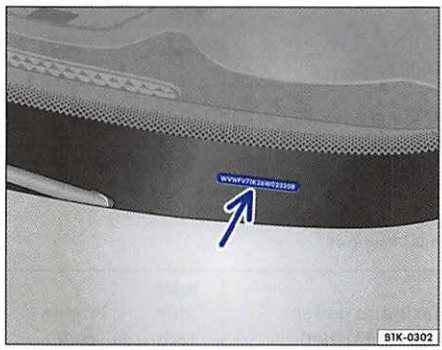


Fig. 11 Vehicle identification number

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 31.

Vehicle identification number

The vehicle identification number is on a plate on top of the instrument panel on the driver's side, and is visible from the outside through the windshield ⇒ fig. 11. The view window is on the side at the bottom of the windshield. The vehicle identification number is also stamped in the right drip channel. The drip channel is between the spring strut tower and the right fender. Open the engine hood in order to read the vehicle identification number ⚠ ⇒ page 242.

Vehicle identification label

The vehicle identification label ⇒ fig. 10 is affixed in the area of the spare wheel well in the luggage compartment and contains the following information: ▶

① Vehicle identification number (VIN)
② Vehicle type, engine rating, transmission
③ Engine and transmission classification codes, paint number, interior. In the example, the engine classification code is "CBFA" ⇒ page 31, fig. 10.
④ Optional equipment, part numbers

This vehicle data can also be found in the Warranty and Maintenance booklet.

Other important vehicle labels are discussed elsewhere in this Manual:

- **Safety Compliance Certification Label**, affixed to the driver door pillar (see Consumer information).
- **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 pillar (see Tires and wheels). ◀

Engine data and dimensions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 31.

Gasoline engines

Maximum power output (SAE net)	Injection technology	Engine code	Maximum torque (SAE net)	No. of cylinders Displacement
125 kW at 5,700 rpm		CBTA	240 Nm at 4,000 – 4,250 rpm	5 cylinders 2480 cc
125 kW at – rpm[a)]		CBUA	240 Nm at – rpm[a)]	5 cylinders 2480 cc
147 kW at 5,100 – 6,000 rpm	TSI®	CCTA	280 Nm at 1,800 – 5,000 rpm	4 cylinders 1984 cc
147 kW at – rpm[a)]	TSI®	CBFA	280 Nm at – rpm[a)]	4 cylinders 1,984 cc

a) Information not available at time of printing.

Diesel engines

Maximum power output (SAE net)	Injection technology	Engine code	Maximum torque (SAE net)	No. of cylinders Displacement
103 kW at 4,000 rpm with DPF	TDI®	CJAA	320 Nm at 1,750 – 2,500 rpm	4 cylinders 1968 cc

◀

Dimensions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 31.

Length	165.3 – 169.6 inches (4,199 – 4,308 mm)
Width	70.3 inches (1786 mm)
Height (unloaded)	57.5 – 59.1 inches (1,461 – 1,500 mm)
Wheelbase	101.4 inches (2,575 mm)
Minimum turning circle diameter (wall to wall)[a)]	about 35 feet 9 inches (10.9 m)
Track[a)], front	60.1 – 60.7 inches (1,527 – 1,541 mm)
Track[a)], rear	59.1 – 60.0 inches (1,500 – 1,523 mm)
Ground clearance at maximum permissible weight	about 3.5 inches (89 mm)

a) Slight differences to these figures are possible, depending on wheel and tire size fitted and the level selected.

ⓘ Note

- **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.**

ⓘ Note (continued)

- **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).** ◀

Opening and closing

Vehicle key set

Introduction

In this section you'll find information on the following:

Vehicle keys 34
Valet key 35
Indicator light in the vehicle key 36
Replacing the battery 36
Synchronizing the vehicle key 37

More information:

- Settings in the Volkswagen Information System ⇒ page 21
- Power locking and closing system ⇒ page 38
- Starting and stopping the engine ⇒ page 172
- Consumer information ⇒ page 311
- Emergency closing and opening ⇒ page 322

⚠ WARNING

Improper use of 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.**

⚠ WARNING (continued)

- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control 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.** ◀

Vehicle keys

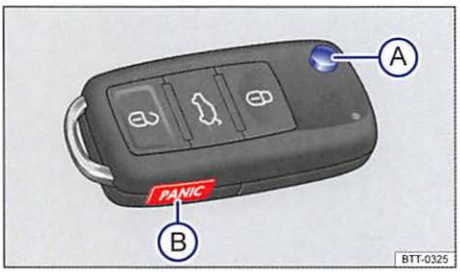


Fig. 12 Vehicle key with panic button.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 34.

Vehicle key

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

The remote transmitter and battery are inside the key fob. The receiver is inside the passenger compartment. When the battery is fully charged, the operating range of the vehicle key is several yards around the vehicle.

If your vehicle will not lock or unlock with the vehicle key, the key must be re-synchronized ⇒ page 37 or the battery in the vehicle key must be replaced. ▶

Folding the key bit in or out

Pressing button ⇒ page 34, fig. 12 Ⓐ releases the key bit.

To *fold the key bit in* press the button while pressing back the key bit until it clicks.

Panic button

Press this button Ⓑ 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 keys

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

No more than eight vehicle keys, which have been cut, coded and synchronized can be used with your vehicle.

Each new key contains a microchip and must be coded with the data from the vehicle's electronic immobilizer. A 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 these remote control keys.

Each key must be programmed to work with your vehicle ⇒ page 37.

To find the nearest qualified independent repair facility, locksmith or Volkswagen dealer which can cut and code replacement 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).

Note

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

Press the buttons on the vehicle key only when one of the functions is really needed. Since terrain and conditions vary, pressing a button on the 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.

Vehicle key functions can be temporarily disrupted by interference from transmitters near the vehicle that use the same frequency range (e.g. radio equipment or cellular phones).

Things between the vehicle key and vehicle, bad weather, as well as a weak battery can reduce the operating range. ◀

Valet key

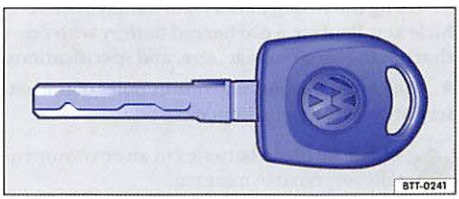


Fig. 13 Valet key.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 34.

The vehicle key set includes a valet key ⇒ fig. 13.

Use the valet key for:

- Manually locking and unlocking the vehicle ⇒ page 322.
- Starting engine ⇒ page 172. ◀

Indicator light in the vehicle key

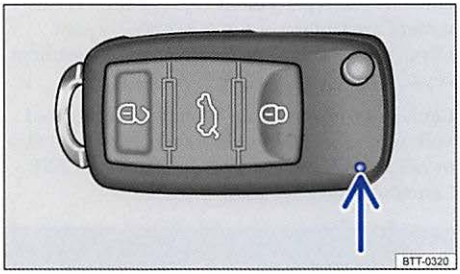


Fig. 14 Indicator light in the vehicle key.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 34.

If a button in the vehicle key is pressed briefly, the indicator light (arrow) ⇒fig. 14 will flash once briefly. If a button is held down, it will flash several times, such as when using the convenience opening feature.

If the indicator light in the vehicle key does not light up when the button is pressed, the battery inside the key must be replaced ⇒ page 36. A Declaration of Compliance with the United States FCC and Industry Canada regulations is found in the Consumer Information section of this Manual. See Index. ◀

Replacing the battery

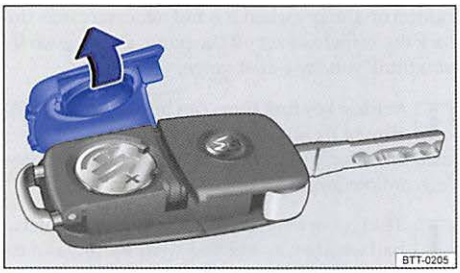


Fig. 15 Vehicle key: Open battery compartment cover.

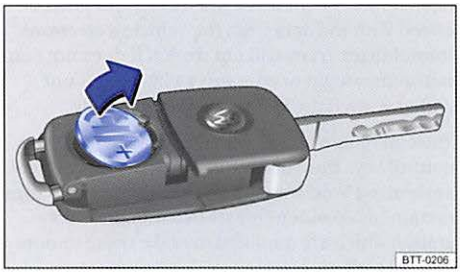


Fig. 16 Vehicle key: Remove old battery.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 34.

Volkswagen recommends having the battery changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The battery is on the back of the vehicle key under a cover.

Replacing the battery

- Unfold the key bit of the vehicle key ⇒ page 34.
- Remove the cover on the back of the vehicle key ⇒ fig. 15 in the direction of the arrow ⇒ ⓘ.
- Use a thin object to pry the battery out of the battery compartment ⇒ fig. 16.
- Position the new battery in as shown ⇒ fig. 15 and press it into the battery compartment (opposite to direction of the arrow) ⇒ ⓘ.
- Position the cover as shown ⇒ fig. 16 and press it down (opposite to direction of the arrow) until you hear it click into place.

ⓘ Note

- **Changing the battery improperly can damage the vehicle key.**
- **Using the wrong battery can damage the vehicle key. Replace a discharged battery with 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.
- Batteries of the type used in your vehicle key (remote control key) may contain Perchlorate Material. Special handling may apply. Observe all legal requirements regarding handling and disposal of these components – see www.dtsc.ca.gov/hazardouswaste/perchlorate.. 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 vehicle key

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 34.

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 vehicle key. Synchronize the vehicle key as follows:

- Unfold the key bit on the vehicle key ⇒ page 34.
- Remove the cap from the door handle on the driver door ⇒ page 322.
- Press the button on the vehicle key. Stand immediately next to vehicle while doing so.
- Unlock the vehicle within one minute using the key bit.
- Turn the ignition on with the vehicle key. The synchronization is complete.
- Install the cap. ◀

Power locking and closing system

Introduction

In this section you'll find information on the following:

Description of the power locking system 39
Unlocking and locking the vehicle from the outside 39
Unlocking and locking the vehicle from the inside 40
Unlocking and locking vehicles with KESSY 41
Anti-theft alarm system 42

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 vehicle key.

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

More information:

- Personal comfort setting in the Volkswagen Information System ⇒ page 21
- Vehicle key set ⇒ page 34
- Power windows ⇒ page 48
- Power sunroof ⇒ page 51
- Trailer towing ⇒ page 152
- Emergency closing and opening ⇒ page 322

⚠ 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 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 allow passengers to remain in a locked vehicle. Locked doors can delay assistance to vehicle occupants and rescue from the outside in the event of an emergency. 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 ⚠ on page 38.

The power locking system controls central unlocking and locking of all doors and the rear hatch.

- From the outside with the vehicle key.
- From the inside with the remote control switch ⇒ page 40.

Special functions of the power locking system can be activated or deactivated via the **Convenience** sub-menu in the **Settings** menu or by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ page 21.

The doors and rear hatch can be manually unlocked and locked if there is a malfunction of the vehicle key or the power locking system.

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	Operation
Locking the vehicle **from the inside**:	– Switch the ignition off and on again. – Press the central locking system switch.
Locking the vehicle **from the outside**:	– Switch the ignition off and on again **OR** remove the vehicle key from the ignition. – Open one of the vehicle doors once. – Lock the vehicle with the vehicle key.

Unlocking and locking the vehicle from the outside



Fig. 17 Vehicle key with panic button.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 38.

Function	Operation with the vehicle key buttons	Operation with valet key or mechanical vehicle key
Unlock the vehicle.	Press the button. Keep pressed to open all doors and the rear hatch.	Remove cap and insert vehicle key bit into lock cylinder in driver door and turn **counterclockwise**. Keep turned for comfort opening.
Lock the vehicle.	Press the button. Keep pressed for convenience closing.	Remove cap and insert vehicle key bit into lock cylinder in driver door and turn **clockwise**. Keep turned for comfort closing.
Unlock the rear hatch.	Press the button.	Remove cap and insert vehicle key bit into lock cylinder in driver door and turn **counterclockwise**.

Note: Depending on the settings for the central remote control system in the **Convenience** submenu, all doors and the rear hatch are unlocked only after the button has been pressed twice ⇒ page 21.

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

If the driver door is open, the vehicle cannot be locked with the vehicle key. If the vehicle was unlocked with the 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 unintentionally remaining unlocked. ◀

Unlocking and locking the vehicle from the inside

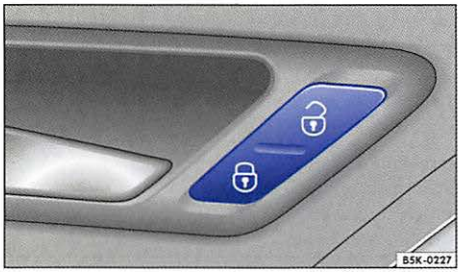


Fig. 18 In the driver door: power locking switch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 38.

Press button ⇒ fig. 18:	
	Unlock the vehicle.
	Lock the vehicle.

The power locking switch works whether the ignition is switched on or off.

If the vehicle is locked with the power locking switch:

- 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 from inside the vehicle by pulling the door handle. You may need to pull the door handle more than once to open the door.
- An open driver door will not be locked. This helps prevent the driver from being locked out of the vehicle. ◀

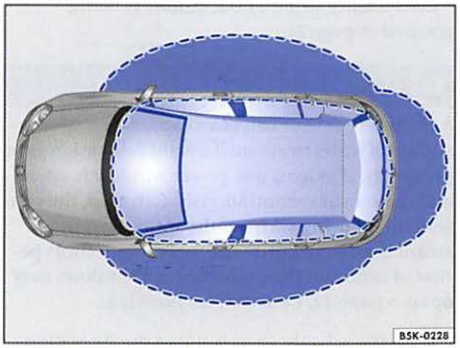


Fig. 19 KESSY lock and start system: Proximity ranges.

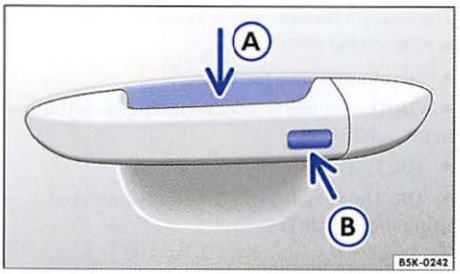


Fig. 20 KESSY lock and start system: Outer button on front door handle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 38.

KESSY is a starting and locking system which unlocks and locks the vehicle without active use of a vehicle key. For this, a valid vehicle key must simply be in proximity of the vehicle ⇒ ⓘ.

General information

If a valid vehicle key is in the proximity range ⇒ fig. 19 of a front door or the rear hatch, the KESSY lock and start system recognizes desired access. The system verifies access authorization and enables the following functions without actively using the vehicle key:

- Keyless entry: Unlocking the vehicle with the door handles for the front doors or the rear hatch.
- Keyless go: Start engine and drive. For this, a valid vehicle key must be in the passenger compartment.
- Keyless exit: Locking the vehicle via the door handle of the driver or front passenger door.

The power locking system and the closing system function similarly to the *standard* unlocking and locking system. Only the operating controls are different.

Vehicle unlocking is indicated by a double flashing, locking by a single flashing of all turn signals.

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

- Grasp the door handle of the driver or front passenger door ⇒ fig. 20 (arrow Ⓐ).
- Open the door.

Closing and locking doors

- Close the driver door.
- Operate the outer button in door handle ⇒ fig. 20 (arrow Ⓑ) *once*. The door on which the handle is operated must be closed.

Unlocking and locking the rear hatch

If a valid vehicle key is in the proximity ⇒ fig. 19 of the rear hatch, the rear hatch is unlocked automatically.

- Open and close the rear hatch as you would a *standard* rear hatch ⇒ page 45.

The rear hatch automatically locks after it is closed unless there is a valid vehicle key inside the vehicle.

Locking with a second vehicle key

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

Automatic deactivation of sensors

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

If an outer button on a door handle is activated excessively on the locked vehicle, for instance by rubbing against a bush, all outer buttons on the affected vehicle side are switched off for about 30 ▶

minutes. If only the outer button on the driver door is affected, only this button is deactivated.

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

- 30 minutes have passed.
- **OR:**The vehicle is unlocked using the button in the vehicle key.
- **OR:** The rear hatch is opened.
- **OR:** The vehicle is mechanically unlocked using the vehicle key.

Convenience functions

- In order to utilize **convenience closing** of all power windows and the power sunroof, press the outer button on the door handle for at least two seconds.
- Release the outer button in order to stop the process. If the outer button on the door handle is activated again immediately after it was released, all windows are opened (safety function) ⚠ ⇒ page 48.

Door opening is performed according to the settings activated in the corresponding menu **Settings – Convenience** while a door handle is being grasped ⇒ page 21.

Note

A proximity sensor can be activated by a strong stream of water or steam if a valid vehicle key is in proximity. If at least one power window is open and the sensor is continuously activated, the convenience closing starts. If the spray of water or steam is removed from the sensor for a short period of time and then returned, all windows may open⇒ page 42, *Convenience functions.*

If the selector lever is **not** in the 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 key.

If the vehicle battery or the battery in the vehicle key is discharged or weak, it might not be possible to unlock and lock the vehicle using KESSY. ◀

Anti-theft alarm system

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 38.

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 vehicle key (remote control key).

When is the alarm triggered?

The anti-theft alarm system sounds for about 30 seconds and flashes the turn signals for up to five minutes if the following actions are performed on the locked vehicle:

- Opening a door that has been mechanically unlocked and not switching on the ignition within about 15 seconds.
- Forcibly opening a door.
- Forcibly opening the engine hood.
- Forcibly opening the rear hatch.
- Switching on the ignition with an invalid or unprogrammed key.
- Disconnecting the vehicle battery.

Deactivating the alarm

Unlock the vehicle with the unlock button on the vehicle key or switch on the ignition with a valid vehicle key.

If, after the alarm has stopped, the vehicle is opened again in the same or a different area protected by the alarm, the alarm will be 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.

If the driver door is unlocked using the vehicle key, only the driver door is unlocked, but not the entire vehicle.

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

Doors

Introduction

In this section you'll find information on the following:

Warning light 43
Child safety lock 44

More information:

- Vehicle key set ⇒ page 34
- Power locking and closing system ⇒ page 38
- Emergency closing and opening ⇒ page 322

⚠ 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.**

⚠ WARNING (continued)

- **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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 43.

Lights up	Possible cause	Proper response
 	At least one vehicle door is open or improperly closed.	**Stop!** Open and close the respective 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 open or not closed properly, the warning light or the symbol lights up in the instrument cluster display.

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

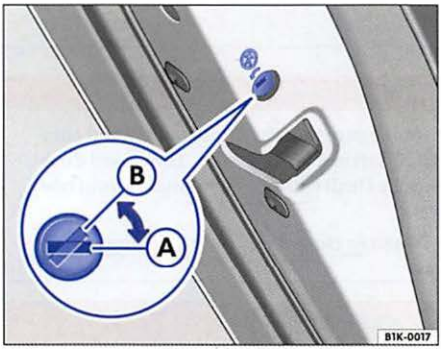


Fig. 21 In the left rear door: Child safety lock Ⓐ deactivated, Ⓑ activated.

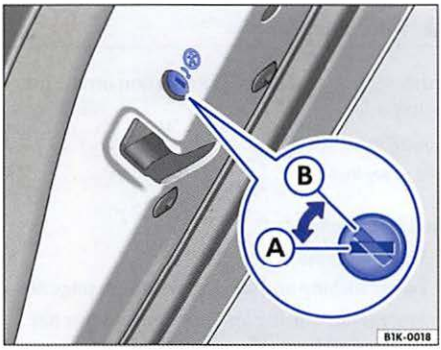


Fig. 22 In the right rear door: Child safety lock Ⓐ deactivated, Ⓑ activated.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 43.

The child safety lock keeps the rear doors from being opened from the inside, so that children cannot open them accidentally. When the child safety lock is engaged, the rear doors can only be opened from the outside.

Engaging or disengaging child safety lock

- Unlock the vehicle and open the respective rear door.
- Unfold the key bit from the vehicle key fob.
- Using the key bit, move the slot into the desired position.

Slot position ⇒ fig. 21 or ⇒ fig. 22:

Ⓐ Child safety lock disengaged.
Ⓑ Child safety lock engaged.

⚠ WARNING

When the 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

In this section you'll find information on the following:

Warning light 46
Opening the rear hatch 46
Closing the rear hatch 47

More information:

- Power locking system ⇒ page 38
- Transporting ⇒ page 137
- Emergency closing and opening ⇒ page 322

⚠ WARNING

Improper or unsupervised unlocking, opening or closing of the rear hatch can cause accidents and severe injuries.

- Only open or close the rear hatch if no one is in the way.
- Never close the rear hatch by pushing on the rear window with your hand. The rear window could break and cause injuries.
- 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.

⚠ WARNING (continued)

- 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 rear hatch 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 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. 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.

ⓘ Note

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 ⚠ on page 45.

Lights up	Possible cause	Proper response
	Rear hatch open or improperly closed.	STOP **Stop!** Open and close rear hatch 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 warning light in the instrument cluster or the vehicle symbol in the MFD comes on showing the open rear hatch.

Depending on the vehicle options, a symbol may be displayed in the instrument cluster instead of the warning light. The light or symbol will also come on when the ignition is switched off. The 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

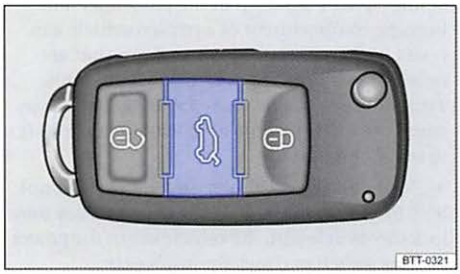


Fig. 23 In the vehicle key: button to unlock and open the rear hatch.

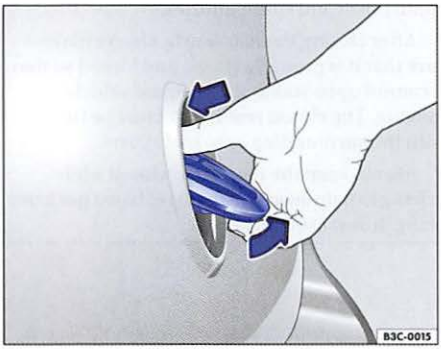


Fig. 24 Opening rear hatch from the outside.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 45.

For example, if a loaded bicycle or luggage rack is mounted on the rear hatch, it may not be possible to open the rear hatch ⇒ ⚠. Remove the load from the luggage rack and prop up the rear hatch once it is open.

Opening with the vehicle key

Push the button on the vehicle key ⇒ fig. 23 for about one second to unlock the rear hatch or push the button on the vehicle key until the rear hatch opens several inches on its own. Then open the rear hatch using the Volkswagen emblem.

Opening with the Volkswagen emblem

- Unlock the vehicle or rear hatch, or open a door.
- Using your thumb, press the top of the Volkswagen emblem ⇒ fig. 24 and move the emblem down. Grasp the bottom part of the emblem and pull to lift the rear hatch. ▶

⚠ WARNING

Improper and unsupervised unlocking or opening of the rear hatch can cause severe injuries.

- **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.**

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

Closing the rear hatch



Fig. 25 Opened rear hatch: recessed grip for closing.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 45.

Closing the rear hatch

- Grasp one of the recessed grips in the rear hatch trim ⇒ fig. 25 (arrow).
- Pull the rear hatch down and close it securely.
- 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 either a door or the rear hatch in about the next 30 seconds, the vehicle is automatically locked again. This feature helps prevent the vehicle from unintentionally remaining unlocked.

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 vehicle key, it will lock again right after it is closed.
- A closed but unlocked rear hatch automatically locks at speeds above 6 mph (9 km/h).

⚠ 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 reach levels that can cause unconsciousness or death, particularly to small children.**

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

Power windows

Introduction

In this section you'll find information on the following:

Opening and closing power windows 49
Power windows – functions 49
Power window pinch protection 50

More information:

- Volkswagen Information System ⇒ page 21
- Power locking and closing system ⇒ page 38

⚠ 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.**

⚠ WARNING (continued)

- **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.**
- **When children are in the back seat, always use the safety switch to disable the rear power windows so they cannot be opened or closed.** ◀

Opening and closing power windows

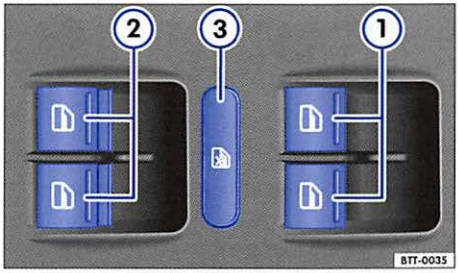


Fig. 26 In driver door: switches for front and rear power windows.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 48.

Switches in the driver door

Key to fig. 26:

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

Opening or closing windows

Function	Operation
Opening:	Press the button.
Closing:	Pull button.
Stopping automatic window movement:	Press/pull the button again.
	The safety switch ③ deactivates the power windows in the rear doors. The yellow indicator light in the switch lights up.

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 ignition key has been removed and the driver door has been opened, the power windows cannot be opened or closed. ◀

Power windows – functions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 48.

One-touch opening and closing

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

For one-touch closing: Pull the switch for the window up briefly to the second detent.

For one-touch opening: Press the switch for the window down briefly to the second detent.

Stopping automatic movement: Pull or 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 one second 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.

⚠ 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 passenger door has not been opened.**
- **When children are in the back seat, always use the safety switch to disable the rear power windows so they cannot be opened or 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 authorized Volkswagen Service Facility right away. ◀

Power window pinch protection

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 48.

Pinch protection can help reduce the risk of pinching injuries when closing a power window ⇒ ⚠. If one-touch window closing meets resistance or there is something in the way, the window will stop and go down again.

- Check why the window did not close.
- Try again to close the window.
- If the window stops and opens again, but still cannot close within about 10 seconds, the one-touch closing feature will be turned off for about 10 seconds.
- If the window is still cannot close, it will stop where the resistance is located. If you press the switch again within about 10 seconds, the window will close **without pinch protection** ⇒ ⚠.

Closing the window without pinch protection

- Try to close the window again within 10 seconds by holding the switch. **Pinch protection is turned off for a short distance in the window track!**
- If closing takes longer than about 10 seconds, pinch protection is turned on again. The window stops again if there is resistance.
- If the window still will not close, please see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

⚠ WARNING

Without pinch protection, power windows will close with enough force to cause cause serious personal injury.

- **Always be careful when closing power windows.**
- **Always make sure that no one is in the way when overriding pinch protection to close power windows.**
- **Pinch protection cannot prevent fingers or other parts of the body from being pressed against the window frame; injuries may result.** ◀

Power sunroof

Introduction

In this section you'll find information on the following:

Opening or closing the power sunroof 51
Pinch protection for the power sunroof 52

More information:

- Volkswagen Information System ⇒ page 21
- Power locking and closing system ⇒ page 38
- Emergency closing and opening ⇒ page 322

⚠ 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.**

⚠ WARNING (continued)

- **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 vehicle key makes it possible to lock the vehicle, start the engine, turn on the ignition and operate the sliding and tilting roof.**
- **You can still use the power sunroof for a short time after the ignition is switched off as long as the driver or passenger door has not been opened.**

In the event the power 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

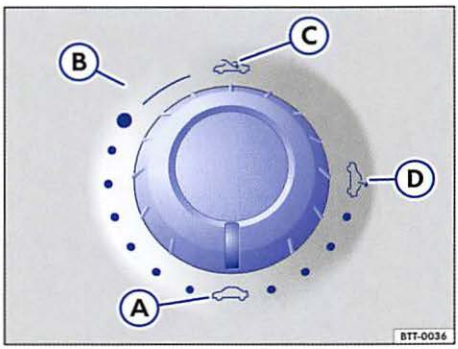


Fig. 27 In the headliner: rotary switch for the power sunroof.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 51.

Turn the ⇒ fig. 27 rotary switch to the desired position to set the power sunroof in the following positions:

Ⓐ Closed.
Ⓑ In Comfort position.
Ⓒ Completely open.
Ⓓ Raised.

The power sunroof only functions when the ignition is on. You can still use the power sunroof for a short time after the ignition is switched off as long as the driver or passenger door has not been opened.

Sliding headliner

The sliding headliner opens with the power sunroof and can be closed manually when the sunroof is closed. ◀

Pinch protection for the power sunroof

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 51.

Pinch protection can help reduce the risk of pinching injuries when closing the power sunroof ⇒ ⚠. If the power sunroof closing meets resistance or there is something in the way, the power sunroof opens again immediately.

- Check why the power sunroof did not close.
- Try to close the power sunroof again.
- If the power sunroof still cannot close, the power sunroof will stop where the resistance is located. The power sunroof will close the next time without pinch protection.

Opening and closing the power sunroof without pinch protection

- Turn the rotary switch to position ⇒ page 51, fig. 27 Ⓐ and pull down the rear part of the switch until the power sunroof closes completely.
- **The power sunroof will now close without pinch protection!**
- If the power sunroof still will not close, please see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

⚠ WARNING

Without pinch protection, the power sunroof will close with enough force to cause serious personal injury.

- **Always be careful when closing the power sunroof.**
- **Always make sure that no one is in the way when overriding the pinch protection to close the power sunroof!**
- **Pinch protection cannot prevent fingers or other parts of the body from being pressed against the roof opening; injuries may result.** ◀

HomeLink® Universal Transmitter

Introduction

In this section you'll find information on the following:

Programming the garage door opener 54
Operating the garage door opener 55

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 to control a garage door opener or other device so that you will not have to use the hand-held remote control 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 ⇒ page 54.

Compatibility

Volkswagen recommends that 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.

⚠ 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 set a garage door or estate gate in motion. 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 its electrical drive.** ◀

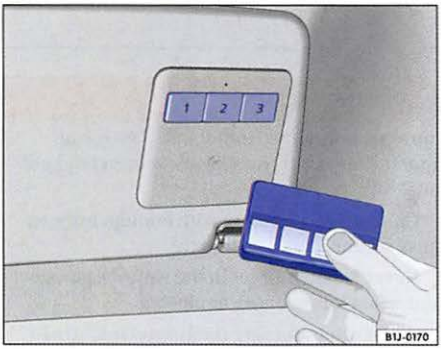


Fig. 28 The remote control and buttons for the HomeLink Universal Transmitter are in the sun visor.

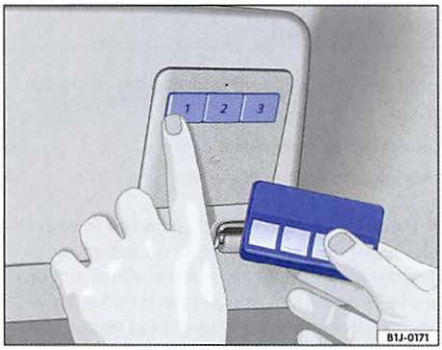


Fig. 29 To program: simultaneously press the buttons for the HomeLink Universal Transmitter and the remote control.

Please first read and note the introductory information on page 53.

The buttons 1, 2 and 3 on the keypad in the sun visor can operate up to three separate devices (for example, a gate and garage door, house alarm or lighting system).

Getting ready to program

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

Before initial programming:

- Press and hold buttons 1 and 3 at the same time, for about 20 seconds. When the indicator light above button 2 begins to flash,
- immediately release both buttons. This step deletes any old settings. This step does not have to be repeated when programming the other buttons.
- If the buttons are pushed longer, the factory settings are reactivated.

Programming

- Complete the steps for getting ready to program as described above ⇒ page 54.
- Hold the hand-held remote control for the device to be programmed about 2 inches (5 cm) from the buttons on the HomeLink® Universal Transmitter keypad in the sun visor ⇒ fig. 28 while keeping the indicator light above button 2 in view. If you hold the hand-held remote too far away, the process may have to be repeated.
- Press and hold the button on the hand-held remote control for the device being programmed and at the same time press and hold the HomeLink® Universal Transmitter button that you want to use on the sun visor (1, 2 or 3) until the indicator light above button 2 flashes slowly and then rapidly ⇒ fig. 29.
- Release the buttons. The device is now programmed to the button you selected on the sun visor.

Repeat these steps to program the other buttons for the HomeLink® Universal Transmitter on the sun visor keypad to control other devices.

Synchronizing a device that uses a rolling code

- Complete the steps for getting ready to program as described above ⇒ page 54.
- Program the device ⇒ page 54.
- In the manufacturer's instructions for the garage door opener or other device, find the "Setup button" for synchronizing new hand-held remote controls to the device you want to control.
- Within 30 seconds after pressing the "Setup button" on the device, press button 1, 2 or 3 on the sun visor keypad for the HomeLink® Universal Transmitter. Press that same button a second time to complete the process. For some systems, the button on the sun visor keypad may have to be pressed a third time. ▶

Deleting programming for all buttons

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

- Complete the steps for getting ready to program as described above ⇒ page 54.
- Press and hold buttons 1 and 3 at the same time, for about 20 seconds. When the indicator light above button 2 begins to flash,
- immediately release both buttons. This step deletes all old settings.

After programming

Test the garage door opener ⇒ page 55, *Operating the garage door opener.* ◀

Operating the garage door opener

Please first read and note the introductory information on page 53.

- The vehicle must be in the operating range of the garage or outer gate drive.
- With ignition turned on or engine running, press the appropriate button in the sun visor ⇒ ⚠.

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.	Batteries in the remote control are dead.	Change batteries.
	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.	Re-program garage door opener.

⚠ WARNING

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

- **Only use the HomeLink® Universal Transmitter when you are within range and no one is the way.**

ⓘ Note

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

- Please dispose of old batteries properly and in an environmentally responsible manner.
- Certain batteries used in hand-held remote controls are classified as Perchlorate Material. Special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate. Observe all legal requirements regarding proper disposal. ◀

Sitting properly and safely

Adjusting the seating position

Introduction

In this section you'll find information on the following:

Examples of improper seating positions 57
Proper seating position 58
Manual controls on the driver and passenger seat 59
Electrical controls on the driver and front passenger seats 60
Adjusting head restraints 61
Removing and reinstalling head restraints 62
Adjusting the steering wheel position 63
Center armrest 64

Number of seats

The vehicle has a total of **five** seating positions: two in front and three in the rear. Each seating position has a safety belt.

More information:

- Seat functions ⇒ page 65
- Safety belts ⇒ page 67
- Airbag system ⇒ page 80
- Child safety and child restraints ⇒ page 101

⚠ WARNING

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

- All occupants must be properly seated and properly restrained at all times.
- Never let the number of people in the vehicle exceed the number of available seating positions with safety belts.
- Always secure children in the vehicle with an approved and suitable restraint system according to their height and weight ⇒ page 101, ⇒ page 80.
- All vehicle occupants should always keep their feet in their respective footwells. Never allow vehicle occupants to place their feet on the seat, instrument panel, out of the window, etc. The airbag system and safety belt will not be able to protect you or your passengers 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 front 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 at least 10 inches (25 cm) between your breastbone and 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 this requirement 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 far back. The farther the backrests are tilted back, the greater the risk of injury caused by incorrect positioning of the safety belts and improper seating position.
- Never drive with a front seat 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.

⚠ WARNING (continued)

- **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, the result of the adjustment will lead to an incorrect seating position.**
- **Adjust the front seat height, angle and longitudinal position only if the seat adjustment area is clear.**
- **The adjustment area of the front seats must not be restricted by objects.** ◀

Examples of improper seating positions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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. The risk of serious injury and death is particularly high 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 and 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 seatback 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 armrest.
- Never ride without your safety belt properly fastened.
- Never ride in the luggage compartment.

⚠ WARNING

Each and every incorrect seating position increases the risk of serious or fatal injury during sudden driving and braking manoevers and crashes.

- **Always make sure that all vehicle occupants stay in a proper seating position and are properly restrained whenever the vehicle is moving.**
- **Sitting incorrectly, not wearing a safety belt and sitting too close to the airbag increase the risk of receiving life-threatening or fatal injuries, especially if the airbag deploys and strikes the person who is seated improperly.** ◀

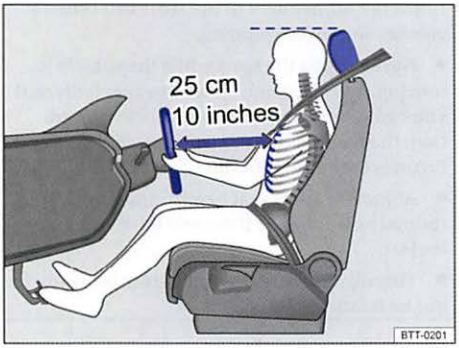


Fig. 30 The driver should sit a minimum of 10 inches (25 cm) away from the steering wheel.

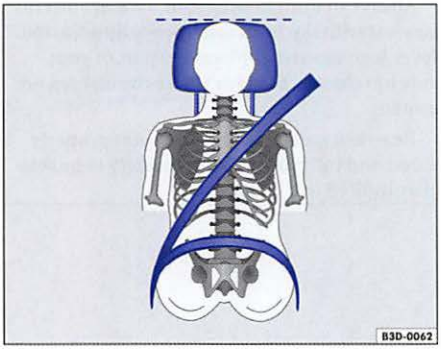


Fig. 31 Proper safety belt positioning and head restraint adjustment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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 from 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 head restraints so that the upper edge of the head restraint aligns with the upper part of the head above the eyes. Position the back of your head as close as possible to the head restraint ⇒ fig. 30 and ⇒ fig. 31.
- 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 seatback 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 ⇒ page 67.

Driver's 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. 30. When adjusting the proper distance to the steering wheel, grasp the sides of the steering wheel with your elbow(s) 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.

- 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.

Front passenger seat adjustment:

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

Manual controls on the driver and passenger seat

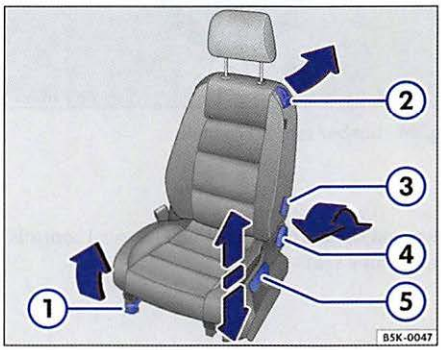


Fig. 32 Controls on the left front seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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

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

fig. 32	Function	Operation
①	Move the front seat backward and forward.	Pull the lever up and move the front seat. The front seat must lock in place after the lever is released!
②	Fold backrest forward or backward (only in 2-door vehicles)	*Folding forward:* Pull the lever and fold the backrest forward while pushing the seat forward.
		Folding backward: Push the seat all the way back, pull the lever, and fold the backrest back into the upright position. The backrest must lock in place after the lever is released!
③	Lumbar support control.	Turn the lever.
④	Adjust backrest angle.	Turn the adjuster wheel.
⑤	Adjust seat height.	Move the lever several times up or down. ◀

Electrical controls on the driver and front passenger seats

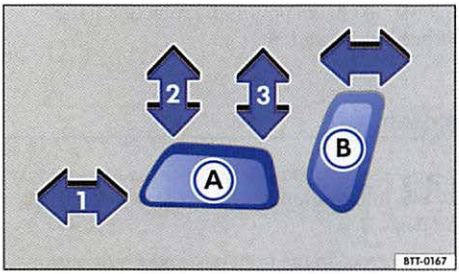


Fig. 33 Driver seat controls to adjust the seat backward and forward, change seat cushion height and angle, and adjust backrest angle.

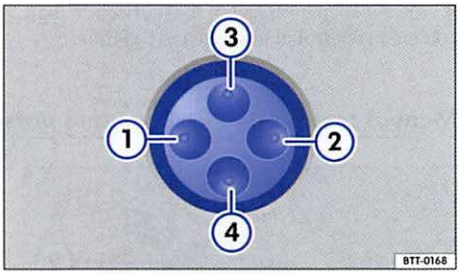


Fig. 34 Lumbar support control.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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

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

page 60, fig. 33 Press the switch in the direction of the arrow:

Ⓐ	①	Slide the seat backward or forward.
	② *and* ③	Raise or lower the seat cushion.
	② *or* ③	Adjust seat cushion angle.
Ⓑ	*Forward or backward.*	Adjust backrest angle.

Press fig. 34 switch for each area:

① *or* ②	Adjust lumbar support.
③ *or* ④	Adjust lumbar support height.

⚠ WARNING

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

- **The front seats in your vehicle can be electrically adjusted even when the ignition key is removed. 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 another seat adjustment switch.**

ⓘ Note

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 a seat or backrest.

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

Starting the engine stops seat adjustment. ◀

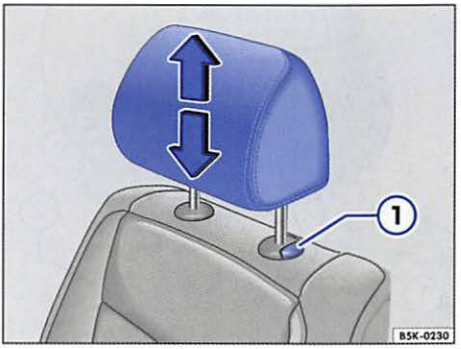


Fig. 35 Adjusting the front head restraints.

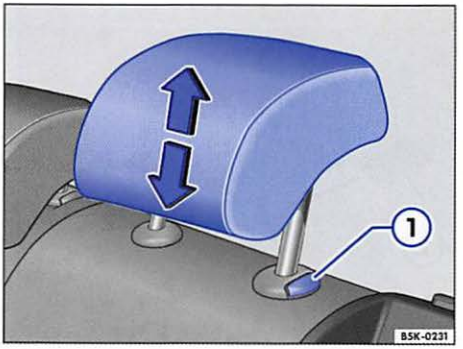


Fig. 36 Adjusting the rear head restraints.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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

Adjusting the height

- Push the head restraint up in the direction of the arrow or down when the button ⇒ fig. 35 ① or ⇒ fig. 36 ① is pressed ⇒ ⚠.
- 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 aligns with the upper part of the head above the eyes. 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 completely down, even if this means the person's head is below the top edge of the head restraint. There may be a small gap between the head restraint at the lowest position and the back rest.

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 personal injuries or death in a collision.

- **If a seat is occupied, always drive with the respective head restraint installed and properly adjusted.**
- **Every person in the vehicle must have a properly adjusted head restraint in order 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 hold your head so that the back of your head is as close as possible to the head restraint.**
- **Never adjust head restraint while driving. ◀**

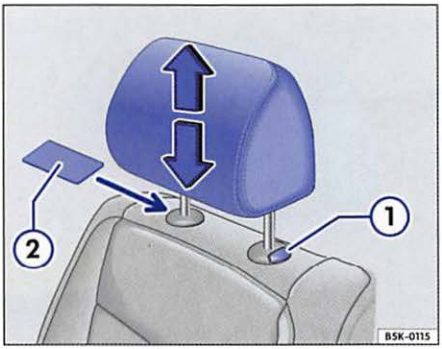


Fig. 37 Removing front head restraints.

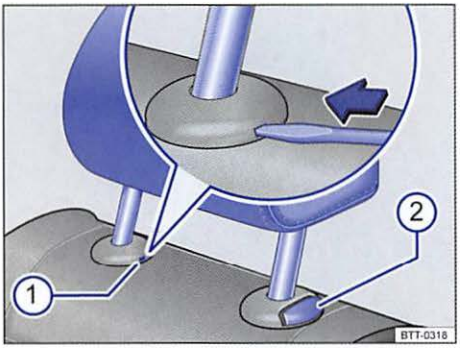


Fig. 38 Removing rear head restraints.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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

Removing the front head restraints

- Pull the head restraint all the way up ⇒ ⚠ in *Adjusting head restraints* on page 61.
- If necessary, slide a flat object such as a plastic card between the backrest cover and the cover cap of the head restraint guide rod ⇒ fig. 37 ② to unlock the head restraint.
- While pressing button ①, pull the head restraint out completely.

Installing the front head restraints

- Position head restraint properly over the head restraint guides of the respective seat back and insert the head restraint into the guides.
- Push the head restraint down while pressing button ①.
- Adjust the head restraint according to the occupant's size ⇒ page 61.

Removing the rear head restraint

- Unlock the backrest of the rear seat and fold it forward ⇒ page 142.
- Pull the head restraint all the way up ⇒ ⚠.
- If necessary, press the flat blade of the screwdriver from the vehicle tool kit into the slit of the trim cap ⇒ fig. 38 ① in the direction of the arrow and hold it in this position.
- At the same time press button ② while a second person pulls out the head restraint completely.
- Fold the backrest of the rear seat so that it locks securely.

Installing the rear head restraint

- Unlock the backrest of the rear seat and fold it forward ⇒ page 142.
- Position head restraint properly over the head restraint guides of the respective seat back and insert the head restraint into the guides.
- Push the head restraint down while pressing button ②.
- Fold the backrest of the rear seat so that it locks securely.
- Adjust the head restraint according to the occupant's size ⇒ page 61.

⚠ WARNING

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

- **If a seat is occupied, always drive with the respective head restraint installed and properly adjusted.**
- **Always reinstall head restraints as soon as possible so that vehicle occupants are properly protected.**

Note

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

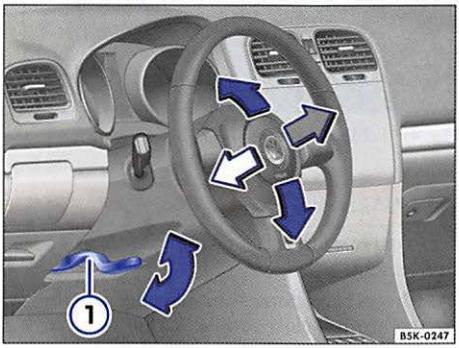


Fig. 39 Manual adjustment for steering wheel position.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

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

- Push down on the lever ⇒ fig. 39 ①.
- 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.
- Pull the lever up firmly until it is flush with the steering column ⇒ ⚠.

⚠ WARNING

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

- Always pull the lever 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 are driving and must make an adjustment, safely stop your vehicle and make the necessary 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 or death 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 airbag deploys. ◀

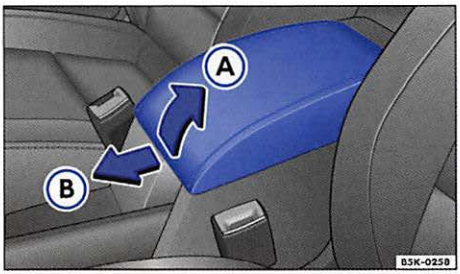


Fig. 40 Front center armrest.

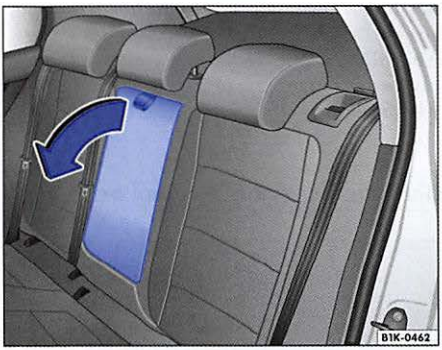


Fig. 41 Folding down the rear center armrest.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 56.

Front center armrest

To lift the center armrest, pull the armrest and latch upward in the direction of the arrow ⇒ fig. 40 Ⓐ.

To lower the center armrest, first lift it all the way up. Then you can lower the center armrest.

To move the center armrest forwards and backwards, pull it forward Ⓑ or slide it backward until it clicks into place.

Rear center armrest

A foldable center armrest is located in the center of the rear seat backrest ⇒ fig. 41.

⚠ WARNING

The center armrest can restrict the driver's movement.

- **Always keep storage compartments in the center armrest closed while driving.**
- **Never let a passenger, especially a child, ride on the center armrest. Such an improper seating position can increase the risk of serious personal injury or death 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

In this section you'll find information on the following:

Seat heating 65

More information:

- Adjusting the seating position ⇒ page 56
- Safety belts ⇒ page 67
- Airbag system ⇒ page 80
- Child safety and child restraints ⇒ page 101
- Outside mirrors ⇒ page 133

⚠ WARNING

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

- **Sit properly at all times before starting to drive and while the vehicle is moving. This also applies to all passengers.**
- **Keep hands, fingers, feet and other body parts away from moving parts and adjustment areas of the seats. ◀**

Seat heating

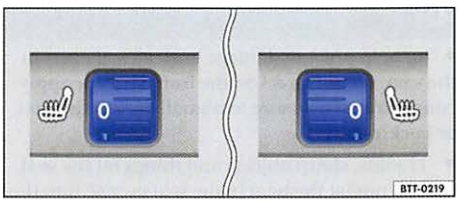


Fig. 42 In the center console: Seat heating control for front seats (version 1).

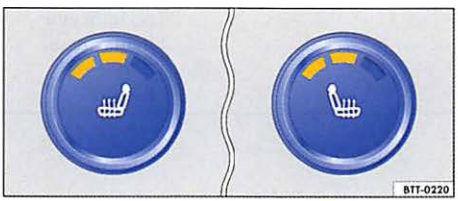


Fig. 43 In the center console: Seat heating control for front seats (version 2).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 65.

When the ignition is switched on, seats can be electrically heated. Some seat models also have heated backrests.

Switch off seat heating if the seat is not being used. ▶

Function	Operation of seat heating, version 1 ⇒ page 65, fig. 42	Operation of seat heating, version 2 ⇒ page 65, fig. 43
Activate:	Turn the thumb-wheel to the desired heating level.	Press the button. Seat heating is switched on to maximum.
Set heating level:	Turn the thumb-wheel to the desired heating level.	Press the button repeatedly until the desired heating level is set.
Deactivate:	Turn the thumb-wheel down to **0**.	Press the button repeatedly until no indicator lights are on ⇒ page 65, fig. 43.

⚠ WARNING

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.

- **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.**
- **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.**
- **People suffering from a lowered capacity to perceive pain or temperature should NEVER use the seat heating feature.**

ⓘ Note

- **To help prevent damage to electrical 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 on the seat that do not let the heat in the seat escape into the air can damage the seat heating system.**
- **If you smell an odor, immediately shut off the seat heating and have it checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

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

Safety belts

Introduction

In this section you'll find information on the following:

Warning light 68
Frontal collisions and laws of physics 69
What happens to passengers not wearing a safety belt? 70
Safety belts protect 71
Using safety belts 72
Fastening and unfastening safety belts 73
Safety belt position 74
Safety belt height adjusters 75
Safety belt extender 76
Safety belt retractor, pretensioner, load limiter 78
Service and disposal of belt pretensioners 78

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 ⇒ ⚠. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities will use the replacement parts that are correct for your vehicle, model, and model year.

More information:

- Adjusting the seating position ⇒ page 56
- Airbag system ⇒ page 80
- Child safety and child restraints ⇒ page 101
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ 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.

- **Safety belts are the single most effective means available to reduce the risk of serious injury and death in automobile accidents. For your protection and that of your passengers, always correctly wear safety belts when the vehicle is moving.**

⚠ WARNING (continued)

- **Every person in the vehicle must be properly seated on a seat of his or her own, must properly fasten the safety belt belonging to that seat before the vehicle starts to move, and must keep the belt properly fastened while riding in the vehicle. This applies to the driver and all passengers, even when just driving around town.**
- **Always secure children in the vehicle with a restraint system appropriate for their age, weight and height ⇒ page 101.**
- **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. Always keep the belts clean. Dirty belts may not work correctly and can impair the function of the inertia reel. This could prevent the belt buckles and safety belts 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.**
- **Several layers of heavy clothing may interfere with correct positioning of safety belts and reduce their effectiveness.**
- **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.**
- **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.**
- **Always keep safety belt buckles free of anything that may prevent the buckle from latching securely.**
- **Safety belts offer optimum protection only when the seat back 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.

⚠ WARNING (continued)

- 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 have been worn and loaded in an accident must be replaced immediately. See an authorized Volkswagen dealer or 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 and repaired 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. 44 Warning light in the instrument cluster.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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 go on briefly for a function check. They go out after a few seconds.

The safety belt warning light in the instrument cluster lights up when the ignition is switched on as a reminder to fasten the safety belts. In addition,

you will hear a warning chime. The warning light / display and the warning chime will go out / stop when the driver and front passenger correctly fasten their safety belts. If the safety belts have not been fastened when a speed of more than 15 mph is reached or if the safety belts are unfastened while the vehicle is moving, a warning chime for up to 90 seconds. The belt warning light also flashes.

When the ignition is switched on, the warning light will always come on for about 6 seconds and, if the driver has not fastened his or her safety belt, a warning chime will sound for about 6 seconds. As soon as the driver has buckled up, the warning chime will stop and the warning light will go out. If the driver or front seat passenger has not buckled up within about 24 seconds after the warning chime has stopped, the warning chime will sound again for about 6 seconds, then stop for 24 seconds, and then repeat this reminder sequence for a maximum of 2 minutes. The warning light will stay on as long as the driver or front seat passenger has not buckled up.

⚠ 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

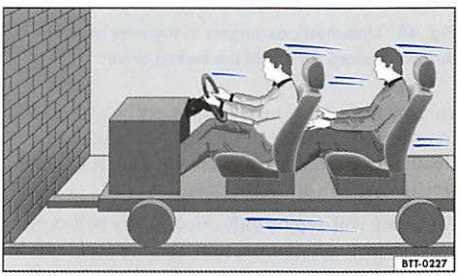


Fig. 45 A vehicle with passengers not wearing safety belts approaches a wall.

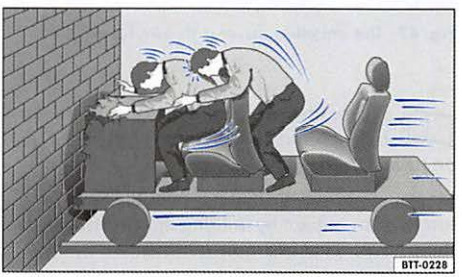


Fig. 46 A vehicle with passengers not wearing safety belts hits the wall.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

The physical principles of a frontal collision are simple. Both the moving vehicle and the passenger in the vehicle possess energy ⇒ fig. 45, 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 the crash.

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

The amount of "kinetic energy" depends mainly on the speed and weight of the vehicle as well as the passengers' weight. The higher the speed and the greater the weight, the more energy must be absorbed in the crash.

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. 46.

The same principles apply to people in a vehicle that is in a frontal collision on the highway. Even at city speeds of 20 to 30 mph (30 to 50 km/h), the forces acting on the body can reach one metric ton (1,000 kg or 2,200 lbs) 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?



Fig. 47 The unbelted driver is thrown forward.

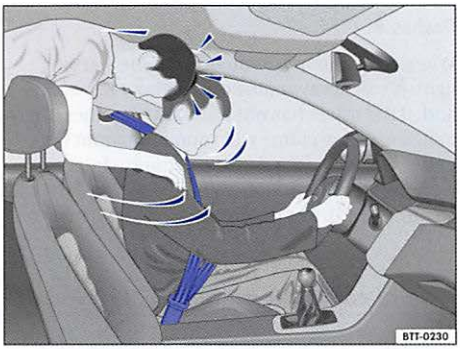


Fig. 48 Unbelted passengers in the rear seats are thrown forward on top of the belted driver.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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. 47.

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. 48. ◀



Fig. 49 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 ⚠ on page 67.

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. 49.

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 passive safety features (such as airbags) that are engineered into today's vehicles. 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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

Checklist

Using safety belts ⇒ ⚠

- ✓ Check the condition of all safety belts regularly.
- ✓ Keep safety belts clean.
- ✓ Keep objects and liquids away from belt webbing, buckle tongue and buckle latch and opening.
- ✓ Do not pinch or damage the safety belt or buckle tongue (e.g. 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 from the belt guide, it may be that it is twisted inside the side trim because it retracted too quickly when it was taken off.

- Holding 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 not twisted in any spot where it comes into direct contact with your body. Have the safety belt untwisted as soon as possible 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 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 ⇒ page 101.

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.

⚠ 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.**
- **Always keep safety belts clean.**
- **Never catch, damage or chafe belt webbing on sharp edges.**
- **Always keep objects and liquids away from the belt buckle and buckle opening.** ◀

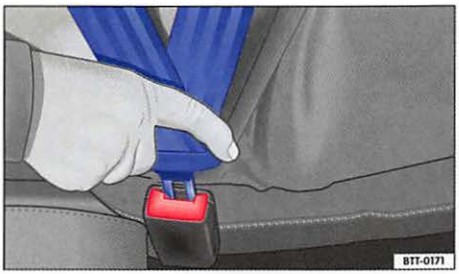


Fig. 50 Inserting the buckle tongue into the belt buckle.



Fig. 51 Releasing the buckle tongue from the belt buckle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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 is active if you hear a "clicking" sound when the safety belt is winding back onto the safety belt retractor wheel. Use the safety belt locking feature only when installing certain child restraint systems ⇒ page 101, *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 ⇒ page 56.
- Make sure the seat back of the rear seat is in the 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 belt webbing ⇒ ⚠.
- Insert the tongue into the correct buckle for your seat until you hear it latch securely ⇒ fig. 50.
- 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. 51. 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 back 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!** ◀

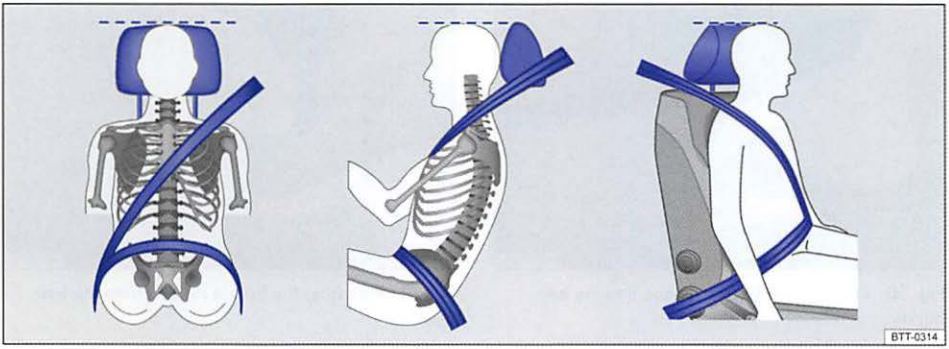


Fig. 52 Proper safety belt positioning and head restraint adjustment.



Fig. 53 Proper safety belt positioning for expectant mothers.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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 ⇒ page 56, *Adjusting the seating position.*

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.
- The lap portion of the safety belt must always run 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. 53.

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.

- **Safety belts offer optimum protection only when the seat back 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.**

⚠ WARNING (continued)

- 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.
- 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.

⚠ WARNING (continued)

- 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 correctly 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

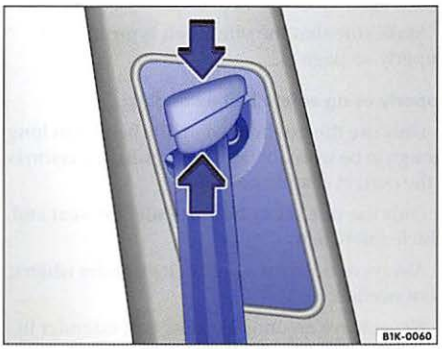


Fig. 54 Next to the front seats: Safety belt height adjuster.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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:

- Pinch the safety belt attachment together as indicated by the arrows and hold ⇒ fig. 54.
- Slide the belt and upper attachment up or down until the safety belt is positioned over the center of the shoulder ⇒ page 74, *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. ◀

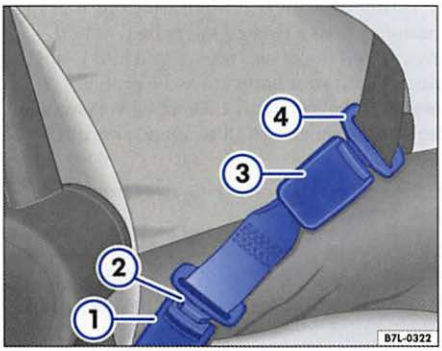


Fig. 55 A safety belt extender properly attached to the factory-installed safety belt.

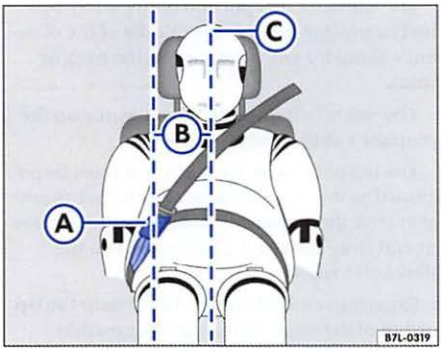


Fig. 56 Positioning of the safety belt extender.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

If a safety belt is too short to correctly fit you or one of your passengers even when it 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 safety belt 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 authorized Volkswagen Service Facility if you believe you may need an extender.

Key to fig. 55:

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. 56:

Ⓐ Safety belt buckle on the safety belt extender.
Ⓑ 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)!**
Ⓒ Centerline of the person using the safety belt extender.

Using a safety belt extender

- Adjust both the seat and the head restraint properly ⇒ page 56.
- Insert the buckle tongue on the safety belt extender ⇒ fig. 55 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 ⇒ page 73.
- Pull the belt to make sure that both tongues are securely locked in the buckles.
- Make sure that the safety belt is positioned properly ⇒ page 74.

Properly using safety belt extenders:

- 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
- 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 an unused safety belt extender in the belt buckle. 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 may then not 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 placement of a safety belt extender increases the risk of serious personal injury and death.

- Safety belt extenders offer optimum protection only when they are properly used.
- 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.
- 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.
- 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 (B) between the front edge of the safety belt extender buckle (A) and the centerline of the person using the safety belt extender ⇒ page 76, fig. 56Ⓒ is less than 6 inches (15 cm).
- Never leave an unused safety belt extender in the belt buckle. Remove and stow the safety belt extender safely when not needed.

⚠ WARNING (continued)

- Always make sure that the 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 more than one safety belt extender with a safety belt. Using more than one safety belt 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 obtained for your vehicle for any other vehicle, regardless of make, model, or model year. ◀

ⓘ Note

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.

ⓘ Note

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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

The safety belts in the vehicle are part of the vehicle's safety concept ⇒ page 86 and have 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 of the front seats and, if applicable, the outer rear seats are equipped with belt pretensioners.

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 reduces the occupant's forward movement or movement towards the point of impact. The belt pretensioner works together with the airbag system; its function is monitored by a warning 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

The front and rear safety belts also have load limiters to help reduce the forces applied to the body in a crash. ◀

Service and disposal of belt pretensioners

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 67.

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 function in the event of an accident or not function 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.

- **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 ⇒ page 303.** ▶

⚠ WARNING (continued)

- **The pretensioner can be activated only once. If a pretensioner has been activated, the safety belt must be replaced.**
- **Safety belt systems including pretensioners and retractors cannot be repaired; they must be replaced. Special procedures are required to remove, install, and dispose of this system.**

⚠ 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 system.**

Undeployed airbag modules and pretensioners are classified as Perchlorate Material - special handling may apply, see www.dtsc.ca.gov/hazardouswaste/perchlorate. Obey all applicable legal requirements when scrapping 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. ◀

Airbag system

Introduction

In this section you'll find information on the following:

Advanced Airbag System, infants, child restraints and children on the front seat 81
Monitoring the Advanced Airbag System 82
PASSENGER AIR BAG OFF light 82
Airbags and how they work 84
The dangers of using child restraints on the front seat. 88
Front airbags 90
Advanced Airbag System components 93
How to tell if the passenger front airbag is on or off 95
Side airbags 96
Side Curtain Protection® Airbag 98

Your vehicle is equipped with a front airbag for the driver and front seat passenger. The front airbags can provide additional protection for the chest and head of the driver and the front seat passenger when seats, safety belts, head restraints and, for the driver, the steering wheel, are properly used and have been properly adjusted. Airbags are only supplemental restraints. They are not a substitute for safety belts that must be worn even though the front seating positions are equipped with front airbags.

More information:

- Driving instructions ⇒ page 28
- Proper seating position ⇒ page 56
- Safety belts ⇒ page 67
- Child safety and child restraints ⇒ page 101
- Interior care and cleaning ⇒ page 270
- Parts, accessories, repairs and modifications ⇒ page 303
- Consumer information ⇒ page 311

⚠ WARNING

Never rely on airbags alone for protection.

- **Even when they deploy, airbags provide only supplemental protection.**

⚠ WARNING (continued)

- **Airbags work most effectively when used with properly worn safety belts ⇒ page 67, *Safety belts.***
- **Every person in the vehicle must be properly seated on a seat of his or her own, must properly fasten the safety belt belonging to that seat before the vehicle starts to move, and must keep the belt properly fastened while riding in the vehicle. This applies to the driver and all passengers.**

⚠ WARNING

Objects between you and the airbag will increase the risk of injury in a crash by interfering with the way the airbag unfolds or by being pushed into you as the airbag inflates.

- **Never hold things in your hands or on your lap when the vehicle is in use.**
- **Never transport items on or in the area of the front passenger seat. Objects could move into the area of the front airbags during braking or other sudden maneuvers and fly dangerously through the passenger compartment when an airbag inflates.**
- **The airbag deployment zones must be kept clear at all times. Make sure there are no objects, pets, or other persons in the space between any vehicle occupant and any airbag at any time. This also applies to children and other passengers.**

⚠ WARNING

An airbag works only once. Airbags that have deployed in a crash must be replaced.

- **Deployed airbags and the related system parts must be replaced immediately with new parts approved for the vehicle by Volkswagen.**
- **Use only original equipment airbags approved by Volkswagen and installed by a trained technician who has the necessary tools and diagnostic equipment to properly replace any airbag in your vehicle and assure system effectiveness in a crash.**

⚠ WARNING (continued)

- Have repairs and vehicle modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic equipment, repair information, and trained personnel.
- Never permit salvaged or recycled airbags to be installed in your vehicle.
- Never modify any components of the airbag system.

⚠ WARNING

During activation of the airbags fine dust can be released. This is normal and is not caused by a fire in the vehicle.

- The fine dust can irritate the skin and eye mucous membranes and cause breathing problems for people who suffer from asthma or other breathing conditions. To reduce the risk of breathing problems, those with asthma or other respiratory conditions should get fresh air right away by getting out of the vehicle or opening windows or doors.

⚠ WARNING (continued)

- If your are in a collision in which airbags deploy, wash your hands and face with mild soap and water before eating.
- Be careful not to get the dust into your eyes or into any cuts or scratches.
- If the residue gets into your eyes, flush them with water.

⚠ WARNING

Using solvents or other improper cleaning products on surfaces where airbags are located can change the way airbags deploy in a crash. Products containing solvents will change the properties of the plastics and may cause plastic parts to break and fly around when the airbag deploys in a crash, causing injury.

- Never use solvents or cleaners on the steering wheel horn pad or on the instrument panel because they can damage the airbag cover or change the stiffness or strength of the material so that the airbag cannot deploy and protect properly. When cleaning the horn pad and instrument panel, use only a soft, dry cloth or a cloth moistened with plain water. ◀

Advanced Airbag System, infants, child restraints and children on the front seat

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

Be sure to read the important information and the WARNINGS for important details about children and Advanced Airbags ⇒ page 101.

The Advanced Airbag System in your vehicle has been certified to comply with the requirements of the United States Federal Motor Vehicle Safety Standard (FMVSS) 208, as well as Canada Motor Vehicle Safety Standard (CMVSS) 208 as applicable at the time your vehicle was manufactured. According to requirements, the front Advanced Airbag System on the passenger side has been certified for "suppression" for infants of about 12 months old and younger and for "low risk deployment" for children aged 3 to 6 years old (as defined in the standard).

Even though your vehicle is equipped with an Advanced Airbag System, make certain that all children, especially 12 years and younger, always ride on the back seat properly restrained for their age and size. The airbag on the front passenger side makes the front seat a potentially dangerous place for a child to ride. The front seat is not the safest place for a child in a forward-facing child seat. It is a very dangerous place for an infant or a child in a rearward-facing seat.

⚠ DANGER

If the front airbag inflates, a child or infant who
- has no child restraint,
- is in an improperly installed forward-facing child restraint, or
- is in any rearward-facing child restraint

will be seriously injured and can be killed.

- Even though your vehicle is equipped with an Advanced Airbag System, make certain that all children, especially 12 years and younger, always ride on the back seat properly restrained for their age and size.
- Always properly install rearward-facing child seats or infant carriers and forward-facing child seats on the rear seat - even with an Advanced Airbag System. ◀

Monitoring the Advanced Airbag System

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The Advanced Airbag System (including the electronic control unit, sensors and system wiring) is monitored continuously to make sure that it is functioning properly whenever the ignition is on. Each time you turn on the ignition, the airbag system indicator light will come on for a few seconds (self-diagnosis).

The airbag system must be inspected when the indicator light

- does not come on when the ignition is switched on,
- does not go out a few seconds after you have switched on the ignition,
- goes out and then comes on again or blinks after the ignition is switched on,
- or if it comes on or blinks while driving.

If the system detects an airbag system malfunction, the indicator light comes on and stays on to alert the driver to the problem. It also reminds you to have the airbag system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. If a malfunction occurs that turns the front airbag on the passenger side off, the PASSENGER AIR BAG **OFF** light will come on and stay on whenever the ignition is on.

⚠ WARNING

An airbag system and safety belt pretensioner that are not working properly cannot provide supplemental protection in a frontal crash.

- **If the airbag indicator light comes on, it means that there may be something wrong with the Advanced Airbag System. It is possible that the airbag will inflate when it is not supposed to, or will not inflate when it should.**
- **Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.** ◀

PASSENGER AIR BAG **OFF** light



Fig. 57 PASSENGER AIR BAG OFF light on the instrument panel.



Fig. 58 PASSENGER AIR BAG OFF light on the instrument panel.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The PASSENGER AIR BAG **OFF** light will come on and stay on to tell you when the front Advanced Airbag System on the passenger side has been turned off by the electronic control unit.

If the bulb for the PASSENGER AIR BAG **OFF** light burns out, the airbag monitoring indicator light will come on and signal a malfunction in the Ad- ▶

vanced Airbag System. Although the burned-out bulb will not change the way the front airbag on the passenger side works, it will no longer be possible to use the PASSENGER AIR BAG **OFF** light to make sure that the airbag on/off status is correct for the occupant on the front passenger seat. Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The PASSENGER AIR BAG **OFF** light will blink for about 5 seconds when:

- the ignition is switched on and
- there is a change in the weight measured by the weight-sensing mat in the front passenger seat that determines whether the Advanced Airbag System on the passenger side can deploy or will be turned off.

After the PASSENGER AIR BAG **OFF** light stops blinking, always make sure that the airbag status (on or off) as shown by the PASSENGER AIR BAG **OFF** light is proper for the size, age, and weight of the occupant on the front passenger seat. Always make sure that the safety belt for the front passenger seat is properly fastened.

The PASSENGER AIR BAG **OFF** light will show the correct status of the front Advanced Airbag System on the passenger side a few seconds after the ignition has been switched on and the airbag monitoring light is off. The PASSENGER AIR BAG OFF light:

- will stay on if the front passenger seat is not occupied,
- will stay on if the combined weight of an infant up to about one year of age in one of the rearward-facing or forward-facing child restraints listed in Federal Motor Vehicle Safety Standard 208, and with which the Advanced Airbag System in your vehicle was certified, is detected by the weight-sensing mat in the front passenger seat. For a listing of the child restraints that were used to certify your vehicle's compliance with the US Safety Standard, see ⇒ page 103.
- will go out if the front passenger seat is occupied by an adult as registered by the weight-sensing mat.

The PASSENGER AIR BAG OFF light must come on and stay on if the ignition is on and...

- a car bed has been installed on the front passenger seat, or
- a rearward-facing child restraint has been installed on the front passenger seat, or
- a forward-facing child restraint has been installed on the front passenger seat,
- and if the weight registered on the front passenger seat is equal to or less than the combined weight of a typical 1 year-old infant restrained in one of the rearward-facing or forward-facing child restraints listed in Federal Motor Vehicle Safety Standard 208 with which the Advanced Airbag System in your vehicle was certified.

If the front passenger seat is not occupied, the front passenger airbag will not deploy, and the PASSENGER AIR BAG **OFF** light will stay on.

Never install a rearward-facing child restraint on the front passenger seat. The safest places for a child in any kind of child restraint are the seating positions on the rear seat ⇒ page 81 and ⇒ page 101.

If the PASSENGER AIR BAG OFF light comes on ...

If the PASSENGER AIR BAG **OFF** light comes on when one of the conditions listed above is met, be sure to check the light regularly to make certain that the PASSENGER AIR BAG **OFF** light stays on continuously whenever the ignition is on. If the PASSENGER AIR BAG **OFF** light does not appear and does not stay on all the time, stop as soon as it is safe to do so AND

- reactivate the airbag system by turning the ignition off for more than 4 seconds and then turning it on again;
- remove and reinstall the child restraint. Make sure that the child restraint is properly installed and that the safety belt for the front passenger seat has been correctly routed around or through the child restraint as described in the child restraint manufacturer's instructions;
- make sure that the switchable locking feature on the safety belt for the front passenger seat has been activated and that the safety belt has been pulled tight. In order for the sensor in the safety belt buckle on the seat to do its job, the belt must not be loose and must not have any loops or slack;
- make sure that items that may increase the weight of the child and child seat are not being transported on the front passenger seat;
- make sure that nothing can interfere with the safety belt buckles and that they are not obstructed;
- if a tether strap is being used to tie the child seat to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat. ▶

If the PASSENGER AIR BAG OFF light still does not come on ...

If the PASSENGER AIR BAG **OFF** light still does not come on and does not stay on continuously (when the ignition is switched on), take the child restraint off the front passenger seat and install it properly at one of the rear seat positions. Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The PASSENGER AIR BAG OFF light should NOT come on ...

The PASSENGER AIR BAG **OFF** light should NOT come on when the ignition is on and an adult is sitting in a proper seating position on the front passenger seat. If the PASSENGER AIR BAG **OFF** light comes on and stays on under these circumstances, make sure that:

- the adult on the front passenger seat is properly seated on the center of the seat cushion with his or her back up against the backrest and the backrest is not reclined;
- the adult is not taking weight off the seat by holding on to the passenger assist handle above the front passenger door or supporting their weight on the armrest or holding onto the assist handle on the instrument panel;
- the safety belt is being properly worn and that there is not a lot of slack in the safety belt webbing;
- Accessory seat covers or cushions or other things that may cause an incorrect reading or impression on the weight-sensing mat under the upholstery of the seat have been taken off the front passenger seat;
- the optional safety belt extender has not been left in the safety belt latch for the front passenger seat.

⚠ WARNING

If the status of the Advanced Airbag System has changed while the vehicle is moving, the PASSENGER AIR BAG OFF light blinks for about 5 seconds to catch the driver's attention. If this happens, always stop as soon as it is safe to do so and check the steps described above.

⚠ WARNING

If the PASSENGER AIR BAG OFF light does not go off when an adult who is not very small is sitting on the front passenger seat after taking the steps described above, make sure the adult is properly seated and restrained at one of the rear seating positions.

- **Have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility before transporting anyone on the front passenger seat.**

- If the weight-sensing mat in the front passenger seat detects an empty seat, the front airbag on the passenger side will be turned off, and the PASSENGER AIR BAG **OFF** light will stay on.
- If the optional safety belt extender is left in the buckle for the front safety belt, or the front passenger safety belt itself is buckled and the front passenger seat is not occupied, the PASSENGER AIR BAG **OFF** light will come on. ◀

Airbags and how they work

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

Front airbags and how they work

Airbags are only supplemental restraints. They are not a substitute for safety belts that must be worn even though the front seating positions are equipped with front airbags. The front airbags can provide additional protection for the chest and head of the driver and the front seat passenger when seats, safety belts, head restraints and, for the driver, the steering wheel, are properly used and have been properly adjusted.

When the airbag system deploys in a collision, a gas generator fills the airbags that break open the padded covers on the steering wheel and the instrument panel. The front airbags inflate between the steering wheel and the driver and between the instrument panel and the front passenger.

Front airbags in combination with properly worn safety belts slow down and limit the occupant's forward movement. Together they help to prevent the driver and front seat passenger from hitting parts of the vehicle interior, thereby reducing the forces acting on the occupants during a crash. In this way, they help to reduce the risk of injury to the head and upper body during a crash. Airbags ▶

do not provide protection for the arms and lower body parts. It is important to remember that the supplemental airbag system is designed to reduce the likelihood of serious injuries. However, it is possible that a deployed airbag may cause other injuries such as swelling, bruising, friction burns, and abrasions.

Airbags inflate in the blink of an eye, so fast that many people don't even realize that the airbags have deployed. The airbags will deflate immediately after deployment so that the front occupants can see through the windshield again without interruption.

Airbags inflate with a great deal of force. Airbags can cause serious injuries when they inflate and hit those who are sitting too close, are out of position, or are not properly restrained. Keeping room between your body and the steering wheel and/or the front of the passenger compartment will allow the airbag to fully inflate and provide supplemental protection during certain kinds of frontal collisions ⇒ page 67, *Safety belts.*

Make sure that nothing is in the way of the airbags when they deploy. For example, items on your lap or on the seat could be pushed into your body or fly dangerously through the passenger compartment when the airbag inflates and cause serious personal injury.

The areas outlined in red (dotted lines) and ⇒ page 90, fig. 59 and ⇒ page 90, fig. 60 indicate the airbag deployment zone. Never place or attach accessories or other objects (such as cup holders, telephone brackets, note pads, large, heavy or bulky objects) on the doors, on the windshield, over or near the area marked in red (dotted lines).

Physical impairments and airbags

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. The safety belt and airbag can only provide optimum protection if you are seated correctly and can reach the pedals.

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.

When airbags deploy

Deployment of the front airbags and activation of the safety belt pretensioners depend on the deceleration measured by the crash sensors and registered by the electronic control unit. Crash severity depends on speed and deceleration as well as the mass and stiffness of the vehicle or object involved in the crash.

The front airbags will not inflate in side or rear collisions, in rollovers or if the ignition is switched off. The front airbags will not inflate in all frontal collisions. The triggering of the airbag system depends on the vehicle deceleration rate caused by the collision and registered by the electronic control unit. If this rate is below the reference value programmed into the control unit, the airbags will not be triggered, even though the vehicle may be badly damaged as a result of the collision. Vehicle damage, repair costs or even the lack of vehicle damage is not necessarily an indication of whether an airbag should inflate or not. It is not possible to define a range of vehicle speeds that will cover every possible kind and angle of impact that will always trigger the airbags, since the circumstances will vary considerably between one collision and another. Important factors include, for example, the nature (hard or soft) of the object that the vehicle hits, the angle of impact, vehicle speed, etc.

When an airbag deploys, fine dust is released. This is normal and is not caused by a fire in the vehicle. This dust is made up mostly of a powder used to lubricate the airbags as they deploy. This dust could irritate skin.

Always remember: Front airbags only supplement the three-point safety belts in some frontal collisions when the vehicle deceleration is high enough to deploy the airbags. Airbags only deploy once, and only in certain kinds of collisions. Your safety belts are always there to offer protection in those situations in which airbags are not supposed to deploy, or when they have already deployed; for example, when your vehicle strikes or is struck by another vehicle after an initial collision.

This is just one of the reasons why an airbag is a supplementary restraint and is not a substitute for a safety belt. The airbag system works most effectively when used with the safety belts. Therefore, always buckle up properly and wear your safety belts.

The airbags are part of the overall passive vehicle safety system. The airbag system works most efficiently when used with properly worn safety belts and a proper seating position ⚠ ⇒ page 56. ▶

Safety equipment

Your safety and the safety of your passengers shouldn't be left to chance. Advances in technology have made a number of features available to help reduce the risk of injury in a collision. The following are just a few of the safety features for your Volkswagen:

- Sophisticated safety belts for all seating positions.
- Safety belt pretensioners for the outboard seating positions on the rear seat on vehicles equipped with optional side airbags for the outboard rear seating positions?.
- Safety belt load limiters for all outboard seating positions.
- Safety belt height adjusters for the front seats.
- Safety belt warning light.
- Advanced front airbag system for driver and front passenger.
- Side airbags for driver, front seat passenger; optional for rear outboard seating positions.
- Side Curtain Protection® airbags.
- Driver knee airbag.
- Airbag indicator light .
- PASSENGER AIR BAG **OFF** light.
- Electronic control unit and associated sensors.
- Head restraints with height adjustment optimized for rear-end collisions.
- Adjustable steering column.
- LATCH lower universal and top tether anchorages for child restraints.

These individual safety features work together as a system to help protect you and your passengers in a wide range of collisions. These features can't work as a system if they are not always correctly adjusted and properly used!

How the Advanced Airbag System components work together ...

On the passenger side, regardless of safety belt use, the front passenger airbag will be turned off if the weight on the front passenger seat is less than the amount programmed in the electronic control unit. The front airbag on the passenger side will also be turned off if the combined weight of an infant of about one year of age in one of the child seats that was used to certify the Advanced Airbag System under Federal Motor Vehicle Safety Standard 208 has been registered on the seat. The PASSENGER AIR BAG **OFF** light comes on and stays on to tell you when the front Advanced Airbag System on the passenger side has been turned off ⇒ page 82.

⚠ WARNING

Never rely on airbags alone for protection.

- **Even when they deploy, airbags provide only supplemental protection.**
- **Airbags work most effectively when used with properly worn safety belts ⇒ page 67, *Safety belts.***
- **Every person in the vehicle must be properly seated on a seat of his or her own, must properly fasten the safety belt belonging to that seat before the vehicle starts to move, and must keep the belt properly fastened while riding in the vehicle. This applies to the driver and all passengers.**

⚠ WARNING

Sitting too close to the steering wheel or instrument panel will decrease the effectiveness of the airbags and will increase the risk of personal injury in a collision.

- **Never sit closer than 10 inches (25 cm) from the steering wheel or instrument panel.**
- **If you cannot sit upright more than 10 inches (25 cm) from the steering wheel, investigate whether adaptive equipment may be available to help you reach the pedals and increase your seating distance from the steering wheel.**
- **If you are unrestrained, leaning forward, sitting sideways, or out of position in any way, your risk of injury is much higher.**
- **You will also receive serious injuries and could even be killed if you are up against the airbag or too close to it when it inflates.**
- **To reduce the risk of injury when an airbag inflates, always wear safety belts properly.**
- **An infant in a rearward-facing child seat installed in the front passenger seat will be seriously injured and can be killed if the front airbag inflates – even with an Advanced Airbag System.**
- **Always make certain that children age 12 or younger always ride in the rear seat. If children are not properly restrained, they may be severely injured or killed when the airbag inflates.**
- **Never let children ride unrestrained or improperly restrained in the vehicle.**
- **Adjust the front seats properly.**

⚠ WARNING (continued)

- Never ride with the backrest reclined.
- Always sit as far as possible from the steering wheel or the instrument panel.
- Always sit upright with your back against the backrest of your seat.
- Never put your feet on the instrument panel or on the seat. Always keep both feet on the floor in front of the seat to help prevent serious injuries to the head, legs and hips if the airbag inflates.

⚠ WARNING

Objects between you and the airbag will increase the risk of injury in a crash by interfering with the way the airbag unfolds and/or by being pushed into you as the airbag inflates.

- Never hold things in your hands or on your lap when the vehicle is in use.
- Never place accessories or other objects (such a cup holders, telephone brackets, or things that are large, heavy, or bulky) on the doors or attach them to the doors; never place them over or near the area marked "AIRBAG" on the steering wheel, instrument panel, or seat backrests or between those areas and you or any other person in the vehicle. These objects could cause injury in a crash, especially if the airbags inflate.
- Never recline the front passenger seat to transport objects. Items can also move into the deployment area of the side airbags or the front airbag during breaking or in a sudden maneuver. Objects near the airbags can fly dangerous ly through the passenger compartment and cause injury, particularly when the seat is reclined and the airbags inflate.
- Never place or transport objects on the front passenger seat. Always make sure that there is nothing on the front passenger seat that will cause the weight-sensing mat in the seat to signal to the Airbag System that the seat is occupied by a person when it is not, or to signal that it is occupied by someone who is heavier than the person actually sitting on the seat. The weight of the object could cause the passenger front airbag to be turned on when it should be off, or could cause the airbag to work in a way that is different from the way it would have worked without the added weight.
- Always make sure that nothing is on the front passenger seat 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.

⚠ WARNING (continued)

- Always make sure that the status signaled by the PASSENGER AIR BAG **OFF** light is correct for the way that the front passenger seat is being used.
- The fine dust created when airbags deploy can cause breathing problems for people with asthma or other breathing conditions.
- To reduce the risk of breathing problems, those with asthma or other respiratory conditions should get fresh air right away by getting out of the vehicle or opening windows or doors.
- If you are in a collision in which airbags deploy, wash your hands and face with mild soap and water before eating.
- Be careful not to get the dust into your eyes, or into any cuts or scratches.
- If the residue should get into your eyes, flush them with water.
- Airbags that have deployed in a crash must be replaced.
- Use only original equipment airbags approved by Volkswagen and installed by a trained technician who has the necessary tools and diagnostic equipment to properly replace any airbag on your vehicle and assure system effectiveness in a crash.
- Never permit salvaged or recycled airbags to be installed in your vehicle.

⚠ WARNING

To reduce the risk of serious injury, make sure that the PASSENGER AIR BAG **OFF** light is on and stays on whenever a child restraint is installed on the front passenger seat and the ignition is switched on.

- If the PASSENGER AIR BAG **OFF** light does not stay on, take the child restraint off the front passenger seat and install it properly at one of the rear seating positions.
- Always make sure that the weight of the child restraint is correctly registered by the weight-sensing mat.
- Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀

The dangers of using child restraints on the front seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The airbag on the front passenger side makes the front seat a potentially dangerous place for a child to ride. This applies even if the vehicle is equipped with the Advanced Airbag System. The front seat is a very dangerous place for an infant or small child in a rearward facing child restraint. The front seat is also not the safest place for a child in a forward-facing child restraint. All children, especially 12 years and younger, must always ride on the back seat and be properly restrained for their age and size.

During a frontal collision, a child seat or infant carrier on the front seat could be hit and flung from its position by the rapidly inflating front passenger airbag. The airbag could significantly reduce the effectiveness of the child restraint and even seriously injure a child while deploying.

Because of this danger, and because children are generally better protected on the rear seat, when properly restrained for their age and size, we strongly advise that you always place children on the rear seat ⇒ page 101, *Child safety and child restraints* and ⇒ page 81, *Advanced Airbag System, infants, child restraints and children on the front seat.*

⚠ WARNING

A front seat passenger, especially an infant or small child, will be seriously injured and could even be killed if he or she is sitting too close to an airbag when it deploys – even if it is an Advanced Airbag.

- Accident statistics show that children are safer on the rear seat than on the front seat.
- Although the Advanced Airbag System has been designed to switch off when an infant or small child is on the front passenger seat in a child seat that was used during the certification process for the Advanced Airbag System, no one can guarantee with absolute certainty that the airbag will never deploy under these particular conditions in all conceivable situations for the duration of your vehicle's use. ▶

⚠ WARNING (continued)

- According to US federal standards, an Advanced Airbag System can deploy with the "low risk" option for 3 to 6-year-old children when a child who is heavier than the combined weight of a typical one-year-old child plus child seat is secured on the passenger seat in a forward-facing or rearward-facing child seat that was used for certification of your vehicle, and when the other conditions for airbag deployment are met.
- For their own safety, all children, especially 12 years and younger, must always ride on the back seat properly restrained for their age and size.
- When installing a child restraint, always carefully follow the manufacturer's instructions.

⚠ WARNING

An infant in a rearward-facing child restraint on the front passenger seat can be severely injured or killed if the airbags deploy.

- Never use a rearward-facing child seat or infant carrier on the front passenger seat.
- The deploying airbag will impact the child seat or infant carrier with great force and fling it, along with the child, against the seat backrest, center armrest, door or roof.
- Always properly install rearward-facing child seats or infant carriers, as well as forward-facing child seats, on the rear seat.

⚠ WARNING

If special circumstances require the use of a forward-facing child restraint on the front passenger seat, the following special precautions must be taken for the safety and well-being of the child:

- A forward-facing child restraint installed on the front passenger seat can hinder airbag deployment and severely injure a child.
- Always make sure that the forward-facing child restraint has been designed and certified for use on a front passenger seat with a front airbag and a side airbag.
- Always carefully follow the manufacturer's instructions provided for the child seat or infant carrier.
- Never install a child safety seat without a properly installed upper tether strap when the manufacturer's instructions require use of an upper tether strap.
- Never install a forward-facing child restraint right up against or very close to the instrument panel.
- Always set the upper anchorage point of the safety belt to the highest position.
- Always move the passenger seat to the highest position in the up and down adjustment range and move it back to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible before installing the forward-facing child restraint.
- Always make sure that no object prevents the front passenger seat from being moved as far back as possible.
- Always make sure that the backrest is in its most upright position.
- Always make sure that the child seat is securely installed, even when no child occupies it. A poorly secured child seat can be thrown through the vehicle during sudden braking maneuvers or during collisions. ◀

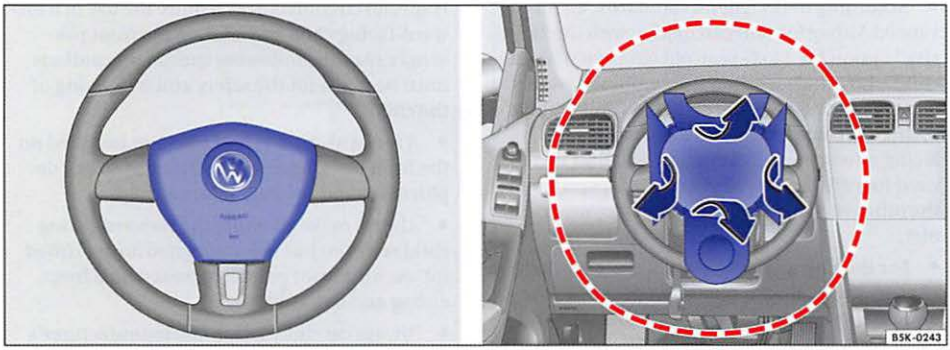


Fig. 59 Location and deployment zone of the driver front airbag.

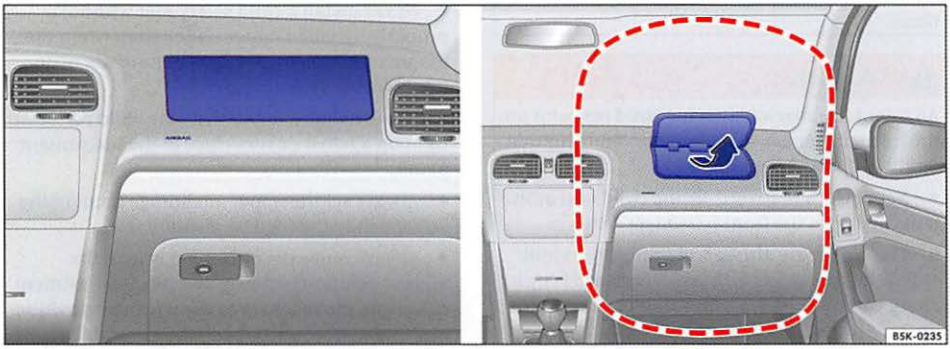


Fig. 60 Location and deployment zone of the passenger front airbag.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The vehicle is equipped with an Advanced Airbag System in compliance with the United States Federal Motor Vehicle Safety Standard (FMVSS) 208 or the Canada Motor Vehicle Safety Standard (CMVSS) 208 applicable at the time your vehicle was manufactured. The airbag for the driver is in the steering wheel hub ⇒ fig. 59 and the airbag for the front passenger is in the instrument panel ⇒ fig. 60. The general location of the airbags is marked "AIRBAG".

The airbag control unit also activates the belt pretensioners ⇒ page 84.

The areas marked in red (dotted lines) ⇒ page 90, fig. 59 or ⇒ page 90, fig. 60 indicate the airbag deployment zone. Never place or attach accessories or other objects (such as cup holders, telephone brackets, note pads, navigation systems, large, heavy or bulky objects) on the doors, on the windshield, over or near the area marked in red (dotted lines).

Front airbags will not deploy:

- if the ignition is switched off when a crash occurs,
- in side collisions,
- in rear-end collisions,
- in rollovers,
- when the crash deceleration measured by the airbag system is less than the minimum threshold needed for airbag deployment as registered by the electronic control unit.

The passenger front airbag will also not deploy:

- when the front passenger seat is not occupied,
- when the weight on the front passenger seat as sensed by the Advanced Airbag System indicates that the front airbag on the passenger side should ▶

be turned off by the electronic control unit (the PASSENGER AIR BAG OFF light ⇒ page 84 comes on and stays on). ▶

⚠ WARNING

- Objects between you and the airbag will increase the risk of injury in a crash by interfering with the way the airbag unfolds and/or by being pushed into you as the airbag inflates.
- Always make sure nothing is in the front airbag deployment zone that could be struck by the airbag when it inflates.
- Objects in the zone of a deploying airbag can become projectiles when the airbag deploys and cause serious personal injury.
- Never hold things in your hands or on your lap when the vehicle is in use.
- Never place accessories or other objects (such as cup holders, telephone brackets, note pads, navigation systems, or things that are large, heavy, or bulky) on the doors; never attach them to the doors or the windshield; never place them over or near or attach them to the area marked "AIRBAG" on the steering wheel, instrument panel or the seat backrests; never place them between these areas and you or any other person in the vehicle ⇒ page 90, fig. 59 or ⇒ page 91, fig. 60.
- Never attach objects to the windshield above the passenger front airbag, such as accessory GPS navigation units or music players. Such objects could cause serious injury in a collision, especially when the airbags inflate.
- Never recline the front passenger seat to transport objects. Items can also move into the deployment area of the side airbags or the front airbag during breaking or in a sudden maneuver. Objects near the airbags can fly dangerously through the passenger compartment and cause injury, particularly when the seat is reclined and the airbags inflate.
- Always make sure that there is nothing on the front passenger seat that will cause the weight-sensing mat in the seat to signal to the Airbag System that the seat is occupied by a person when it is not, or to signal that it is occupied by someone who is heavier than the person actually sitting on the seat. The weight of the object could cause the passenger front airbag to be turned on when it should be off, or could cause the airbag to work in a way that is different from the way it would have worked without the added weight.
- Always make sure that nothing is on the front passenger seat 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.
- Never use solvents or cleaners on the steering wheel horn pad or instrument panel, because they can damage the

⚠ WARNING (continued)

airbag cover or change the stiffness or strength of the material so that the airbag cannot deploy and protect properly. When cleaning the horn pad and instrument panel, use only a soft, dry cloth or a cloth moistened with plain water.

⚠ WARNING

A front seat passenger, especially an infant or small child, will be seriously injured and could even be killed if he or she is sitting too close to an airbag when it deploys – even if it is an Advanced Airbag.

- Although the Advanced Airbag System has been designed to switch off when an infant or small child is on the front passenger seat in a child seat that was used during the certification process for the Advanced Airbag System, no one can guarantee with absolute certainty that the airbag will never deploy under these particular conditions in all conceivable situations for the duration of the vehicle's use.
- For their own safety, all children, especially those 12 years and younger, must always sit on the back seat, properly restrained for their age and size.
- If the airbag indicator light goes on while driving, have the system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. A lit indicator light means the airbag may not work properly if activated in a crash.

⚠ WARNING (continued)

- Always make sure that the status signaled by the PASSENGER AIR BAG **OFF** light is correct for the way that the front passenger seat is being used.
- The fine dust created when airbags deploy can cause breathing problems for people with asthma or other breathing conditions.
- To reduce the risk of breathing problems, those with asthma or other respiratory conditions should get fresh air right away by getting out of the vehicle or opening windows or doors.
- If you are in a collision in which airbags deploy, wash your hands and face with mild soap and water before eating.
- Be careful not to get the dust into your eyes, or into any cuts or scratches.
- If the residue should get into your eyes, flush them with water.
- Airbags that have deployed in a crash must be replaced.
- Use only original equipment airbags approved by Volkswagen and installed by a trained technician who has the necessary tools and diagnostic equipment to properly replace any airbag on your vehicle and assure system effectiveness in a crash.
- Never permit salvaged or recycled airbags to be installed in your vehicle.

⚠ WARNING (continued)

- Always hold the steering wheel with both hands on the outside of the steering wheel rim 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 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 airbag deploys.

Undeployed airbag modules and pretensioners are classified as Perchlorate Material – special handling may apply. Observe all legal requirements regarding handling and disposal of these components – see www.dtsc.ca.gov/hazardouswaste/perchlorate. Obey all applicable legal requirements when scrapping 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. ◀

Advanced Airbag System components

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

In vehicles equipped with the Advanced Airbag System, the front passenger seat contains a whole array of important Advanced Airbag components ⇒ page 86. These components include the weight-sensing mat, sensors, wiring, brackets, and more. The electronic control unit checks the functionality of the system in the front passenger seat when the ignition is switched on. It turns the airbag indicator light on when a malfunction in the one of the system components is detected ⇒ page 82. Because the front passenger seat contains important Advanced Airbag System components, you must take care to prevent it from being damaged. Damage to the seat may prevent the Advanced Airbag System for the front passenger seat from doing its job in a crash.

The front Advanced Airbag System also includes:

- Crash sensors in the front of the vehicle that measure vehicle acceleration and deceleration to provide information to the Advanced Airbag System about the severity of a crash.
- An electronic control unit, with integrated crash sensors for front and side impacts. The control unit "decides" whether or not to fire just the front airbags based on the information received from the crash sensors. The control unit also "decides" whether the safety belt pretensioners should be activated.
- An Advanced Airbag, with gas generator, inside the steering wheel hub for the driver.
- An Advanced Airbag, with gas generator, inside the instrument panel for the front passenger.
- A weight-sensing mat under the upholstery padding of the front passenger seat cushion that measures the total weight on the seat. The information registered is sent continuously to the elec- ▶

tronic control unit to regulate deployment of the front Advanced Airbag on the passenger side.

- An airbag monitoring system and indicator light in the instrument cluster ⇒ page 82.
- The PASSENGER AIR BAG OFF light in the center of the instrument panel that tells you when the front Advanced Airbag System on the passenger side has been turned off.
- A sensor inside the safety belt buckle for the front passenger seat to measure the tension on the safety belt. This tension on the safety belt and the weight registered by the weight sensing-mat help the control unit "decide" whether the passenger front airbag should be turned off or not.
- A switch in the safety belt buckle for the driver and for the front seat passenger that senses whether that safety belt is latched or not and transmits this information to the electronic control unit.

⚠ WARNING

Damage to the front passenger seat can prevent the front airbag from working properly.

- **Improper repair or disassembly of the front passenger or driver seat can prevent the Advanced Airbag System from working properly.**
- **Repairs to the front passenger seat should be performed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.**
- **Never remove the front passenger seat or driver seat from the vehicle.**
- **Never remove the upholstery from the front passenger seat.**
- **Never disassemble or take parts off the seat or disconnect wires from it.**
- **Never carry sharp objects in your pockets or put them on the seat. If the weight-sensing mat in the passenger seat is punctured it cannot work properly.**

⚠ WARNING (continued)

- **Never carry things on your lap or carry objects on the front passenger seat. Objects on the passenger seat can increase the weight registered by the weight-sensing mat, sending the wrong information to the airbag control unit. These objects can also cause serious personal injury if the airbag inflates.**
- **Never store items under the front seats. Components of the Advanced Airbag System located under the front seats could be damaged, which could prevent them and the airbag system from working properly.**
- **Never put seat covers or replacement upholstery on the front seats which has not been specifically approved by Volkswagen.**
- **Seat covers can prevent the Advanced Airbag System from recognizing child restraints or occupants on the passenger seat and can prevent the side airbag in the seat backrest from deploying properly.**
- **Never use cushions, pillows, blankets, or similar items on the front passenger seat. The additional padding will prevent the weight-sensing mat in the seat from accurately registering a child restraint or person on the seat and will prevent the Advanced Airbag System from functioning properly.**
- **If you must use a child restraint on the front passenger seat and the child restraint manufacturer's instructions require the use of a towel, foam cushion or something similar to properly position the child restraint, make certain that the PASSENGER AIR BAG OFF light or PASSENGER AIR BAG OFF light comes on and stays on whenever the child restraint is installed on the front passenger seat.**
- **If the PASSENGER AIR BAG OFF light or PASSENGER AIR BAG OFF light does not come on and stay on, immediately install the child restraint at a seating position on the rear seat and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀**

How to tell if the passenger front airbag is on or off

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

Passenger front airbag

On the passenger side, regardless of safety belt use, the front passenger airbag will be turned off if the weight on the front passenger seat is less than the amount programmed in the electronic control unit.

The front airbag on the passenger side of the front seat will also be turned off if the weight registered on the seat (by the weight-sensing mat) is less than or equal to the combined weight of

- a typical 1-year-old infant and
- any of the child restraints listed in Federal Motor Vehicle Safety Standard 208 for which the Advanced Airbag System in your vehicle is certified.

For a listing of the child restraints that were used to certify your vehicle's compliance with U.S. Safety Standard 208 ⇒ page 103. The **PASSENGER AIR BAG OFF** light or **PASSENGER AIR BAG OFF** light comes on and stays on to tell you when the front Advanced Airbag on the passenger side has been turned off.

Passenger front airbag active

- Switch on the ignition.
- The weight-sensing mat registers the weight on the front passenger seat. If that weight is above the reference value, the passenger front airbag will be activated.
- If the ignition is on, and the **PASSENGER AIR BAG OFF** light or **PASSENGER AIR BAG OFF** light in the instrument panel *does not* light up, the passenger front airbag is generally active. If the OFF light has burned out (see below), you will be unable to tell whether the passenger front airbag is active or not.

Using child restraints on the front passenger seat

The airbag on the front passenger side makes the front seat a potentially dangerous place for a child to ride. Because of this danger, and because children are generally better protected on the rear seat when properly restrained for their age and size, we strongly advise that you always place children on the rear seat ⇒ page 101. For a listing of the child restraints that were used to certify your vehicle's compliance with U.S. Safety Standard 208, see your authorized Volkswagen dealer or authorized Volkswagen Service Facility or ⇒ page 103.

For more information, see Child safety and child restraints ⇒ page 101; note ⇒ ⚠ in *How to tell if the passenger front airbag is on or off* on page 95.

How do I know when the passenger front airbag has been turned off by the control unit?

The **PASSENGER AIR BAG OFF** light or **PASSENGER AIR BAG OFF** light will come on and stay on to tell you when the front Advanced Airbag on the passenger side has been turned off by the electronic control unit. **Unless** the yellow light (**OFF** or **OFF**) comes on and stays on, the passenger front airbag is still active ⇒ page 82.

For safety reasons, you must never use a child restraint system on the front passenger seat **unless** the light (**OFF** or **OFF**) **comes on and stays on**, perhaps in combination with the indicator light in the instrument cluster. If the passenger front airbag deployed in an accident, it would severely injure and possibly kill the child in the restraint system. If the bulb for the PASSENGER AIR BAG OFF light burns out, the airbag monitoring indicator light will come on and signal a malfunction of the Advanced Airbag System. Although the burned-out bulb will not change the way the front airbag on the passenger side works, it will no longer be possible to use the PASSENGER AIR BAG OFF light to make sure that the airbag on/off status is correct for the occupant on the front passenger seat. Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. ▶

⚠ WARNING

To reduce the risk of serious injury, make sure that the PASSENGER AIR BAG OFF or PASSENGER AIR BAG OFF light comes on and stays on whenever a child restraint is installed on the front passenger seat and the ignition is switched on. Take the child restraint off the front passenger seat and install it properly at one of the seating positions on the rear seat if the PASSENGER AIR BAG OFF light does not stay on. Have the airbag system inspected by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility immediately.

- If you must use a child restraint on the front passenger seat and the child restraint manufacturer's instructions require the use of a towel, foam cushion or something similar to properly position the child restraint, make certain that the PASSENGER AIR BAG OFF light or PASSENGER AIR BAG OFF light comes on and stays on as long as the child restraint is installed on the front passenger seat.
- Otherwise, install the child restraint system on the rear seat!

⚠ WARNING

Changes in weight on the passenger seat during travel can switch the passenger front airbag on or off so that it does not deploy when it should or deploys when it should not, resulting in an increase risk of serious personal injury.

- Do not carry anything on your lap or transport things on the passenger seat. Objects on the passenger seat can increase the weight registered by the weight-sensing mat, sending the wrong information to the airbag control unit. These objects can also cause serious personal injury if the airbag inflates.
- Never reduce weight on the passenger seat by holding the handle above the passenger door, supporting body weight on the armrest, or by holding the grab handle on the instrument panel.
- Always make sure that child restraints are correctly registered by the weight-sensing mat. If the status of the Advanced Airbag System has changed while the vehicle is moving, the PASSENGER AIR BAG OFF light blinks for about 5 seconds to catch the driver's attention. If this happens, always stop as soon as it is safe to do so and check to make sure that the airbag on/off status is correct for the passenger riding on the front passenger seat. ◀

Side airbags

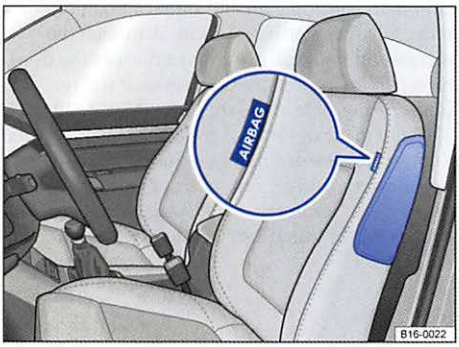


Fig. 61 On the outer sides of the front seats: location of the side airbags.

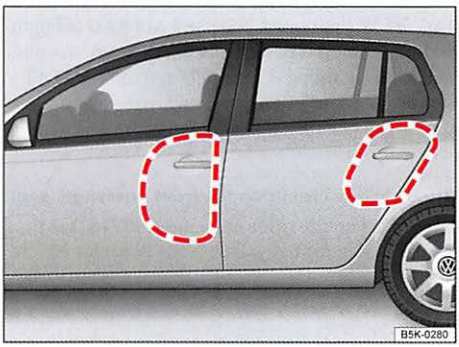


Fig. 62 Deployment zones of the front and rear side airbags.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The side airbags are in the backrest padding of the driver and passenger seats ⇒ fig. 61. Depending on the model, there also might be side airbags installed for the rear outer seats, located between the ▶

door and the backrest. The general location is shown by the word "AIRBAG". The areas marked in red (dotted lines) ⇒ fig. 62 indicate the deployment zones of the side airbags.

During a side collision, the side airbags in the backrest can deploy, thereby reducing the risk of injury to vehicle occupants.

The side airbag system includes:

- An electronic control module and side impact sensors.
- Side airbags in the front backrests and, where applicable, side airbags in the rear backrests.
- An airbag monitoring system and indicator light in the instrument cluster ⇒ page 82.

When a side airbag deploys in a collision, a gas generator fills the side airbag between the vehicle occupant and the door. The side airbag system supplements the safety belts and can help to reduce the risk of injury to the occupants' upper torso.

In order to help provide this additional protection, the side airbag must inflate within the blink of an eye at very high speed and with great force. The supplemental side airbag could injure you if your seating position is not proper or upright or if items are in the area where the supplemental side airbag inflates. This applies especially to children ⇒ page 101.

The airbag system is monitored electronically to make sure it is working properly at all times. Each time you turn on the ignition, the airbag system indicator light will come on for a few seconds (self-diagnosis).

The airbag system is not a substitute for your safety belt. Rather, it is part of the overall occupant restraint system in your vehicle ⇒ page 56, ⇒ page 67.

The side airbag system is of course designed to help reduce the likelihood of serious injury. However, it is important to remember that a deploying airbag may also cause other injuries, such as swelling, bruising, friction burns, and abrasions. Also remember that side airbags will deploy only once and only in certain kinds of accidents. After the side airbag inflates, the system must be replaced. Your safety belts are always there to offer protection in those accidents in which side airbags are not supposed to deploy or when they have already deployed.

The side airbag system will not inflate:

- if the ignition is switched off when a crash occurs,
- in side collisions when the acceleration measured by the sensor is too low,
- in front-end collisions,
- in rear-end collisions,
- in rollovers, unless the deployment threshold for deployment stored in the control unit is met.

In some types of accidents the front airbags, Side Curtain Protection® airbags and side airbags may be triggered together.

⚠ WARNING

An inflating side airbag can cause serious or even fatal injury. Improperly wearing safety belts and improper seating positions increase the risk of serious personal injury and death whenever a vehicle is being used.

- **To help reduce the risk of injury when the supplemental side airbag inflates,**
  - **Always sit in an upright position and do not lean against the area where the side airbag is located.**
  - **Never let a child or anyone else rest their head against the side trim panel in the area where the side airbag inflates.**
  - **Never let anyone sitting in the front seat put their hand out of the window.**
- **Objects between you and the airbag can increase the risk of injury in a collision by interfering with the way the airbag unfolds or by being pushed into you as the airbag inflates.**
- **Never place or attach accessories or other objects (such as cup holders, telephone brackets, or even large, bulky objects) on the doors or over or near the area marked "AIRBAG" on the seat backrests ⇒ page 96, fig. 61.**
- **Accessories or other objects can fly dangerously through the passenger compartment and cause serious injury if the supplemental side airbag inflates.**
- **Never position or hold any objects or pets in the deployment space of an airbag or allow any children or other passengers to travel in such a position.**
- **Never use the built-in coat hooks for anything but lightweight clothing. Never leave any heavy or sharp-edged objects in the pockets. Such objects may interfere with side airbag deployment and cause serious personal injury in a collision.**

⚠ WARNING (continued)

- Use the built-in coat hooks only for lightweight clothing. Never leave any heavy or sharp-edged objects in the pockets that may interfere with airbag deployment and can cause personal injury in a collision.

⚠ WARNING

Improper use, repair, or disassembly of the driver and front passenger seats can prevent side airbags from working properly and result in severe injuries.

- Always make sure that the side airbag can inflate without interference:
  - Never install seat covers or replacement upholstery over the front seatbacks that have not been specifically approved by Volkswagen. Otherwise, the side airbag may not be able to deploy fully.
  - Never put seat cushions, blankets, or other coverings over the areas where the side airbags inflate.

⚠ WARNING (continued)

  - Damage to the original seat covers or to the seam in the area of the side airbag module must always be repaired immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always prevent the side airbags from being damaged by heavy objects hitting the sides of the seatbacks or force being put on the seat backs, especially in the area where the side airbag module is located.
- The airbag system can only be triggered once. If the airbag has been triggered, the system must be replaced.
- Always have work involving the side airbag system, including removal, replacement, and installation of airbag components, or other repairs performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, the airbag system may not work correctly.
- Never remove the front seats from the vehicle or modify parts of the front seats.
- Never attempt to modify any components of the airbag system in any way.
- If excessive force is exerted on the seatback bolsters, the side airbags may deploy improperly, not at all or unexpectedly. ◀

Side Curtain Protection® Airbag

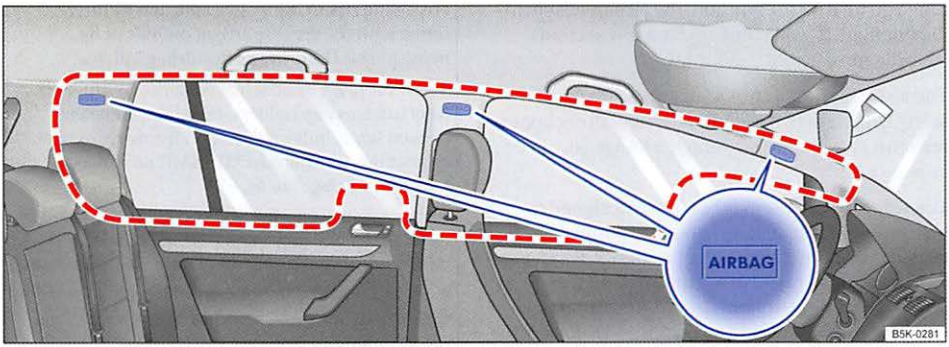


Fig. 63 On the left vehicle side: Installation location and deployment zone of the Side Curtain Protection airbag.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 80.

The Side Curtain Protection® airbags are in the header area on both sides of the vehicle ⇒ fig. 63. The general location is identified by the word "AIRBAG." The red lines ⇒ fig. 63 show the deployment zone of the Side Curtain Protection® airbag. ▶

The Side Curtain Protection® airbag system includes:

- An electronic control module and side impact sensors.
- The Side Curtain Protection® airbags above the front and rear side windows.
- An airbag monitoring system and indicator light in the instrument cluster ⇒ page 82.

The Side Curtain Protection® airbags inflate downwards between the occupant and the side window on that side of the vehicle that is struck in certain side collisions ⇒ fig. 63. The Side Curtain Protection® airbag system supplements the safety belts and can help to reduce the risk of injury for occupants' heads and upper torsos on the side of the vehicle that is struck in a side collision.

In order to help provide this additional protection, the Side Curtain Protection® airbag must inflate within the blink of an eye at very high speed and with great force. The Side Curtain Protection® airbag could injure you if your seating position is not proper or upright or if items are located in the area where the supplemental Side Curtain Protection® airbag inflates. This applies especially to children ⇒ page 101.

The airbag system is monitored electronically to make sure it is working properly at all times. Each time you turn on the ignition, the airbag system indicator light will come on for a few seconds (self-diagnosis).

The airbag system is not a substitute for your safety belt. Rather, it is part of the overall occupant restraint system in your vehicle ⇒ page 56, ⇒ page 67.

It is important to remember that the Side Curtain Protection® airbag system is designed to help reduce the likelihood of serious injury. However, it is possible that a deployed Side Curtain Protection® airbag may cause other injuries such as swelling, bruising, burns and abrasions. Remember too, Side Curtain Protection® airbags will deploy only once and only in certain kinds of accidents. Side Curtain Protection® airbags that have deployed in a crash must be replaced. Your safety belts are always there to offer protection in those accidents in which Side Curtain Protection® airbags are not supposed to deploy or when they have already deployed.

The Side Curtain Protection® airbag will not inflate:

- if the ignition is switched off when a crash occurs,
- in side collisions when the acceleration measured by the sensor is too low,
- in front-end collisions,
- in rear-end collisions,
- in rollovers, unless the deployment threshold for deployment stored in the control unit is met.

In some types of accidents the front, Side Curtain Protection® and side airbags may be triggered together.

⚠ WARNING

An inflating Side Curtain Protection® airbag can cause serious or even fatal injury. Improperly wearing safety belts and improper seating positions increase the risk of serious personal injury and death whenever a vehicle is being used.

- **Always make sure that the Side Curtain Protection® airbag can inflate without interference.**
- **Use the built-in coat hooks only for lightweight clothing. Never leave any heavy or sharp-edged objects in the pockets that may interfere with airbag deployment and can cause personal injury in a collision.**
- **Never use hangers to hang clothes on the hooks.**
- **Only use factory-installed sun shades or, if shades are installed after the vehicle leaves the factory, use only genuine Volkswagen sun shades.**
- **Never swing the sun visors over to the side windows if items such as pens, garage door openers, hands-free speakers, etc. are attached to the sun visors. They could come loose and cause serious injury if the Side Curtain Protection® airbag inflates.**
- **A deployed airbag inflates within a fraction of a second and at extremely high speed.**
- **Never attach objects to the cover or in the deployment zone of a Side Curtain Protection® airbag.**
- **The airbag deployment zones must be kept clear at all times. Make sure there are no objects, pets, or other persons in the space between any vehicle occupant and any airbag at any time.**

⚠ WARNING (continued)

- Use the built-in coat hooks only for light-weight clothing. Never leave any heavy or sharp-edged objects in the pockets that may interfere with airbag deployment and can cause personal injury in a collision.
- Do not attach any accessories to the doors.

⚠ WARNING (continued)

- Only use factory-installed sun shades or, if shades are installed after the vehicle leaves the factory, use only genuine Volkswagen sun shades.
- Never swing the sun visors over to the side windows if things such as pens, garage door openers, hands-free speakers, etc. are attached to the sun visors. ◀

Child safety and child restraints

Introduction

In this section you'll find information on the following:

Child restraints and Advanced front airbag system 103
Important safety instructions for using child seats . 105
Using a child restraint on the rear seat 108
Toddler seats 109
Convertible child seats 110
Booster seats and safety belts 112
Installing child restraints with a safety belt 114
Securing the child restraint with LATCH lower universal anchorages 116
Securing a child restraint with the Top Tether strap . 118
Sources of information about child restraints and their use 119

The physical principles of what happens when your vehicle is in a collision or other accident also apply to children ⇒ page 67. But unlike adults and teenagers, their muscles and bones are not fully developed. In many respects children are at greater risk of serious injury in accidents than are adults.

Because children's bodies are not fully developed, they must use restraint systems especially designed for their size, weight, and body structure. Many countries and all states of the United States and provinces of Canada have laws requiring the use of approved child restraint systems for infants and small children.

In a frontal crash at a speed of 20-35 mph (30-56 km/h), the forces acting on a 13-pound (6 kg) infant will be more than 20 times the weight of the child. This means the effective weight of the child would suddenly increase to more than 260 pounds (120 kg). Under these conditions, only an appropriate child restraint properly used can reduce the risk of serious injury. Child restraints, like adult safety belts, must be used properly to be effective. Used improperly, they can increase the risk of serious injury in an accident.

Consult the child seat manufacturer's instructions to be sure the seat is right for your child's size ⇒ page 101, *Child safety and child restraints*. Please be sure to read and heed all of the important information and WARNINGS about child safety, airbags, and the installation of child restraints in this Manual.

There is a lot you need to know about the Advanced Airbags in your vehicle and how they work when infants and children in child restraints are on the front passenger seat. Because of the large amount of important information, we cannot repeat it all here. We urge you to read the detailed information in this Manual about airbags and the Advanced Airbag System in your vehicle and the very important information about transporting children on the front passenger seat. Please be sure to heed the WARNINGS - they are extremely important for your safety and the safety of your passengers, especially infants and small children.

⚠ DANGER

Children on the front seat of any car, even with Advanced Airbags, can be seriously injured or even killed when an airbag inflates.

- **A child in a rearward-facing child seat installed on the front passenger seat will be seriously injured and can be killed if the front airbag inflates.**
- **The inflating airbag will hit the child seat or infant carrier with great force and will smash the child seat and child against the backrest, center armrest, door or roof.**
- **Always install rearward-facing child seats on the rear seat.**
- **If you have, in exceptional circumstances, decided to install a rearward-facing child seat on the front passenger seat and the PASSENGER AIR BAG OFF light does not come on and stay on whenever the ignition is on, immediately install the rearward-facing child seat on the rear seat and have the airbag system inspected right away by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

⚠ WARNING

Accident statistics have shown that children are generally safer in the rear seat area than in the front seating position. Always restrain any child age 12 and under in the rear.

- All vehicle occupants and especially children must be restrained properly whenever riding in a vehicle. An unrestrained or improperly restrained child could be injured by striking the interior or by being ejected from the vehicle during a sudden maneuver or impact. An unrestrained or improperly restrained child is also at greater risk of injury or death through contact with an inflating airbag.
- A suitable child restraint properly installed and used at one of the rear seating positions provides the highest degree of protection for infants and small children in most accident situations.

⚠ WARNING

Forward-facing child seats installed on the front passenger seat may interfere with the deployment of the airbag and cause serious personal injury to the child.

- If exceptional circumstances require the use of a forward-facing child restraint on the front passenger's seat, the child's safety and well-being require the following special precautions to be taken:
  - Always make sure that the forward-facing seat has been designed and certified by its manufacturer for use on a front passenger seat with a front and side airbag.
  - Always carefully follow the manufacturer's instructions provided with the child seat or infant carrier.
  - Never install a child restraint without a properly attached top tether strap if the child restraint manufacturer's instructions require the top tether strap to be used.
  - Never put the forward-facing child restraint up against or very near the instrument panel.
  - Always set the safety belt upper anchorage to the adjustment position that permits proper installation in accordance with the child restraint manufacturer's instructions.
  - Always move the passenger seat to the highest position in the up and down adjustment range and move it back to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible before installing the forward-facing child restraint.
  - Always make sure that nothing prevents the front passenger's seat from being moved to the rearmost position in its fore and aft adjustment range.
  - Always make sure that the backrest is in the upright position.
  - Never place additional items on the seat that can increase the total weight registered by the weight-sensing mat and can cause injury in a crash.
  - Always make sure that the PASSENGER AIR BAG **OFF** light comes on and stays on all the time whenever the ignition is switched on.
  - If the PASSENGER AIR BAG **OFF** light does not come on and stay on, immediately install the forward-facing child seat in a rear seating position and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always buckle the child seat firmly in place even if a child is not sitting in it. A loose child seat can fly around during a sudden stop or in a collision.
- Always read and heed all WARNINGS whenever using a child restraint in a vehicle
⇒ page 67, *Safety belts*, ⇒ page 80, *Airbag system* and ⇒ page 101, *Child safety and child restraints.*

⚠ WARNING (continued)

Always replace child restraints that were installed in a vehicle during a crash. Damage to a child restraint that is not visible could cause it to fail in another collision situation. ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Advanced front airbag system and children

Your vehicle is equipped with a front "Advanced Airbag System" that complies with United States Federal Motor Vehicle Safety Standard (FMVSS) 208 and with Canada Motor Vehicle Safety Standard (CMVSS) 208 as applicable at the time your vehicle was manufactured.

The Advanced Airbag System in your vehicle has been certified to meet the "low risk" requirements for 3 and 6 year-old children (as defined in the standard) on the passenger side and small adults on the driver side. "Low risk" deployment occurs in those crashes that take place at lower decelerations as programmed in the electronic control unit. The low risk deployment criteria are intended to reduce the risk of injury through interaction with the airbag that can occur in these collisions, for example, by being too close to the steering wheel or instrument panel when the airbag inflates. In addition, the system has been certified to comply with the "suppression" requirements of the Safety Standard, to turn off the front airbag automatically for infants up to 12 months who are restrained on the front passenger seat in one of the child restraints that are listed in the Standard.

Even though your vehicle is equipped with an Advanced Airbag System, all children, especially those 12 years and younger, must always ride in the back seat properly restrained for their age and size. The airbag on the passenger side makes the front seat a potentially dangerous place for a child to ride. The front seat is not the safest place for a child in a forward-facing child seat. It is a very dangerous place for an infant or a larger child in a rearward-facing seat.

The Advanced Airbag System in your vehicle detects the presence of an infant or child in a child restraint on the front passenger seat using the weight-sensing mat in the seat cushion and the sensor in the safety belt buckle on the front passenger seat that measures the tension on the safety belt.

The weight-sensing mat measures total weight of the child and the child seat and a child blanket on the front passenger seat. The weight registered on the front passenger seat is related to the design of the child restraint and its "footprint," i.e. the size and shape of the bottom of the child restraint as it sits on the seat. The weight of a child restraint and its "footprint" vary for different kinds of child restraints and for the different models of the same kind of child restraint offered by child restraint manufacturers.

The weight ranges for the individual types, makes and models of child restraints that the NHTSA has specified in the Safety Standard, together with the weight ranges of typical infants and typical 1 year-old children, have been stored in the control unit of the Advanced Airbag System. When a child restraint is being used on the front passenger seat for a typical 1 year-old infant, the Advanced Airbag System compares the weight measured by the weight-sensing mat with the information stored in the electronic control unit.

A sensor in the safety belt buckle for the front seat passenger measures the tension on the belt and sends this information to the electronic control module for the airbag system. The tension on the safety belt for the front passenger seat will be different for an adult, who is properly using the safety belt, as compared to the tension on the belt when it is used to attach a child restraint to the seat. The input from this sensor is then used with the weight to "decide" whether there is a child restraint with a typical 1 year-old child on the front passenger seat and whether or not the airbag must be turned off.

Child restraints and Advanced Airbags

Regardless of the child restraint that you use, make sure that it has been certified to meet United States Federal Motor Vehicle Safety Standard 213 or Canada Motor Vehicle Safety Standard 213 if you live in Canada. Also make sure that the child restraint you are using has been certified by its manufacturer for use with an airbag. Always be sure that the child restraint is properly installed at one of the rear seating positions. If in exceptional circumstances you must use it on the front passenger seat, carefully read all of the information on child safety and Advanced Airbags and heed all of the applicable WARNINGS. Make certain that the child restraint is correctly recognized by the weight-sensing mat inside the front passenger seat, that the passenger front airbag is turned off, and that the airbag status is always correctly signaled by the PASSENGER AIR BAG OFF light.

Many types and models of child restraints have been available over the years, new models are introduced regularly incorporating new and im- ▶

proved designs and older models are taken out of production. Child restraints are not standardized. Child restraints of the same type typically have different weights and sizes and different "footprints," i.e. the size and shape of the bottom of the child restraint that sits on the seat, when they are installed on a vehicle seat. These differences make it virtually impossible to certify compliance with the requirements for Advanced Airbags with each and every child restraint that has ever been sold in the past or will be sold over the course of the useful life of your vehicle.

For this reason, the United States National Highway Traffic Safety Administration has published a list of specific types, makes and models of child restraints that must be used to certify compliance of the Advanced Air-bag System in your vehicle with the suppression requirements of Federal Motor Vehicle Safety Standard 208. These child restraints are:

A. Car beds, manufactured on or after September 1, 2004:

- through August 31, 2010: Cosco Dream Ride 02-719
- from September 1, 2010 Angel Guard Angel Ride AA2403FOF

B. Rearward-facing child restraint systems, manufactured on or after September 1, 2004:

(When the restraint system comes equipped with a removable base, compliance has to be certified with or without the base).

Valid through August 31, 2010:

- Britax Handle with Care 191
- Century Assura 4553
- Century Smart Fit 4543
- Cosco Arriva 02727
- Evenflo Discovery Adjust Right 212
- Evenflo First Choice 204
- Graco Infant 8457

Valid from September 1, 2010:

- Century Smart Fit 4543
- Cosco Arriva 22-013 PAW and base 22-999 WHO
- Evenflo Discovery Adjust Right 212
- Graco Infant 8457
- Graco Snugride
- Peg Perego Primo Viaggio SIP IMUN00US

C. Forward-facing convertible child restraint systems, manufactured on or after September 1, 2004:

Valid through August 31, 2010:

- Britax Roundabout 161
- Britax Expressway ISOFIX
- Century Encore 4612
- Century STE 1000 4416
- Cosco Olympian 02803
- Cosco Touriva 02519
- Evenflo Horizon V 425
- Evenflo Medallion 254
- Safety 1st Comfort Ride 22-400

Valid from September 1, 2010:

- Britax Roundabout E9L02xx
- Cosco Touriva 02519
- Cosco Summit Deluxe High Back Booster 22-262
- Cosco High Back Booster 22-209
- Evenflo Tribute V 379xxxx
- Evenflo Medallion 254
- Evenflo Generations 352xxxx
- Graco ComfortSport
- Graco Toddler SafeSeat Step 2
- Graco Platinum Cargo

D. Forward-facing toddler/belt positioning booster systems, manufactured on or after September 1, 2004:

Valid through August 31, 2010:

- Britax Roadster 9004
- Century Next Step 4920
- Cosco High Back Booster 02-442
- Evenflo Right Fit 245

Valid from September 1, 2010:

- Britax Roadster 9004
- Cosco High Back Booster 22-209
- Cosco Summit Deluxe High Back Booster 22-262
- Graco Platinum Cargo
- Evenflo Right Fit 245
- Evenflo Generations 352xxxx

⚠ WARNING

To reduce the risk of serious injury, make sure that the PASSENGER AIR BAG OFF light comes on and stays on whenever a child restraint is installed on the front passenger seat and the ignition is switched on.

- Take the child restraint off the front passenger seat and install it properly at one of the rear seating positions if the PASSENGER AIR BAG OFF light does not stay on.

⚠ WARNING (continued)

- Have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen service facility immediately. ◀

Important safety instructions for using child seats



Fig. 64 Never let babies or older children ride in a vehicle while sitting on the lap of another passenger.

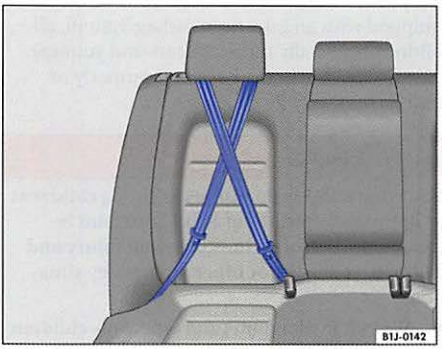


Fig. 65 Routing of unused center rear seat safety belts when installing a child restraint with the standard safety belt in an outboard seating position.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Proper use of a child seat greatly reduces the risk of injury in a collision or other accident.

All children, especially those 12 years and younger, must always ride in the back seat properly restrained for their age and size.

Always use the right child seat for each child and always use it properly.

Always carefully follow the child seat manufacturer's instructions on how to route the safety belt properly through the child seat and how to restrain the child in the child seat.

When using the vehicle safety belt to install a child seat, you must first activate the switchable locking feature on the safety belt to help prevent the child seat from moving.

Push the child seat down with your full weight to get the safety belt really tight so that the seat cannot move forward or sideways more than about one inch (2.5 cm).

Important additional information about installing a child restraint system on the front passenger seat:

If you must install a child restraint on the front passenger seat in exceptional circumstances, be sure to read and heed the important information and warnings in the section of this Manual ⇒ page 103.

There are also additional adjustments that must be made in order to be able to properly install a child restraint on the front seat:

Set the safety belt upper anchorage for the front passenger seat so that the available safety belt is long enough to properly install the child restraint. ▶

Always follow the child restraint manufacturer's installation instructions ⇒ ⚠.

Move the front passenger seat to the highest position in the seat's up and down adjustment range and to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible before installing the forward-facing child restraint and make sure the backrest is in the upright position ⇒ ⚠.

If a tether strap is being used to tie the child restraint to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat.

Always remember: Even though your vehicle is equipped with an Advanced Airbag System, all children, especially those 12 years and younger, must always ride in the back seat properly restrained for their age and size.

⚠ WARNING

Not using a child seat, using the wrong child seat or improperly installing a child restraint increases the risk of serious personal injury and death in a collision or other emergency situation.

- **All vehicle occupants and especially children must always be restrained properly whenever riding in a vehicle.**
  - **An unrestrained or improperly restrained child can be injured or killed by being thrown against the inside of the vehicle or by being ejected from it during a sudden maneuver or impact.**
  - **An unrestrained or improperly restrained child is also at much greater risk of injury or death by being struck by an inflating airbag.**
- **Commercially available child seats must comply with U.S. Federal Motor Vehicle Safety Standard (FMVSS 213) (in Canada CMVSS 213).**
  - **When buying a child restraint, select one that fits your child and the vehicle.**
  - **Only use child restraint systems that make full contact with the flat portion of the seat cushion. The child restraint must not tip or lean to either side. Volkswagen does not recommend using child seats that rest on legs or tube-like frames. They do not provide adequate contact with the seat.**

⚠ WARNING (continued)

  - **Always heed all legal requirements pertaining to the installation and use of child seats and carefully follow the instructions provided by the manufacturer of the seat you are using.**
- **For safety reasons, never allow children under 4 ft. 9 in (57 inches / 1.45 meters) to wear a normal 3-point safety belt. They must always be restrained by a proper child restraint system. Otherwise, they could sustain injuries to the abdomen and neck areas during sudden braking maneuvers or accidents.**
- **Never let more than one child occupy a child seat.**
- **Never let babies or older children ride in a vehicle while sitting on the lap of another passenger.**
  - **Holding a child in your arms is never a substitute for a child restraint system.**
  - **The strongest person would not be able to hold a child, given the forces present during a collision. The child will strike the interior of the vehicle and can also be impacted by another passenger.**
  - **The child and the passenger can also injure each other in an accident.**
- **Never install rearward-facing child seats or infant carriers on the front passenger seat. A child will be seriously injured and can be killed when the passenger airbag inflates – even with an Advanced Airbag System.**
- **The inflating airbag will hit the child seat or infant carrier with great force and will smash the child seat and child against the backrest, center armrest, door or roof.**
- **Always install rearward-facing child seats or infant carriers on the rear seat.**
- **Forward-facing child seats installed on the front passenger's seat can interfere with the airbag when it inflates and cause serious injury to the child. Always install forward-facing child seats on the rear seat.**
- **If exceptional circumstances require the use of a forward-facing child restraint on the front passenger's seat, the child's safety and well-being require the following special precautions to be taken:**

⚠ WARNING (continued)

– Always make sure that the forward-facing seat has been designed and certified by its manufacturer for use on a front passenger seat with a front and side airbag.

– Always carefully follow the manufacturer's instructions provided with the child seat or carrier.

– Never install a child restraint without a properly attached top tether strap if the child restraint manufacturer's instructions require the top tether strap to be used.

– Never put the forward-facing child restraint up against or very near the instrument panel.

– Always set the safety belt upper anchorage to the adjustment position that permits proper installation in accordance with the child restraint manufacturer's instructions.

– Always move the passenger seat to the highest position in the up and down adjustment range and move it back to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible before installing the forward-facing child restraint.

– Always make sure that nothing prevents the front passenger's seat from being moved to the rearmost position in its fore and aft adjustment range.

⚠ WARNING (continued)

– Always make sure that the backrest is in the upright position.

– Never place additional items on the seat that can increase the total weight registered by the weight-sensing mat and cause injury in a crash.

- Always buckle the child seat firmly in place even if a child is not sitting in it. A loose child seat can fly around during a sudden stop or in a collision.
- Always read and heed all WARNINGS whenever using a child restraint in a vehicle ⇒ page 67, *Safety belts*, ⇒ page 80, *Airbag system* and ⇒ page 101, *Child safety and child restraints.*

⚠ WARNING

To reduce the risk of serious injury, always make sure that the PASSENGER AIR BAG **OFF** light comes on and stays on whenever a child restraint is installed on the front passenger seat and the ignition is switched on.

- If the PASSENGER AIR BAG **OFF** light does not stay on, perform the checks described ⇒ page 82.
- Take the child restraint off the front passenger seat and install it properly at one of the rear seating positions if the PASSENGER AIR BAG **OFF** light does not stay on.
- Have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. ◀

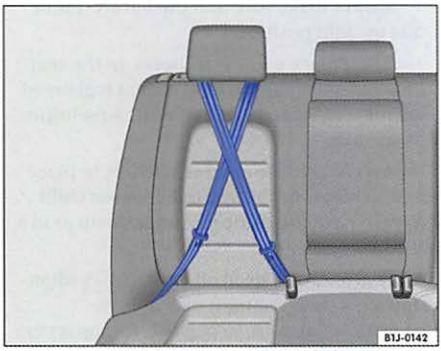


Fig. 66 Keep unused safety belts away from children in child safety seats.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Important special steps when installing a child restraint with LATCH lower universal anchorages or with the vehicle safety belt.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH lower universal anchorages behind the front passenger seat or behind the driver seat. Always route the unused center seat safety belt and the unused safety belt for the seating position where the LATCH child restraint is being installed around the rear head restraint behind the child restraint to help prevent a child from playing with the unused belt and becoming entangled in it ⇒ fig. 66.

When a child safety seat is secured on the rear seat, adjust the position of the front seat to provide the child with sufficient space. Therefore, adjust the front seat to the size of the child safety seat and the child. Consider the proper seating position of the front seat passenger ⚠ ⇒ page 56.

Secure unused safety belts on the rear seat!

If a child safety seat is used on the rear seat, especially with LATCH universal anchorages, the unused safety belts **must** be secured so that the child in the child restraint cannot reach them ⇒ ⚠ in *Using a child restraint on the rear seat* on page 108.

- Guide the belt webbing behind the head restraint of the adjacent seat ⇒ fig. 66. When doing so, do not engage the switchable locking feature on the safety belt! You should not hear a "clicking" sound when the safety belt is retracting.
- Let the belt retractor wind up the belt webbing.

⚠ WARNING

A child in a child restraint installed with the LATCH lower universal anchorages or with the standard safety belt on the rear seat may start to play with unused rear seat safety belts and become entangled. This could cause the child serious personal injury and even death.

- **Always secure unused rear seat safety belts out of the reach of children in child seats. One way to secure them is to route them around the head restraint of the seat where the child restraint is installed.**
- **Never activate the switchable locking retractor when routing the safety belts around the head restraints.**
- **Never let anyone sit at the center rear seating position if the center rear safety belt has been routed around a rear head restraint.**
- **A child restrained in the child safety seat on the rear seat can be fatally injured when playing with unused lockable safety belts.**
- **Always secure unused lockable safety belts on the rear seat.**

ⓘ Note

- **Be careful not to activate the switchable locking retractor when routing the center safety belt around the head restraint. Only pull the unused center safety belt out far enough to allow you to route the belt around the head restraint.**
- **When installing a child restraint, be careful not to get the belt caught in the structure of the child seat such that the belt becomes damaged, especially when the switchable locking feature has been activated.** ◀



Fig. 67 Rearward-facing toddler seat properly installed on the rear seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Babies and toddlers from birth up to about one year and at least 20 lbs (or 9 kg) are best protected in special infant carriers and child seats designed for this age group. Many experts believe that babies and small children should ride only in special restraints in which the child faces the back of the vehicle. These infant seats support the baby's back, neck and head in a collision. These child seats can be used safely only on the rear seat of your Volkswagen ⇒ fig. 67.

Before installing a child restraint on the front passenger seat, be sure to follow the special instructions and heed the warnings ⇒ page 103 and ⇒ page 88.

- When using the vehicle safety belt to install a child seat, you must first activate the switchable locking feature on the safety belt to help prevent the child seat from moving ⇒ page 108.
- If a tether strap is being used to tie the child seat to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat and turn the front passenger airbag on when it must be off (suppressed).

The airbag on the passenger side makes the front seat a potentially dangerous place for a child to ride. The front seat is not the safest place for a child in a forward-facing child seat. It is a very dangerous place for an infant or a larger child in a rearward-facing seat.

⚠ WARNING

Not using a child seat, using the wrong child seat or improperly installing a child restraint increases the risk of serious personal injury and death in a collision or other emergency situation.

- **Never install rearward-facing child seats or infant carriers on the front passenger seat - even with an Advanced Airbag System. A child will be seriously injured and can be killed when the inflating airbag hits the child seat or infant carrier with great force and smashes the child seat and child against the backrest, center armrest, door or roof.**
- **Always install rearward-facing child seats or infant carriers on the rear seat.**
- **Never install a rearward-facing child restraint in the forward-facing direction. These restraints are designed for the special needs of infants and very small children and cannot protect them properly if the seat is forward-facing.**
- **If you must install a rearward facing child seat on the front passenger seat because of exceptional circumstances, but the PASSENGER AIR BAG OFF light does not come on and stay on, immediately install the rearward-facing child seat at a seating position on the rear seat and have the airbag system inspected right away by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Always read and heed all WARNINGS whenever using a child restraint in a vehicle ⇒ page 67, *Safety belts*, ⇒ page 80, *Airbag system* and ⇒ page 101, *Child safety and child restraints*.** ◀

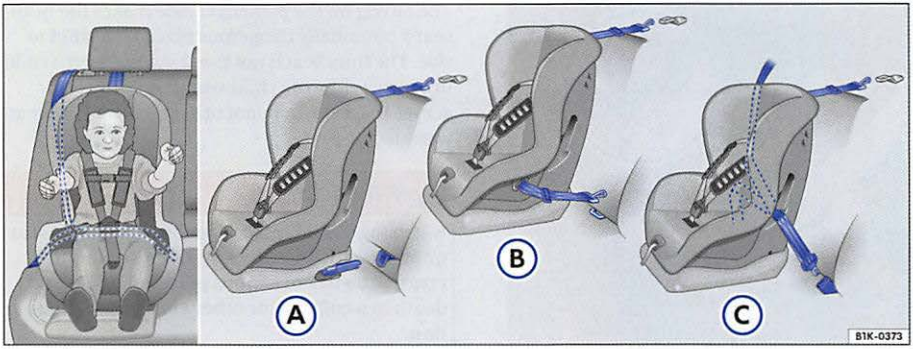


Fig. 68 Some child restraints are equipped with lower anchors and a top tether, illustration Ⓐ and Ⓑ show the correct installation of the attachments applicable to a LATCH seat. Figure Ⓒ shows the installation of the seat using the vehicle's safety belt system.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Children between one and about four years old and weighing between 20 lbs. (9 kg) and 40 lbs. (18 kg) must always be properly restrained in a child seat certified for their size and weight ⇒ fig. 68.

Before installing a child restraint on the front passenger seat, be sure to follow the special instructions and heed the warnings ⇒ page 103 and ⇒ page 88.

- When using the vehicle safety belt to install a child seat, you must first activate the switchable locking feature on the safety belt to help prevent the child seat from moving ⇒ page 108.
- Push the child seat down with your full weight to get the safety belt really tight so that the seat cannot move forward or sideways more than about one inch (2.5 cm).
- Fasten the harness webbing that is part of the child restraint system securely and pull it tight so that you can only slip one finger underneath the shoulder belt portion at the child's chest.
- Attach the tether strap to the tether anchorage for the seating position where the child restraint is being installed ⇒ page 118.
- If a tether strap is being used to tie the child restraint to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat.

The airbag on the passenger side makes the front seat a potentially dangerous place for a child to ride. The front seat is not the safest place for a child in a forward-facing child seat. It is a very dangerous place for an infant or a larger child in a rearward-facing seat.

⚠ WARNING

Not using a child seat, using the wrong child seat or improperly installing a child restraint increases the risk of serious personal injury and death in a collision or other emergency situation.

- **Children on the front seat of any car, even with Advanced Airbags, can be seriously injured or even killed when an airbag inflates. A child in a rearward-facing child seat installed on the front passenger seat will be seriously injured and can be killed if the front airbag inflates – even with an Advanced Airbag System.**
- **The inflating airbag will hit the child seat or infant carrier with great force and will smash the child seat and child against the backrest, center armrest, door or roof.**
- **Always install rearward-facing child seats on the rear seat.**

⚠ WARNING (continued)

- If you must install a rearward facing child seat on the front passenger seat because of exceptional circumstances, but the PASSENGER AIR BAG **OFF** light does not come on and stay on, immediately install the rearward-facing child seat at a seating position on the rear seat and have the airbag system inspected right away by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always read and heed all WARNINGS whenever using a child restraint in a vehicle ⇒ page 67, *Safety belts*, ⇒ page 80, *Airbag system* and ⇒ page 101, *Child safety and child restraints.*

⚠ WARNING

An improperly installed child restraint can interfere with the airbag as it deploys and seriously injure or even kill the child – even with an Advanced Airbag System.

- If exceptional circumstances require the use of a forward-facing child restraint on the front passenger's seat, the child's safety and well-being require the following special precautions to be taken:
  - Forward-facing child seats installed on the front passenger seat may interfere with the deployment of the airbag and cause serious personal injury to the child.
  - Always make sure that the forward-facing seat has been designed and certified by its manufacturer for use on a front passenger seat with a front and side airbag.
  - Always carefully follow the manufacturer's instructions provided with the child seat or carrier.
  - Never install a child restraint without a properly attached top tether strap if the child restraint manufacturer's instructions require the top tether strap to be used.
  - Never put the forward-facing child restraint up against or very near the instrument panel.

⚠ WARNING (continued)

  - Always set the safety belt upper anchorage to the adjustment position that permits proper installation in accordance with the child restraint manufacturer's instructions.
  - Always move the passenger seat to the highest position in the up and down adjustment range and move it back to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible before installing the forward-facing child restraint.
  - Always make sure that nothing prevents the front passenger's seat from being moved to the rearmost position in its fore and aft adjustment range.
  - Always make sure that the backrest is in the upright position.
  - Never place additional items on the seat that can increase the total weight registered by the weight-sensing mat and cause injury in a crash.
- Make sure that the PASSENGER AIR BAG **OFF** light comes on and stays on all the time whenever the ignition is switched on.
- If the PASSENGER AIR BAG **OFF** light does not come on and stay on, immediately install the forward-facing child seat in at a seating position on the rear seat and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always buckle the child seat firmly in place even if a child is not sitting in it. A loose child restraint can fly around during a sudden stop or in a collision.

ⓘ Note

- When installing a child restraint, be careful not to get the belt caught in the structure of the child restraint and become damaged, especially when the switchable locking feature has been activated.
- Be careful not to activate the switchable locking retractor when routing the safety belts around the head restraints. Only pull the safety belt out far enough to allow you to route the belt around the head restraint. ◀



Fig. 69 Child properly restrained in a booster seat on the rear seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Children up to at least 8 years old (over 40 lbs. or 18 kg) are best protected in child safety seats designed for their age and weight ⇒ fig. 69. Experts say that the skeletal structure, particularly the pelvis, of these children is not fully developed, and they must not use the vehicle safety belts without a suitable child restraint.

The vehicle's safety belts alone will not fit most children until they are at least 4 ft. 9 in. (57 inches / 1.45 meters) tall. Booster seats raise these children up so that the safety belt will pass properly over the strong parts of their bodies and the safety belt can help protect them in a collision.

- Do not use the switchable locking feature when using the vehicles safety belt to restrain a child on a booster seat.
- Always position the shoulder portion of the safety belt midway over the child's shoulder. If you must transport an older child in a booster seat on the front passenger seat, you can use the safety belt height adjustment mechanism to help adjust the shoulder belt properly.
- Always make sure that the shoulder belt never rests against or across the child's neck.
- Always make sure that the child can wear the lap belt portion low across the thighs or pelvis and never over the stomach or abdomen.

Children who are at least 4 ft. 9 in. (57 inches / 1.45 meters) tall can generally use the vehicle's three point lap and shoulder belts. Never use the lap belt portion of the vehicle's safety belt alone to restrain any child, regardless of how big the child is. Always remember that children do not have the pronounced pelvic structure required for the proper function of lap belt portion of the vehicle's three point lap and shoulder belt. The child's safety absolutely requires that a lap belt portion of the safety belt be fastened snugly and as low as possible around the pelvis. Never let the lap belt portion of the safety belt pass over the child's stomach or abdomen.

It is usually best to put these children in appropriate booster seats. Be sure the booster seat meets all applicable safety standards.

Booster seats raise the seating position of the child and reposition both the lap and shoulder parts of the safety belt so that they pass across the child's body in the right places. The routing of the belt over the child's body is very important for the child's protection, whether or not a booster seat is used. Children age 12 and under must always ride in the rear seat.

In a collision, airbags must inflate within a blink of an eye and with considerable force. In order to do its job, the airbag needs room to inflate so that it will be there to protect the occupant as the occupant moves forward into the airbag.

Even Advanced Airbags can injure children when they inflate. A vehicle occupant who is out of position and too close to the airbag gets in the way of an inflating airbag. When an occupant is too close, he or she will be struck violently and will receive serious or possibly even fatal injuries.

In order for the airbag to offer protection, it is important that all vehicle occupants, especially children, who must be in the front seat under exceptional circumstances, be properly restrained and as far away from the airbag as possible. By keeping room between the child's body and the front of the passenger compartment, the airbag can inflate completely and provide supplemental protection in certain frontal collisions. ▶

⚠ WARNING

Not using a booster seat, using the booster seat improperly, incorrectly installing a booster seat or using the vehicle safety belt improperly increases the risk of serious personal injury and death in a collision or other emergency situation. To help reduce the risk of serious personal injury and/or death:

- Always make sure to position the shoulder portion of the three-point belt over the middle of the child's shoulder.
- Never let the shoulder portion of the safety belt rest against or across the neck, face, chin, or throat of the child.
- Always make sure the lap belt portion of the three-point belt is worn snug and passes as low as possible across the child's pelvis. Never let the lap belt portion of the safety belt pass over the child's stomach or abdomen.
- Failure to properly route safety belts over a child's body will cause serious personal injuries in an accident or other emergency situation.
- Children on the front seat of any car, even with Advanced Airbags, can be seriously injured or even killed when an airbag inflates.
- Never let a child stand or kneel on any seat, including, for example, the front passenger seat.
- Never let a child ride in the luggage compartment or cargo area of your vehicle.
- Always remember that a child leaning forward, sitting sideways or out of position in any way during a collision can be struck by a deploying airbag. This will result in serious personal injury or death.
- If you must install a booster seat on the front passenger seat because of exceptional circumstances, the PASSENGER AIR BAG **OFF** light must come on and stay on, whenever the ignition is switched on.

⚠ WARNING (continued)

- If the PASSENGER AIR BAG **OFF** light does not come on and stay on, perform the checks described ⇒ page 82.
- Take the child restraint off the front passenger seat and install it properly at one of the seating positions on the rear seat if the PASSENGER AIR BAG **OFF** light does not stay on whenever the ignition is switched on.
- Always read and heed all WARNINGS whenever using a child restraint in a vehicle ⇒ page 67, *Safety belts*, ⇒ page 80, *Airbag system* and ⇒ page 101, *Child safety and child restraints.*

⚠ WARNING

A child in a booster seat installed with the standard safety belt on the rear seat may start to play with unused rear seat safety belts and become entangled resulting in serious personal injury and even death.

- Always secure unused rear seat safety belts out of the reach of children in child seats by, for example, routing the belts around the head restraint for the seating position where the child restraint is installed.
- Never activate the switchable locking retractor when routing the safety belts around the head restraints.
- Never let anyone sit at the center rear seating position if the center rear safety belt has been routed around a rear head restraint.

ⓘ Note

Be careful not to activate the switchable locking retractor when routing the safety belts around the head restraints. Only pull the safety belt out far enough to allow you to route the belt around the head restraint. ◀

Installing child restraints with a safety belt

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Safety belts for the rear seats and the front passenger seat must be locked with the switchable locking feature to properly secure child restraints.

Child restraints are designed to be secured in the vehicle with the lap belt portion of the three-point lap and shoulder belt installed for the passenger seats. The outboard rear seating positions also have special fixtures for child restraints that can be used with LATCH lower universal anchorages.

Regardless of the kind of child restraint that you use, always make sure that the child restraint is properly secured in the vehicle; otherwise the child could be seriously injured in a crash.

Whenever a child restraint is installed with a safety belt, the safety belt must be locked so that 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 cannot tip to the side when the vehicle goes around a corner.

Special instructions for installing child restraints if the child restraint must be installed on the front seat

Always carefully follow the child restraint manufacturer's instructions when installing a child restraint in your vehicle. Before trying to install a child restraint on the front passenger seat, be sure to follow the special instructions and heed the WARNINGS below. To activate the switchable locking feature:

- Place the child restraint on a seat, preferably on the rear seat ⇒ ⚠.
- If, in exceptional circumstances, you must install the child restraint on the front seat, then set the safety belt upper anchorage for the front passenger seat so that available safety belt length is sufficient to properly install the child restraint. Make sure the backrest is in the upright position. Always follow the child restraint manufacturer's installation instructions ⇒ ⚠.
- Move the front passenger seat to the highest position in the seat's up and down adjustment range and make sure the backrest is in the upright position.
- Move the front passenger seat to the rearmost position in the seat's fore and aft adjustment range, and as far away from the airbag as possible, before installing the forward-facing child restraint.
- If a tether strap is being used to tie the child restraint to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat.
- Set the safety belt upper anchorage for the rear outboard seating position to the highest adjustment position.
- Route the safety belt around or through the child restraint using the proper path for the safety belt as specified by the child restraint manufacturer.
- Insert the belt tongue into the buckle for that seating position.
- Make sure that the red release button faces away from the child restraint so that it can be unbuckled quickly.
- Remove all slack from the lap belt portion of the safety belt and hold it tightly against the child restraint.
- Push the child restraint down with your full weight to make sure that the child restraint will be properly installed with the safety belt really tight.

Activating the switchable locking feature

- Slowly pull the shoulder belt portion of the safety belt **all the way** out of the retractor.
- While keeping your weight on the child restraint, guide the shoulder belt portion of the safety belt back into the retractor until the belt lies flat and is tightened against the child restraint.
- You should hear a "clicking" noise as the belt winds back into the inertia reel of the safety belt retractor. Test the switchable locking feature by pulling on the belt. You should no longer be able to pull the belt out of the retractor. The switchable locking feature is now active.
- Pull on the safety belt to make sure the safety belt is properly fastened and tight.
- Check the child restraint for proper installation by pulling on the child restraint at the place where the vehicle's safety belt goes into the child restraint. The child restraint should not move forward or sideways by more than about one inch (2.5 cm).
- After checking to make sure that the child restraint is properly installed make certain that the child restraint is correctly recognized by the ▶

weight-sensing mat inside the front passenger seat, so that the front passenger airbag status is always correctly signaled by the PASSENGER AIR BAG **OFF** light. Please be sure to read the additional important information and heed the WARNINGS about the Advanced Airbag System and the function of the PASSENGER AIR BAG OFF light in this Manual.

Always remember: Even though your vehicle is equipped with an Advanced Airbag System, all children, especially those 12 years and younger, must always ride in the back seat properly restrained for their age and size.

Deactivating the switchable locking feature

The switchable locking feature for child restraints will be deactivated automatically when the belt is wound all the way back into the retractor.

- Press the red button on the safety belt buckle. The belt tongue will pop out of the buckle.
- Guide the safety belt back by hand so that it rolls easily onto the retractor and the trim around the retractor will not be damaged.

Always let the safety belt retract completely into its stowed position. The safety belt can now be used as an ordinary safety belt without the switchable locking feature for child restraints.

If the switchable locking feature should be activated inadvertently, the safety belt must be unfastened and guided completely back into its stowed position to deactivate this feature. If the switchable locking feature is not deactivated, the safety belt will gradually become tighter and uncomfortable to wear.

⚠ WARNING

Using the wrong child restraint or an improperly installed child restraint can cause serious personal injury or death in an accident.

- **Always make sure that the safety belt retractor is locked when installing a child restraint. An unlocked safety belt retractor cannot hold the child restraint in place during normal driving or in a crash.**

⚠ WARNING (continued)

- **Always buckle the child seat firmly in place even if a child is not sitting in it. A loose child restraint can fly around during a sudden stop or in a collision.**
- **Always make sure the seat backrest to which the child restraint is attached is in an upright position and securely latched into place and cannot fold forward. Otherwise, the seat back with the child restraint attached to it could fly forward in a collision or other emergency situation.**
- **Always read and heed all WARNINGS whenever using a child restraint in a vehicle ⇒ page 101, *Child safety and child restraints.* Special precautions apply when installing a child restraint on the front passenger seat ⇒ page 103, *Child restraints and Advanced front airbag system.***

⚠ WARNING

Improperly installed child restraints increase the risk of serious personal injury and death in a collision.

- **Never unfasten your safety belt to deactivate the switchable locking feature for a child restraint while the vehicle is moving. You would not be restrained and could be seriously injured in an accident.**

ⓘ Note

When installing a child restraint, be careful not to get the belt caught in the structure of the child restraint and become damaged, especially when the switchable locking feature has been activated. ◀

Securing the child restraint with LATCH lower universal anchorages

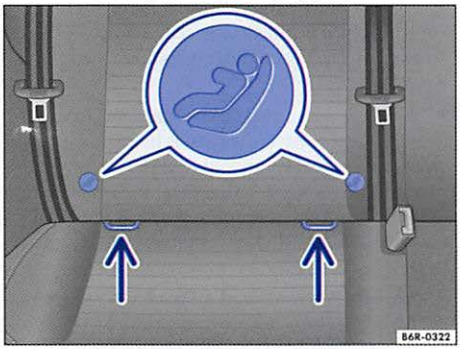


Fig. 70 Markings for the LATCH lower universal anchorages on the seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

LATCH is used in the United States for Lower Anchors and Tethers for Children. In Canada, Universal Child Restraint Anchorages (UCRA) is used to describe the combination of top tether and the lower anchorages.

All child restraints manufactured after September 1, 2002, must have LATCH lower universal anchorages.

The circular markings on the rear seat help you to identify the location of lower anchorages for the two outboard seating positions ⇒ fig. 70.

The LATCH lower universal anchorage attachment points are between the rear seatback and rear seat cushion.

LATCH lower universal anchorages secure the child restraint system in the seat without using the vehicle's safety belts. Anchorages provide a secure and easy-to-use attachment and minimize the possibility of improper child restraint installation.

Remember that the LATCH lower universal anchorage points are only intended for installation and attachment of child restraints specifically certified for use with these lower universal anchorages. Child restraints that are not equipped with the LATCH lower universal anchorage attachments can still be installed with vehicle safety belts according to the child restraint manufacturer's instructions. You must never mount two child restraint systems to one LATCH lower universal anchorage point at the same time. For instance, you must not install a child restraint with LATCH lower universal anchorage points on an outboard seating position and then use the inboard anchorage to also install a child restraint in the center of the rear seat that itself is not equipped with LATCH lower universal anchorage points.

There are two ways to attach an appropriate child restraint to the LATCH lower universal anchorages:

Rigid connectors on bars at the back of the child restraint:

- Make sure the seat back of the rear seat is in the upright position and securely latched in place.
- Release the child restraint tether strap.
- Outer seating position: Guide the upper tether strap under the outer rear head restraint (raise the head restraint if necessary).
- Attach the tether strap anchorage hook into the opening of the tether anchorage.
- Attach the connectors onto the LATCH lower universal anchorages.
- Make sure you hear the child restraint click securely into place.
- Tighten the top tether strap.
- Pull on both sides of the child restraint once you've installed it to make certain it is secure and properly attached.

Releasing

- Release the lower latch from the LATCH lower universal anchorages following the child restraint manufacturer's instructions.
- Release the tether strap.

Hooks attached to adjustable straps (hook-on connectors)

- Make sure the seat back of the rear seat is in the upright position and securely latched in place.
- Attach the hook-on connectors with the spring catch release onto the LATCH lower universal anchorage so that the connectors lock into place.
- Pull on the connector attachments to make sure that it is properly attached to the LATCH lower universal anchorage.
- Pull straps tight following the child restraint manufacturer's instructions.
- Release the child restraint tether strap. ▶

- Outer seating position: Guide the upper tether strap under the outer rear head restraint (raise the head restraint if necessary).
- Guide the tether strap between the rear seat back and the luggage compartment cover.
- Attach the tether strap anchorage hook into the opening of the tether anchorage and pull the top tether strap tight.
- After you have installed the child seat, pull on both of the adjustable straps on the child seat and pull also on the tether strap to make certain the seat is secure and properly attached.

Releasing

- Loosen the tension on the strap following the child restraint manufacturer's instructions.
- Depress the spring catch on the hook.
- Hold the spring catch in the depressed position.
- Move the hook in the direction of the vehicle floor so that there is enough space to release the connector from the lower anchorage.
- Release the tether strap.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH lower universal anchorages behind the front passenger seat or behind the driver seat. Always route the unused center seat safety belt and the unused safety belt for the seating position where the LATCH child restraint is being installed around the rear head restraint behind the child restraint to help prevent a child from playing with the unused belt and becoming entangled in it.

⚠ WARNING

Improper use of the LATCH system can increase the risk of serious personal injury and death in an accident.

- **Always carefully follow the child restraint manufacturer's instructions for proper installation of the child restraints and proper use of tether straps as well as the LATCH lower universal anchorages or safety belts in your vehicle.**
- **Never mount two child restraint systems on one LATCH lower universal anchorage point.**
- **These anchors were developed only for child seats using the LATCH system.**
- **Never attach other child seats, belts, luggage or other things to the LATCH anchorages.**
- **Always make sure that you hear a click when latching the seat in place. If you do not hear a click, the seat is not secure and could fly forward and hit the interior of the vehicle or be ejected from the vehicle.**

Be careful not to activate the switchable locking retractor when routing the safety belts around the head restraints. Only pull the safety belt out far enough to allow you to route the belt around the head restraint. ◀

Securing a child restraint with the Top Tether strap

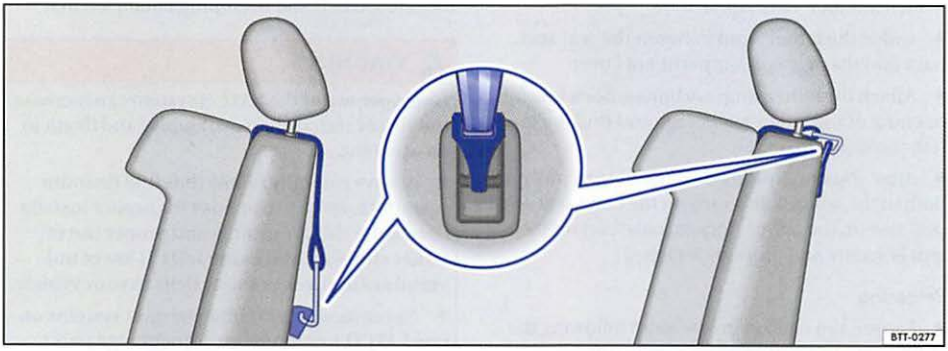


Fig. 71 Example of a mounted upper tether strap. The top tether strap reduces the forward movement of the child restraint in a crash, to help reduce the risk of head injury if the child hits the vehicle interior.

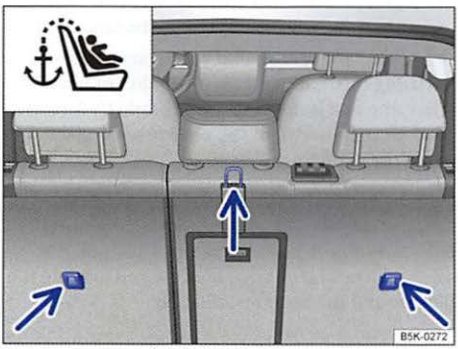


Fig. 72 Anchorages for the top tether strap on the back of the rear seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

Installing the tether strap

- Release or deploy the tether strap on the child restraint according to the child restraint manufacturer's instructions.
- Remove the luggage compartment cover if necessary.
- Locate the tether anchor on the rear seat backrest.
- Outer seating position: Guide the upper tether strap under the outer rear head restraint (raise the head restraint if necessary).
- Center seating position: Guide the upper tether strap over the center rear head restraint only when it is pushed all the way down.
- Guide the tether strap between the rear seat back and the luggage compartment cover.
- Attach the tether strap anchorage hook into the opening of the tether anchorage.
- Pull on the tether strap hook so that the spring catch of the hook is engaged.
- Tighten the tether strap firmly following the child restraint manufacturer's instructions.

Releasing the tether strap

- Loosen the tension on the tether strap following the child restraint manufacturer's instructions.
- Depress the spring catch on the hook and release it from the anchorage.

⚠ WARNING

Improper installation of child restraints will increase the risk of injury and death in a crash.

- **Always follow the instructions provided by the manufacturer of the child restraint when installing it in your vehicle.**
- **Never install a child restraint without a properly attached top tether strap if the child restraint manufacturer's instructions require the top tether strap to be used. The use of a top tether strap for forward-facing child restraints is required by law in Canada.**
- **Improper use of top tether straps and anchors can lead to injury in a collision. The anchors are designed to withstand only those loads imposed by correctly fitted child restraints.**

⚠ WARNING (continued)

- Never attach two child restraint systems to one top tether strap or top tether anchorage.
- Never attach a child seat tether strap to a tie-down hook in the luggage compartment.
- Never use child restraint top tether anchorages to secure safety belts or other kinds of occupant restraints.
- Never secure or attach any luggage or other items to the top tether anchorages.
- If a tether or other strap is used to attach a child restraint to the front passenger seat, make sure that it is not so tight that it causes the weight-sensing mat for the Advanced Airbag System to measure more weight than is actually on the seat.
- The heavier weight registered can make the Advanced Airbag System work as though an adult were on the seat and deploy the Advanced Airbag when it should be suppressed causing serious or even fatal injury to the child.
- If you must install a rearward-facing child seat on the front passenger seat because of exceptional circumstances, but the PASSENGER AIR BAG **OFF** light does not come on and stay on, immediately install the rearward-facing child seat at seating position on the rear seat and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ⓘ Note

If you leave the child restraint with the tether strap firmly installed for several days, this could leave a mark on the upholstery on the seat cushion and backrest in the area where the tether strap was installed. The upholstery would also be permanently stretched around the tether strap. This applies especially to leather seats.

- Follow the child restraint manufacturer's instructions when installing or removing the restraint.
- Unlock the backrest and fold it slightly forward.
- Raise the head restraint behind the child seat.
- Guide the upper tether strap under or along both sides of the head restraint (depending on the child restraint model) into the luggage compartment.
- Straighten the backrest back into its upright position and press it firmly into the locking mechanism. The red mark on the release button should no longer be visible.
- Secure the child restraint to the lower anchorage points.
- Hook the upper tether strap into the appropriate anchorage.
- Tighten the tether strap firmly so that the child restraint lies securely against the backrest. ◀

Sources of information about child restraints and their use

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 101.

The following are some sources of additional information about child restraint selection, installation and use:

NHTSA advises that the best child restraint is one that fits your child and fits in your vehicle, and which you will use correctly and consistently.

Try before you buy!

Transport Canada Information Centre
Tel.: 1 (800) 333-0371 oder 1 (613) 998-8616, wenn man in der Region Ottawa ist.
www.tc.gc.ca/roadsafety

National Highway Traffic Safety Administration
Tel.: 1-888-327-4236 (TTY: 1-800-424-9152)
www.nhtsa.gov

National SAFE KIDS Campaign
Tel.: (202) 662-0600
www.safekids.org

Safety BeltSafe U.S.A
Tel.: (800) 745-SAFE (English)
Tel.: (800) 747-SANO (Spanish)
www.carseat.org

Volkswagen Customer CARE
Tel.: (800) 822-8987 ◀

Lights and vision

Lights

Introduction

In this section you'll find information on the following:

Indicator lights 121
Turn signal lever and high beam switch 122
Switching lights on and off 123
Lights and Vision functions 124
Headlight range adjustment, instrument cluster lighting 125
Interior and reading lights 125

Always obey country-specific requirements about vehicle lighting.

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

More information:

- Volkswagen Information System ⇒ page 21
- Changing a light bulb ⇒ page 344

⚠ 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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Lights up	Possible cause	Proper response
	Driving lights not working.	Replace any burned out lightbulbs ⇒ page 344 or if all light bulbs are OK, visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility if necessary.
	Adaptive Front Lighting System malfunction.	–
	Rear fog light switched on.	–
	Front fog lights switched on.	
	Left or right turn signal. The indicator light blinks twice as fast if a turn signal is not working on the vehicle or the trailer.	If necessary, check the vehicle and trailer lighting.
 	Daytime running lights on.	–
	High beams switched on or headlight flashers in use.	⇒ page 122.
	High beam control (Light Assist) on.	–⇒ page 124

Flashes	Possible cause	Proper response
	Adaptive Front Lighting System malfunction.	Visit an authorized Volkswagen dealer or 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.**

⚠ WARNING (continued)

- **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**

Note

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

Turn signal lever and high beam switch

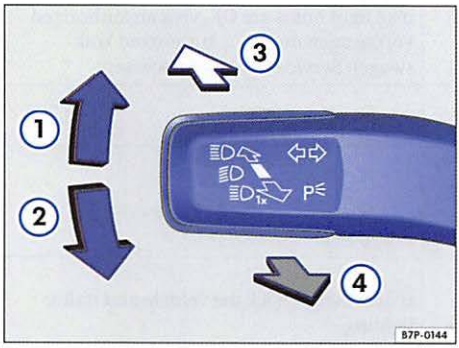


Fig. 73 Turn signal lever and high beam switch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Move the lever to the desired position.

① Right turn signal.
② Left turn signal.
③ Switching high beams on or off ⇒ ⚠ An indicator light ≡D comes on in the instrument cluster when the high beams are switched on.
④ Headlight flasher. The *headlight flasher* is on as long as the lever is pulled. The indicator light ≡D lights up.

Move the lever to home position to switch off the function.

Lane changing feature (comfort 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 the Comfort Light switched on, the turn signals and the turn signal indicator flash three 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.

The Comfort Light is switched on and off in the **Lights & Vision** menu in the instrument cluster display ⇒ page 21. If your vehicle is not equipped with the **Lights & Vision** menu, the function can be deactivated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper use of high beams can cause 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 ⇒ page 320.

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

High beams can only be switched on when the low beam headlights are on. ◀

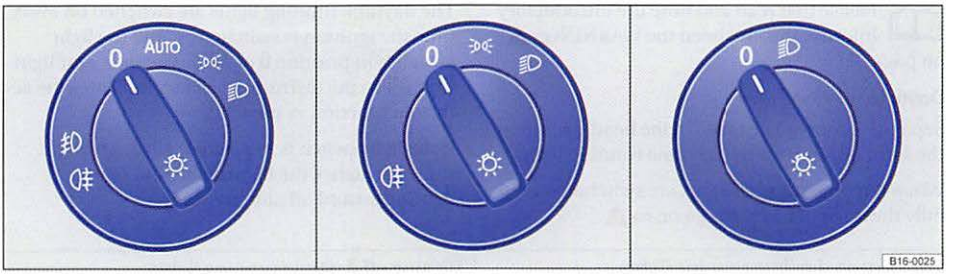


Fig. 74 Light switch next to the steering wheel (different versions).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Turn the light switch to the desired position ⇒ fig. 74:

	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 on.
AUTO	Orientation lighting may be switched on.	Automatic headlight control and daytime running lights switched on.
≡D	Parking lights switched on.	Parking lights switched on.
≡D	Low beams switched off. The parking lights and daytime running lights may stay on for some time.	Low beams switched on.

Fog lights:

The indicator light ≡D shows that the fog lights are switched on.

- To switch on the fog lights ≡D: pull the light switch out to position ≡D or ≡D to the first detent.
- To switch off the fog lights, press the light switch or turn it to the 0 position.

Acoustic warning when lights are not switched off

In the following situations, a warning signal 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.

- Light switch in position ≡D.
- Light switch in position ≡D.

⚠ WARNING

Parking lights and daytime running 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. ◀**

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Daytime running lights

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

When daytime running lights are switched on, only these separate lamps go on ⇒ ⚠.

The daytime running lights are switched on every time the ignition is switched on and the light switch is in position **0** or **AUTO**. The indicator light ≡D or **DRL** in the instrument cluster indicates the activated function ⇒ page 121.

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

Turning on daytime running lights	Turning off daytime running lights
Press and hold the turn signal lever and high beam switch *up* and to the back (right turn signal and headlight flasher).	Press and hold the turn signal lever and high beam switch *down* and to the back (left turn signal and headlight flasher).
Switch the ignition on for about 3 seconds and off again.	

In some vehicles, the daytime running lights can be turned on and off in the **Lights & Vision** menu in the instrument cluster display ⇒ page 21.

Automatic headlight control AUTO

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

If the light switch is in the **AUTO** position, vehicle lighting, as well as instrument and switch illumination, automatically turn on and off in the following situations ⇒ ⚠:

Automatic activation:	Automatic deactivation:
If the twilight sensor registers *darkness*, for example when driving through a tunnel.	If sufficient brightness is registered.
If driving for several seconds at a speed greater than 87 mph (140 km/h).	If driving under 40 mph (65 km/h) for several minutes.
If the rain sensor recognizes 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.

On vehicles equipped with the Adaptive Front Lighting System, the feature is switched on and off via the **Assistant** menu ⇒ page 21.

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 to see where you are going. Daytime running lights 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.**
- **The taillights do not come on when the daytime running lights are switched on. A vehicle without taillights on cannot be seen by others when it is dark or raining or visibility is otherwise poor.**

⚠ WARNING (continued)

- **If automatic headlight control (AUTO) is switched on, the low-beam headlights still may not come on in fog or heavy rain. You have to switch on the low-beam headlights yourself.**

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. ◀

Headlight range adjustment, instrument cluster lighting

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Instrument cluster lighting

Turn the thumb-wheel to adjust the brightness of the instrument cluster lighting ⇒ page 8, fig. 2 ⑦.

Dynamic headlight range adjustment

In vehicles with the Adaptive Front Lighting System (AFS), the headlight range is automatically adjusted to the vehicle loading condition once the low beams are 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 they do not blind others. ◀**

Interior and reading lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 120.

Button	Function
0	Interior lights off.
	Interior lights on.
	Door contact switch on (center position). Interior lights go on automatically when the vehicle is unlocked, a door is opened or the ignition key is removed. The lights go out about 20 seconds after you close the doors. 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 and luggage compartments have lights that come on automatically when they are opened and go off when they are closed.

Background lighting

The background lighting in the roof console comes on when the ignition or headlights are switched on. It illuminates the controls in the center console from above.

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 ignition key. This helps to prevent unnecessary drain on the vehicle battery. ◀

Sun protection

Introduction

In this section you'll find information on the following:

Sun visors 126
Windshield made of heat-insulating glass 127

⚠ WARNING

Sun visors can reduce visibility when down.

- **Always stow sun visors when not needed to block sun glare.** ◀

Sun visors



Fig. 75 Sun visor.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 126.

Sun visor adjustment:

- Flip the sun visor down toward the windshield.
- Lift it out of the retaining clip (1) and swivel it over to the door ⇒ fig. 75 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 and the interior light above the sun visor go out after several minutes. This helps to prevent unnecessary drain on the vehicle battery. ◀

Windshield made of heat-insulating glass

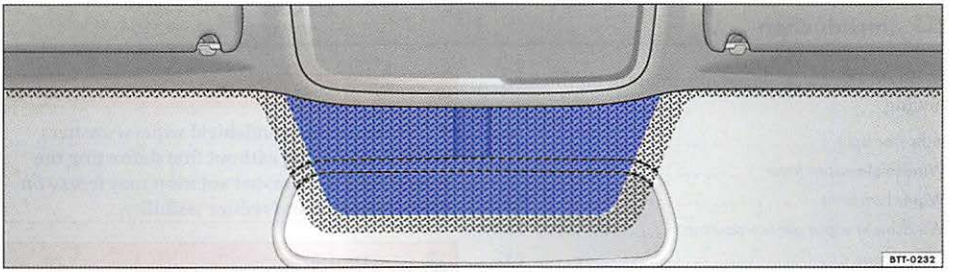


Fig. 76 Heat-reflective windshield with communications window (blue shaded area).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 126.

Windshields made of insulating glass have a transparent metallic infrared-reflecting coating. There is an uncoated area (communications window) just above the inside rear-view mirror ⇒ fig. 76. 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 wipers and washer

Introduction

In this section you'll find information on the following:

Indicator light 128
Windshield wiper lever 129
Wiper functions 130
Windshield wiper service position 130
Rain sensor 131
Checking and refilling windshield washer fluid ... 132

More information:

- Air conditioner air recirculation mode ⇒ page 226
- Preparations for working in the engine compartment ⇒ page 242
- Exterior care and cleaning ⇒ page 262

⚠ WARNING

Windshield washer fluid without enough frost protection can freeze on the windshield and reduce visibility.

- **In freezing winter termperature, only use the windshield washer fluid when adequate frost protection has been added to it.**

⚠ WARNING (continued)

- **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 serious personal injury.

- **Always replace wiper blades that are worn, damaged, or do not keep the windshield clear.**

ⓘ Note

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. When parking the vehicle in freezing weather, it can be helpful to place the windshield wipers in the "service position" so they do not freeze to the windshield ⇒ page 130. ◀

Indicator light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

Lights up	Possible cause	Proper response
	Windshield washer and rear window washer fluid level too low.	Refill windshield washer reservoir at the next opportunity ⇒ page 132.

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.

ⓘ Note

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

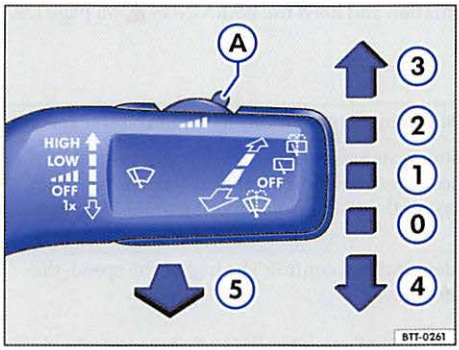


Fig. 77 Operating the front windshield wipers.

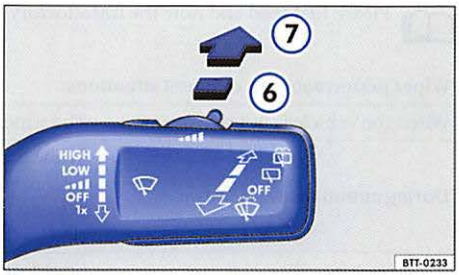


Fig. 78 Operating the rear wiper.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

Move the lever to the desired position ⇒ ⓘ:

⓪	OFF	Wiper switched off.
①	▪▪▮▮	Intermittent wiping for the windshield. Switch ⇒ fig. 77 Ⓐ to adjust the delay between wiping cycles (vehicles without rain sensors) or the sensitivity of the rain sensor (vehicles with rain sensors).
②	LOW	Slow wiper speed.
③	HIGH	Fast wiper speed.
④	1x	One-tap wiping – brief wiping. Hold the lever pressed down longer to wipe faster.
⑤		Pull the lever toward the steering wheel to activate the automatic wipe/wash for the windshield.
⑥		Intermittent wiping for the rear window. The wiper wipes about every six seconds.
⑦		Press the lever forward as far as it will go to activate the rear window washers, then release.

ⓘ Note

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.

The windshield wipers work only if the ignition is switched on and the engine hood is closed.

The intermittent wiping for the front windshield depends on the driving speed. The higher the speed, the faster the wipers move.

If the front wipers are on, the rear wiper is switched on automatically whenever the car is put into reverse. ◀

Wiper functions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

Wiper performance in different situations:

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 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 glass.

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 cleaning system works during winter weather, always keep the headlight washer nozzles free of snow and remove any ice with a de-icer spray before driving. Use a de-icer 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 interference and switch the wiper on again. ◀

Windshield wiper service position

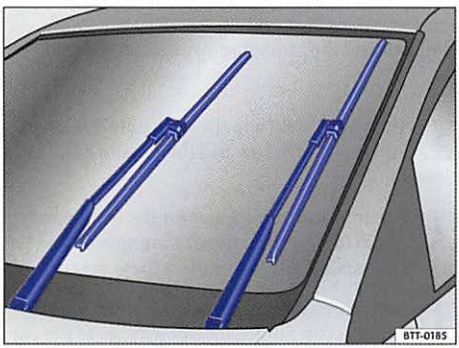


Fig. 79 Windshield wiper in service position.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

In the service position, the wiper arms can be tilted away from the windshield ⇒ fig. 79. The wipers are moved to the service position as follows:

- The engine hood must be closed ⇒ page 242.
- Switch the ignition off and on again.
- Press the windshield wiper lever down briefly ⇒ page 129, fig. 77 ④.

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 folding the wiper blades away from the windshield

- Move the wiper arms to the service position ⇒ ⓘ.
- Do not handle the wiper blades; handle the wiper arms only at the attachment above the wiper blades.

ⓘ Note

- **To help prevent damage to the engine hood and the wiper arms, move the wiper arms away from the windshield only in the service position.**
- **Always put the windshield wiper arms down against the windshield before driving the vehicle.** ◀

Rain sensor

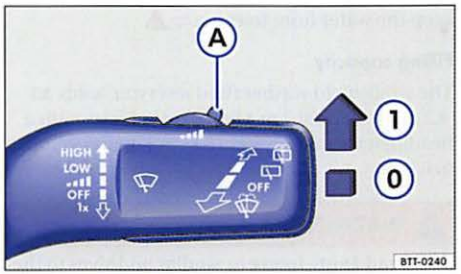


Fig. 80 Windshield wiper lever: Adjusting rain sensor Ⓐ.

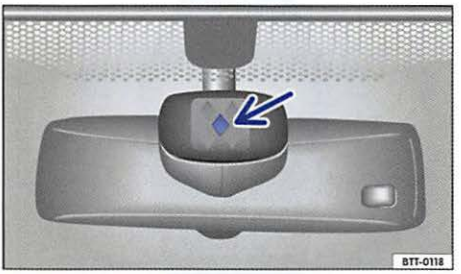


Fig. 81 Sensitive rain sensor surface.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

When switched on, the rain sensor automatically shortens or lengthens the delay between wiping intervals depending on how hard it is raining⇒ ⚠. The rain sensor's sensitivity can be adjusted manually. Manual wiping (vehicles without rain sensors) ⇒ page 129.

Push the lever into the desired position ⇒ fig. 80:

⓪ Rain sensor off.

① Rain sensor active – automatic wiping as needed.

Ⓐ 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).

Possible reasons for changes in the way the rain sensor works

The rain sensor may misread events which occur in the *detection zone of its sensitive rain-sensor surface* ⇒ fig. 81 and malfunction due a number of reasons; these 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 may trigger the wipers.
- 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 build-up 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 or chip in the windshield: If a stone hits and chips the windshield while the rain sensor is on, this will trigger a wiper cycle. After that, the rain sensor will recognize the change and re-calibrate itself to respond to the sensitive surface's reduced 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 ⇒ page 131, fig. 81 (arrow) regularly and check the wiper blades for damage.

To remove wax and coats of polish safely, we recommend using an alcohol-based windshield cleaner. ◀

Checking and refilling windshield washer fluid

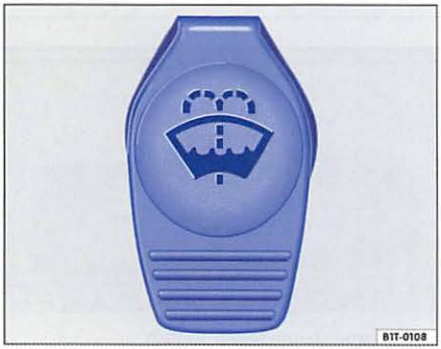


Fig. 82 In the engine compartment: Cap of the windshield washer fluid reservoir.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

Check the windshield washer fluid level regularly and refill as necessary.

- Open the engine hood ⚠ ⇒ page 242.
- The windshield washer fluid reservoir can be identified by the symbol on its cap ⇒ fig. 82.
- 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 anti-freeze solution that will help keep the water from freezing ⇒ ⚠.

Filling capacity

The windshield washer fluid reservoir holds 3.1 - 4.2 quarts (about 3 to 4 liters); in vehicles with a headlight cleaning system 3.1 - 6.3 quarts (about 3 to 6 liters).

⚠ WARNING

Never add anti-freeze or similar additives to the windshield washer fluid. 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 anti-freeze agent.**

ⓘ Note

- **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 fluid with another! Otherwise serious malfunctions and engine damage can occur!** ◀

Mirrors

Introduction

In this section you'll find information on the following:

Inside mirror 134
Outside mirrors 135

More information:

- Personal comfort setting in the Volkswagen Information System ⇒ page 21
- Shifting gears ⇒ page 179
- Braking, stopping and parking ⇒ page 188

⚠ WARNING

Automatic 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.

⚠ WARNING (continued)

- 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 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. Do not induce vomiting unless instructed to do so by a medical professional. Get medical attention immediately.

ⓘ Note

Broken glass in the automatic dimming mirror 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. ◀

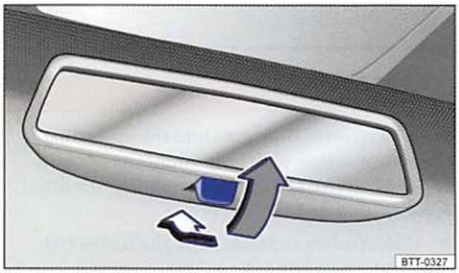


Fig. 83 Manually adjustable inside mirror.

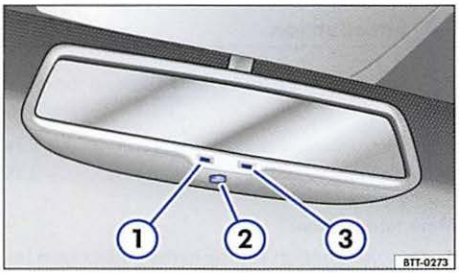


Fig. 84 Auto-dimming inside mirror.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 133.

Adjust the inside mirror to make sure that there is good visibility through the rear window.

Manually adjustable inside mirror

- Home position: Lever on the bottom edge of the mirror points forward.
- To dim mirror, move the lever backwards ⇒ fig. 83.

Auto-dimming inside mirror

Key to fig. 84:

① Indicator light
② Switch
③ Sensor for recognizing entry of light

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.

If the light striking the sensor is filtered or blocked (such as by a sun shade), the automatic dimming inside mirror will not work properly or may not work at all. ◀

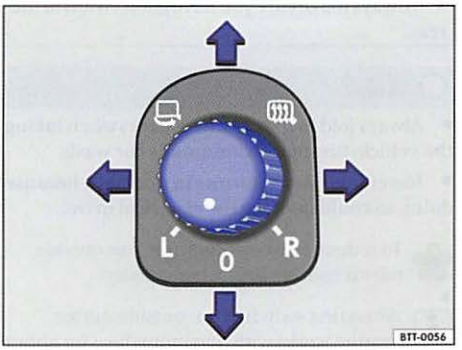


Fig. 85 In the driver door: Adjusting knob for outside mirrors.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 133.

Turn the adjusting knob to the desired position:

	Fold the outside mirror in toward the vehicle body ⇒ ⚠
	Switch on outside mirror heating. Heats only at ambient air temperatures below +68 °F (+20 °C).
L	Adjust the left outside mirror by pressing the knob to left/right and up/down.
R	Adjust the right outside mirror by pressing the knob to left/right and up/down.
0	Neutral position. Outside mirror folded out, no heating or adjustment possible.

Synchronous mirror adjustment

- In the **Settings - Convenience** menu select synchronous to adjust outside mirrors ⇒ page 21.
- Turn the adjusting knob to the **L** position.
- Adjust the left outside mirror. The right (passenger) outside mirror will automatically adjust at the same time.
- If needed, correct the position of the right mirror by turning the adjusting knob to the **R** position.

Automatic dimming mirror on the driver side

The auto-dimming outside mirror is controlled together with the auto-dimming inside mirror ⇒ page 134.

Memory for front passenger side mirror (when backing up)

- Choose the remote control key that will be used with the settings about to be made.
- Unlock the vehicle with that remote control key.
- Set the parking brake.
- Switch on the ignition.
- Shift the transmission into neutral.
- Activate the function **Mirror down** in the **Settings - Convenience** menu.
- Select reverse gear.
- 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 used to unlock the vehicle. The preselected position will be recalled when the key assigned to that mirror adjustment position is used again.

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 forward faster than about 10 mph (16 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.**

⚠ WARNING (continued)

- **Always make sure you have good vision to the rear.**

ⓘ Note

- **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 two 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. ◀

Transporting

Driving tips

Introduction

In this section you'll find information on the following:

Stowing luggage 138
Driving with an open rear hatch 139
Driving a loaded vehicle 140
Weights and axle weights 140

Always stow heavy objects in the luggage compartment and make sure that the rear seat backrests are securely latched. Always use the tie-down hooks 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 ⇒ page 45
- Folding the front passenger backrest forward ⇒ page 65
- Lights ⇒ page 120
- Luggage compartment ⇒ page 142
- Roof rack ⇒ page 149
- Trailer towing ⇒ page 152
- Tires and wheels ⇒ page 276

⚠ 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 an airbag if it inflates. To help reduce the risk of injury:

- 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 stow luggage and heavy objects in the luggage compartment.
- Always secure objects properly with suitable straps so that they cannot move into the area of the side airbag or the front airbag during braking or in a sudden maneuver.
- Always secure objects in the passenger compartment properly so that they cannot come into the deployment area of a side or front airbag when the vehicle is moving.
- Always keep storage compartments closed while driving.
- 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 assume an incorrect seating position because of objects stowed in the vehicle.
- No person should ever sit in a seat that is blocked by objects stowed 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.

- 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 using the tiedowns provided and suitable straps.
- 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.

⚠ WARNING (continued)

- 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. ◀

Stowing luggage

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 137.

Always stow all luggage securely in the vehicle

- Distribute loads in the vehicle, on the roof and the trailer as evenly as possible.
- Put heavy objects as far forward as possible in the luggage compartment and securely latch the rear backrest in the upright position.
- Secure luggage in the luggage compartment with suitable tightening straps to the tie-down hooks ⇒ page 142.
- Adjust the headlight range ⇒ page 120.
- Check tire pressure. Heed the information on the tire pressure label ⇒ page 276.
- In vehicles equipped with an indirect Tire Pressure Monitoring System, the system may need to be adjusted for the new load ⇒ page 220.

ⓘ Note

The heating wires in the rear window can be severely damaged by hard or sharp things on the shelf below the rear window.

Please review information about loading a trailer ⇒ page 152 and a roof rack ⇒ page 149. ◀

Driving with an open rear hatch

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 137.

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 hatch 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 injury.

- **Always drive with the rear hatch closed to help keep poisonous exhaust gas from being drawn into the vehicle.**
- **Never transport objects larger than those fitting completely into the luggage area, because then the rear hatch cannot be fully closed.**
- **If you absolutely must drive with the rear hatch open, take special precautions to reduce the risk of loss of vehicle control and other accidents.**
- **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, as 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.**

⚠ WARNING (continued)

- **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.**

ⓘ Note

The open rear hatch changes the vehicle's length and height. ◀

Driving a loaded vehicle

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 137.

For good handling when driving a loaded vehicle, please observe the following:

- Securely stow all luggage ⇒ page 138.
- 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 regarding driving with a trailer ⇒ page 152.
- If applicable, observe information regarding driving with a roof rack ⇒ page 149.

⚠ 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 as far forward in the luggage compartment as possible.**
  - **If your vehicle has tie-downs in the luggage compartment, use them and suitable straps.**
- **Always tie down heavy items securely with suitable straps.**
- **Securely latch the rear 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.**
- **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 ⚠ on page 137.

The actual gross weight of any vehicle depends on its engine, basic equipment, any factory-installed optional equipment for the given model, and any retrofitted accessories. 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 located on the door pillar of the driver door.

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.

The cargo payload may not be increased by using a roof rack without commensurately reducing the weight from vehicle occupants ⇒ ⚠. Determining the gross vehicle weight rating ⇒ page 276.

Vehicle payload consists of the combined weight of the following:

- Passengers.
- Total luggage and other cargo.
- Roof load including the roof rack system.
- Tongue weight for trailer towing. ▶

Gasoline engines

Maximum power output (SAE net)	Engine code	Transmission	Curb weight	Gross vehicle weight rating	Gross front axle weight rating	Gross rear axle weight rating
125 kW	CBTA	5-speed manual	– kg[a]	– kg[a]	– kg[a]	– kg[a]
		Automatic	– kg[a]	– kg[a]	– kg[a]	– kg[a]
125 kW	CBUA	–[a]	– kg[a]	– kg[a]	– kg[a]	– kg[a]
147 kW	CCTA	6-speed manual	– kg[a]	– kg[a]	– kg[a]	– kg[a]
		DSG®6-speed automatic	– kg[a]	– kg[a]	– kg[a]	– kg[a]
147 kW	CBFA	–[a]	– kg[a]	– kg[a]	– kg[a]	– kg[a]

a) Information not available at time of printing.

Diesel engines

Maximum power output (SAE net)	Engine code	Transmission	Curb weight	Gross vehicle weight rating	Gross front axle weight rating	Gross rear axle weight rating
103 kW with DPF	CJAA	6-speed manual	– kg[a]	– kg[a]	– kg[a]	– kg[a]
		DSG®6-speed automatic	– kg[a]	– kg[a]	– kg[a]	– kg[a]

a) Information not available at time of printing.

⚠ 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.**

ⓘ Note

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 near 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 on the following:

Folding the backrest of the rear seat forward and back into place 143
Luggage compartment cover 144
Luggage compartment pass-through 145
Ski and snowboard sack 146
Tie-down hooks 146
Shopping bag hooks 147
Luggage net 148

Always stow heavy objects in the luggage compartment and make sure that the rear seat backrests are securely latched in their upright position. Always use suitable straps with the tie-down hooks. Never overload the vehicle. Remember that the vehicle load, as well as how it is distributed, can affect vehicle handling and braking ⇒ ⚠.

More information:

- Airbag system ⇒ page 80
- Lights ⇒ page 120
- Transporting ⇒ page 137
- Trailer towing ⇒ page 152
- Tires and wheels ⇒ page 276

⚠ 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 an airbag if it inflates. To help reduce the risk of injury:

- **Always stow all objects securely in the vehicle. Always stow luggage and heavy objects in the luggage compartment.**
- **Always secure objects properly with suitable rope or tightening straps so that they cannot move into the deployment zone of the side or front airbag during a sudden braking or other driving maneuver.**
- **Always keep storage compartments closed while driving.**
- **Do not stow hard, heavy or sharp objects loose in the vehicle in open storage compartments or on top of the dashboard.**
- **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 person injury.

- **Transporting heavy items causes the handling characteristics of the vehicle to change by shifting the vehicle's center of gravity.**
- **Always distribute cargo 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 using the tie-down hooks provided.** ▶

⚠ WARNING (continued)

- 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 pillar 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 accelerate gradually and gently and avoid sudden braking and other maneuvers.

⚠ WARNING (continued)

- Brake earlier than you would if you were not driving a loaded vehicle.

ⓘ Note

The defogger heating wires or antenna in the rear window can be damaged by items in the storage area rubbing against them.

The ventilation slots between the rear window and the luggage compartment cover must be kept free of obstruction so that stale air can escape from the vehicle. ◀

Folding the backrest of the rear seat forward and back into place

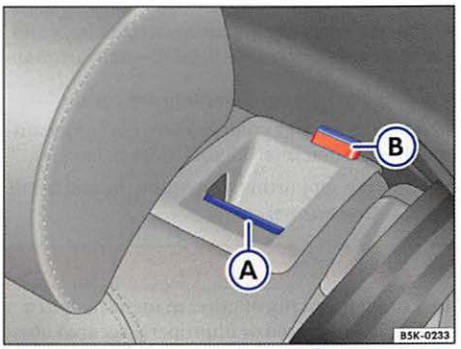


Fig. 86 Rear seat: release button Ⓐ; red mark Ⓑ.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

The rear backrest is divided into two sections. Each section of the rear backrest can be folded down individually to increase the luggage space.

Folding the rear backrest forward

- Push the head restraint all the way down ⇒ page 56.
- Pull the release button ⇒ fig. 86 Ⓐ forward while folding the rear backrest forward.
- The rear backrest is unlocked if the red mark can be seen on the button Ⓑ.
- If the rear backrest is folded down, no one, including children, may ride on the rear seat.

Folding the rear backrest back into place

- Fold the rear backrest back until it engages securely ⇒ ⚠.
- The red mark on the release button Ⓑ should no longer be visible.
- The rear backrest must be securely latched into place in order for the safety belts on the rear seats to provide optimal protection.

⚠ WARNING

Improper folding and improper latching of the rear backrest can cause serious personal injury.

- Never fold the rear backrest up or down while the vehicle is moving.
- When folding the rear 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 backrest up and down.
- Each backrest must be securely latched into place in the upright position for the safety belts on the rear seats to provide optimal protection. This is particularly the case for the middle seat in the rear. If a seat is used with an unsecured backrest, the passenger will move forward together with the rear backrest in the event of sudden braking and driving maneuvers or an accident. ▶

⚠ WARNING (continued)

- A red mark on the button (B) indicates that the backrest is not latched into place. Always check to make sure that the red marking is not visible whenever the rear backrest is in the upright position.

⚠ WARNING (continued)

- No one, including children, may ride on the rear seats if the rear backrest is folded down or not correctly latched.

ⓘ Note

Before folding the rear 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. ◀

Luggage compartment cover



Fig. 87 In the luggage compartment: Installing and removing the luggage compartment cover.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

When you open or close the rear hatch, the supporting straps, when attached, will automatically raise or lower the luggage compartment cover.

You can put light articles of clothing on the luggage compartment cover. But remember that your view through the rear window must not be obstructed.

Removing the luggage compartment cover

- Unhook the supporting straps from the rear hatch ⇒ fig. 87 (top arrows).
- Pull the luggage compartment cover back and out of the side brackets ⇒ fig. 87 (bottom arrows).

Installing the luggage compartment cover

- Slide the luggage compartment cover forward into the side brackets ⇒ fig. 87 (bottom arrows).
- Hook the supporting straps onto the rear hatch ⇒ fig. 87 (top arrows).

⚠ 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 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.

ⓘ Note

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. ◀

Luggage compartment pass-through

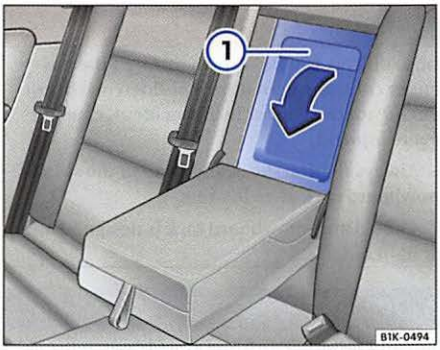


Fig. 88 In the rear backrest: Opening the luggage compartment pass-through.

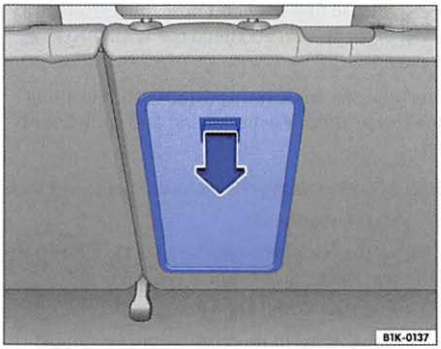


Fig. 89 In the luggage compartment: Opening the pass-through.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

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 may ride on the middle seat in the rear.

Opening the pass-through

- Fold down the rear center armrest ⇒ page 56.
- Pull the release lever ⇒ fig. 88 ① and fold the pass-through cover 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 pass-through cover back until it engages securely. The red mark on the luggage compartment side ⇒ fig. 89 should not be visible.
- Close the rear hatch.
- If necessary, fold the center armrest up.

The pass-through can also be opened from the luggage compartment. Press the release lever ⇒ fig. 89 down and push the cover forward. ◀

Ski and snowboard sack

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

Long objects can be transported without soiling the vehicle interior using the ski and snowboard sack.

Loading and securing the ski and snowboard sack

- Open the rear hatch.
- Open the pass-through ⇒ page 145 or fold part of the rear backrest forward ⇒ page 65.
- Unfold the ski and snowboard sack.
- Put long items in from the luggage compartment.
- Insert the safety strap of the ski and snowboard sack into the center safety belt buckle.
- Tighten the strap on its loose end ⇒ ⚠.

⚠ WARNING

Loose objects can be thrown through the passenger compartment during sudden driving or braking maneuvers or in an accident, causing severe injuries.

- **Always tighten the safety strap of the ski and snowboard sack after loading.**
- **The ski and snowboard sack is designed only for light objects.**

ⓘ Note

Mold and mildew can grow quickly when the ski and snowboard sack is damp. To help prevent mold and mildew, use wipe the ski sack clean and let it dry completely before folding and storing it. ◀

Tie-down hooks

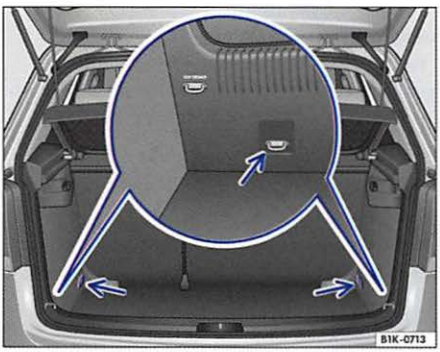


Fig. 90 In the luggage compartment: Tie-down hooks.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

There are tie-down hooks in the front and rear of the luggage compartment, which you can use to secure luggage or other items ⇒ fig. 90 (arrows).

Some tie-down hooks may have to be folded open for use.

⚠ WARNING

If baggage or other items are secured to the tie-down hooks with unsuitable or damaged straps, the items may come loose during braking, other maneuvers or during collisions, fly through the vehicle interior, and cause serious or fatal injuries.

- **Always use suitable, undamaged tie-down ropes and ratchet straps.**
- **Securely fasten tie-down ropes and ratchet straps to the tie-down hooks.**
- **Loose objects in the luggage compartment can slide about suddenly and alter the vehicle's handling.**
- **Also secure small and light objects.**
- **Never exceed the maximum load rating of the tie-down hooks when securing objects.**
- **Never secure a child seat to the tie-down hooks.**

The maximum weight force for the tie-down hooks is about 3.5 kN (3.57 kp).

For suitable ratchet straps and luggage stowage systems, please see an authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀

Shopping bag hooks

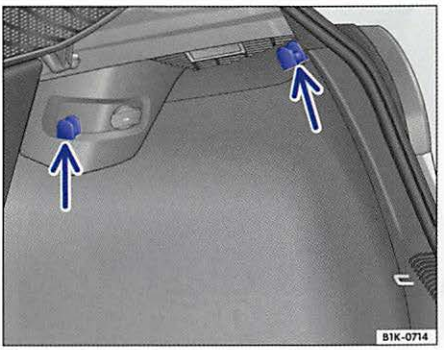


Fig. 91 In the luggage compartment: Shopping bag hooks.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

Shopping bag hooks may be located on the upper left and right of the luggage compartment.

⚠ WARNING

Never use a shopping bag hook as a tie-down hook. During hard braking or in a collision, the hook may break off.

ⓘ Note

The maximum load for the shopping bag hook is 5 lbs. (2.5 kg). ◀

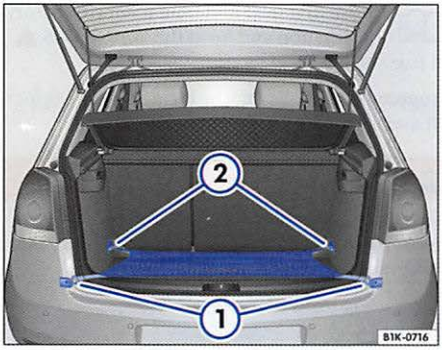


Fig. 92 In the luggage compartment: Luggage net hung horizontally.

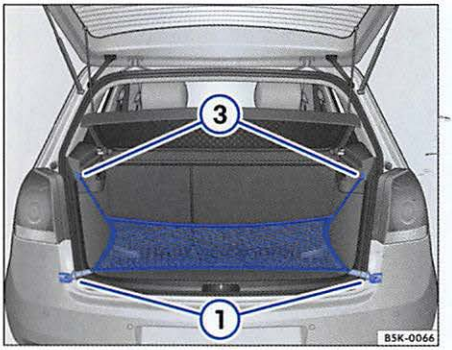


Fig. 93 In the luggage compartment: Tie-down hooks ① and hooks ③ for hanging the luggage net.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 142.

The luggage net helps prevent lighter luggage from shifting. The luggage net also has a built-in zippered pocket that can hold smaller items.

There are several ways to install the luggage net in the luggage compartment.

Example 1: Securing the luggage net flat on the luggage compartment floor

- Secure the luggage net hooks to the tie-down hooks ⇒ fig. 92 ② ⇒ ⚠. The luggage net zipper must face upwards.
- Secure the luggage net hooks to the tie-down hooks ①.

Example 2: Securing the luggage net to the loading edge

- Secure the short luggage net hooks to the tie-down hooks ⇒ fig. 93 ① ⇒ ⚠. The luggage net zipper must face upwards.
- Attach the loops to the shopping bag hooks ③.

Removing the luggage net

The installed luggage net is stretched tight ⇒ ⚠.

- Remove the hooks and loops of the luggage net from the tie-down hooks or shopping bag hooks.
- Stow the luggage net in the luggage compartment.

⚠ WARNING

The elasticized luggage net must be stretched when attached to the tie-down hooks in the luggage compartment. An installed luggage net is stretched tight. The luggage net hooks can cause injury if the luggage net is installed or removed improperly.

- **Always hold the luggage net hooks firmly when installing and removing the net so that the hooks do not snap back and hit you.**
- **When installing and removing the luggage net, always protect your eyes and face from being injured by the hooks.**
- **Always fasten the luggage net hooks in the correct order as described. If one of the hooks on the luggage net snaps back, it may injure you.** ◀

Roof rack

Introduction

In this section you'll find information on the following:

Mounting the roof rack base carrier and roof rack 150
Securing a load on the roof rack 151

The roof of your vehicle has been designed to optimize aerodynamics and does not have traditional rain gutters 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 carrier mounts 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 achieve minimum clearance to enter, for example, a garage.

More information:

- Lights ⇒ page 120
- Transporting ⇒ page 137
- Saving fuel and helping the environment ⇒ page 198
- Tires and wheels ⇒ page 276
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ 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.**

ⓘ Note

- **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. ◀

Mounting the roof rack base carrier and roof rack

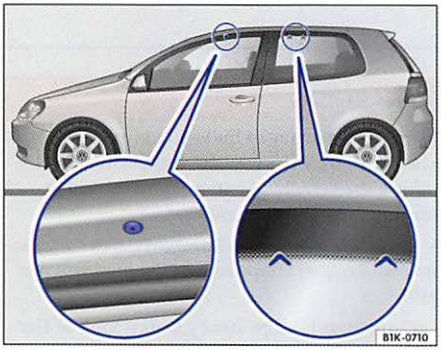


Fig. 94 Mounting points for the base carrier and roof rack on 2-door vehicles.

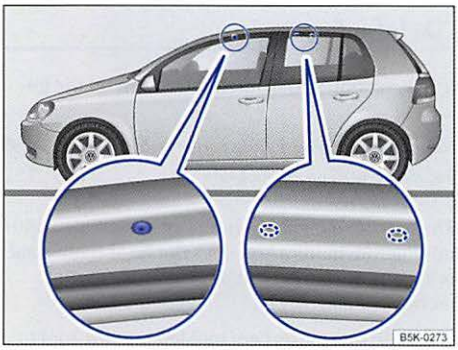


Fig. 95 Mounting points for the base carrier and roof rack on 4-door vehicles.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

The base carrier is the foundation of a complete roof carrier system. For safety reasons, additional mounts are necessary for transporting luggage, bicycles, surfboards, skis and boats. Suitable accessories can be purchased from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mounting the base carrier and roof rack on 2-door vehicles

Always carefully follow the installation instructions from the roof rack manufacturer.

The front mounting holes are on the underside of the roof frame. They are sealed with plastic screws ⇒ fig. 94 (magnified view on left). The holes are only visible when the door is open. The rear markings for the base carrier are above the rear side windows ⇒ fig. 94 (magnified view on right).

Only mount the roof rack base carrier on the markings shown in the illustration.

Mounting the base carrier and roof rack on 4-door vehicles

Always carefully follow the installation instructions from the roof rack manufacturer.

The front mounting holes are on the underside of the roof frame. They are sealed with plastic screws ⇒ fig. 95 (magnified view on left). The rear markings for the base carrier are on the underside of the roof frame ⇒ fig. 95 (magnified view on right).

The holes and markings are only visible when the door is open.

Only mount the roof rack base carrier on the markings shown in the illustration.

⚠ WARNING

Installing or using a base carrier or roof rack improperly can cause the entire system to fly off the vehicle, causing accidents and injuries.

- **Always follow the installation instructions provided by the manufacturer.**
- **Use the base carrier and roof rack only if they are undamaged and properly installed.**
- **Mount the roof rack base carrier only at the markings shown in the illustration ⇒ fig. 94 or ⇒ fig. 95.**
- **Install the base carrier and roof rack properly.**
- **Make sure that all bolts and fasteners are properly installed and properly tightened before every trip and re-tighten them as needed after driving a short distance. During a long trip, check all bolts and fasteners at each stop.**
- **Always properly install special fixtures for items such as bicycles, skis, surfboards, etc.**
- **Do not modify or perform repairs on the base carrier or roof rack.**

Follow the installation instructions provided for installing the roof rack system. Always carry them in the vehicle. ◀

Securing a load on the roof rack

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

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 **165 lbs. (75 kg)**. The 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 lower 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 rook 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 evenly 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.

- **Always use suitable, undamaged tie-down ropes and ratchet straps.**
- **Secure the load properly.** ◀

Trailer towing

Introduction

In this section you'll find information on the following:

Technical requirements 153
Hitching up and connecting a trailer 154
Loading the trailer 155
Driving with a trailer 156
Ball mount 157
Retrofitting a trailer hitch 158
Maximum permissible trailer weight 159

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 load

The *maximum* permissible tow bar tongue load exerted on the ball mount should not exceed **220°lbs (100°kg)**.

More information:

- Anti-theft alarm system ⇒ page 38
- Lights ⇒ page 120
- Saving fuel and helping the environment ⇒ page 198
- Starting assistance systems ⇒ page 204
- Tires and wheels ⇒ page 276
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ 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 a trailer is not being used.**
- **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 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.**
- **Reduce speed immediately if the trailer shows the slightest sign of swaying.**

⚠ WARNING (continued)

- **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. Always obey speed limits. In some areas speed limits for vehicles towing trailers are lower than for vehicles without trailers.**
- **Never try to stop the swaying by accelerating.**

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 (1000 km) ⇒ page 303.

If you tow a trailer, your vehicle may need maintenance more often because of the extra load it has to pull.

When you are not towing, remove the trailer hitch ball. This helps keep the 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 ⚠ on page 152.

If the vehicle was **factory-equipped** with a trailer hitch, all technical and legal requirements for trailer towing have already been met.

Only use a trailer hitch which is approved for the gross weight rating of the trailer you want to tow. The hitch must be suitable for your vehicle and trailer and be securely bolted to the vehicle's chassis. Only use a trailer hitch with a removable ball mount. Always check and follow the trailer hitch manufacturer's information. Never install a "weight-distributing" or "load-equalizing" trailer hitch on your vehicle.

Do not use a bumper-mounted trailer hitch

Never install a trailer hitch on the bumper or or on the bumper mountings. 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 hitch mounting bolts are securely fastened. When you are not towing, remove the trailer hitch. This helps keep the 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 rear lights

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.

Outside mirrors

If the traffic area behind the trailer is not clearly visible with a standard outside mirror, additional outside mirrors are needed and required by law in some countries / states / provinces. The outside mirrors must be adjusted before driving and give a good view to the rear.

Maximum power consumption for the trailer

Do not exceed the power ratings listed in the chart below.

Electrical consumers	Max. power consumption
Taillights total	50 watts
Turn signals per side	54 watts

Electrical consumers	Max. power consumption
Brake lights total	84 watts
Backup lights total	42 watts

WARNING

- An improperly installed or incorrect trailer hitch can cause a trailer to separate from the tow vehicle and cause serious personal injuries.
- When 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.

Note

- 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.
- Do not use a trailer with LED (light emitting diode) rear lights, as they can damage your vehicle's electronics.
- 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.

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 on page 152.

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 may be optionally 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 rear lights

Make sure that the trailer lights work properly and meet legal requirements. Do not exceed the maximum power consumption for the trailer ⇒ page 153.

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.

Note

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 ⚠ on page 152.

Towing capacity and tongue weight

Towing capacity 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 ⇒ page 159.

The towing capacity and tongue weight indicated on the model plate of the trailer hitch are only reference values. The vehicle-specific values, which are often *below* these values, can be found in the 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 payload your vehicle can carry ⇒ page 302, *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.

In some countries, such as the United States and Canada, trailers are organized into classes. Volkswagen recommends asking an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers.

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 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 back-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 ⇒ page 276.

⚠ WARNING

Exceeding the maximum gross axle and tongue weight ratings, as well as the gross vehicle or combined towing weight ratings, can cause accidents and serious personal injury.

- **Never exceed the stated values.**
- **Never let the actual weight at the front or rear axle exceed the Gross Axle Weight Rating for that axle. 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.** ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 152.

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" gas-discharge lamps 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 (manual transmission) or a lower drive position (automatic transmission) 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.
- Manual transmission: depress the clutch fully.
- Shift into first gear or drive position D ⇒ page 179, *Shifting*.
- Unlock the parking brake and gently release it while holding the unlock button. At the same time, gradually depress the accelerator and, for manual transmission, let out the clutch until you can feel the car moving forward. If applicable, follow the instructions for the Hill Hold feature ⇒ page 204, *Starting assistance systems*.
- Do not release the parking brake lever until the engine starts to move the vehicle forward. If your vehicle has an automatic transmission, you can also depress and hold the brake pedal for added braking and then let up on the brake pedal when you feel that the vehicle "wants" to move forward.
- Drive ahead slowly at first.

⚠ 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.**
- **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 the slightest sign of swaying. 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.** ◀

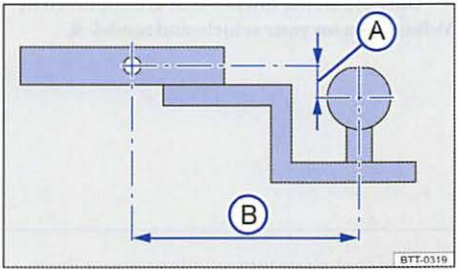


Fig. 96 Dimensions of the ball mount support.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 152.

Your vehicle is not equipped with a trailer hitch. 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.

The receiver set-up on your vehicle requires the use of a ball mount together with a ball that meets special requirements with regard to size and geometry. This applies to both the height of the ball above the surface where it attaches ⇒ fig. 96 Ⓐ, and the pin-to-ball distance Ⓑ.

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. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility has an approved ball mount and ball that meet these important specifications. If you buy a different ball mount and ball, make sure that they meet the following specifications.

Ball mount dimensions

- The drop height Ⓐ 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 inch (25.4°mm) and at most $2\,^{7}/_{8}$ inches (73 mm).
- The pin-to-ball distance Ⓑ 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 7 inches (178 mm). The ball diameter must be no more than $1\,^{1}/_{4}$ inches (31.8 mm).
- The ball diameter must be no more than $1\,^{1}/_{4}$ inches (32°mm).

Volkswagen recommends that you have an authorized Volkswagen dealer or 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 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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

⚠ 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 mount when a trailer is not being used.**

ⓘ Note

- **Never use a hitch ball larger than $1\,^{1}/_{4}$ inches in diameter on your vehicle. The vehicle was not designed to tow heavier trailers that have receivers larger than the prescribed hitch ball. The increased loads can damage the trailer-towing attachment points on the vehicle.**
- **Never use an adapter to increase the size of the hitch receiver from $1\,^{1}/_{4}$ inches to 2°inches or more to tow a trailer that is heavier than the maximum permissible trailer weight that your vehicle can tow.**

Note (continued)

- You can use one of these adapters if required for the proper installation of a bicycle rack or similar carrier as long as the weight limit requirements are met. When using bicycle racks or similar carriers make sure that the taillights are not blocked.

Note (continued)

- Only use trailer hitches that are approved by Volkswagen for your vehicle and model. ◀

Retrofitting a trailer hitch

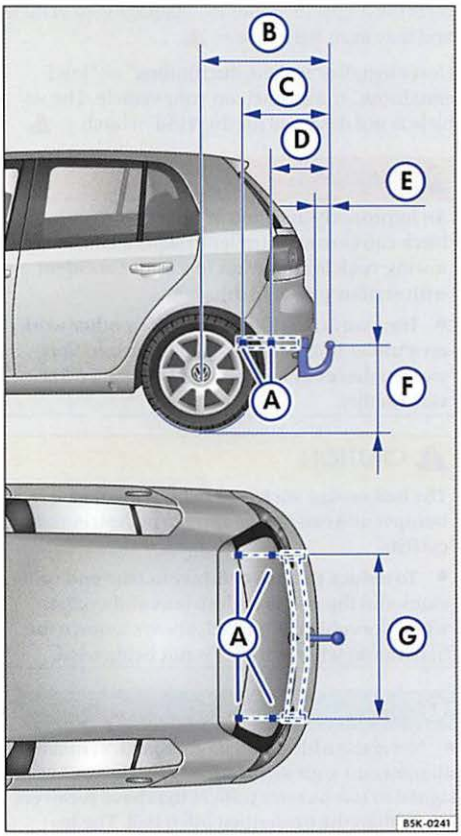


Fig. 97 Dimensions and attachment points for retrofitting a trailer hitch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 152.

Volkswagen recommends having the trailer hitch retrofit performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility because cooling system modifications or the installation of heat shields may be necessary.

When retrofitting a trailer hitch, the specified distance dimensions must be strictly adhered to. Under no circumstances may the distance from the road to the center of the hitch ball ⇒ fig. 97 Ⓕ 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 ⇒ fig. 97:

Ⓐ *Attachment points.*
Ⓑ 32.5 inches (825 mm)
Ⓒ 20.5 inches (521 mm)
Ⓓ 12.4 inches (315 mm)
Ⓔ at least 2.6 inches (65 mm)
Ⓕ 13.8 – 16.5 inches (350 – 420 mm)
Ⓖ 40.9 inches (1,038 mm)

⚠ WARNING

Improper or incorrect electrical connections 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.**
- **Have any trailer hitch retrofit or other work on a trailer hitch done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

⚠ 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. ▶

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 ⚠ on page 152.

Maximum permissible trailer weights	lbs.		kg	
	Automatic transmission	Manual transmission	Automatic transmission	Manual transmission
Trailer with brake	–[a]	1000	–[a]	454
Trailer without brake	–[a]	1000	–[a]	454
Tongue weight	–[a]	200	–[a]	91

[a] Information not available at time of printing.

The gross vehicle weight rating and the gross axle weight ratings must not be exceeded, even with a trailer. These ratings are listed on the safety compliance label on the driver front door pillar. The label can be seen when the door is open ⇒ page 31. When a trailer is towed, the weight of the ball mount and the tongue weight of the trailer are added to the vehicle weight ⇒ page 302, *Determining the correct load limit.*

The trailer weight ratings given above are valid only up to altitudes of 3,000 ft (1,000 m) above sea level. The maximum permissible combined towing weight must be reduced by about 10% for every 3,000 ft (1,000 m) of additional altitude.

⚠ WARNING

Exceeding the maximum permissible trailer and tongue weights can cause accidents and serious personal injury.

- **Never let the actual weight at the front or rear axle exceed the Gross Axle Weight Rating for that axle. Never let the combined front and rear weights exceed the Gross Vehicle Weight Rating.**

ⓘ Note

Exceeding the gross weight ratings can cause extensive vehicle damage that is not covered by the manufacturer's warranty. ◀

Storage and equipment

Storage areas

Introduction

In this section you'll find information on the following:

Storage compartment on the driver side 161
Glasses storage compartment in the overhead console 161
Storage compartment in the front center console . 161
Storage compartment in the center console 162
Storage compartment in the front center armrest . 162
Glove compartment 163
Storage compartment in the rear center console .. 164
Drawers 164
Other storage compartments 165

Store only light-weight or small objects in storage compartments.

The storage compartment in the center armrest can contain the factory-installed **CD changer**, the **USB port**, the **AUX-IN jack** or the **multimedia jack (MEDIA-IN)**.

More information:

- Interior care and cleaning ⇒ page 270
- ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system*
- ⇒ Booklet *Individual equipment*

⚠ 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.**

⚠ WARNING (continued)

- **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.**

ⓘ Note

- **The heating wires in the rear window can be severely 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 rendered 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 be kept free of obstruction so that stale air can escape from the vehicle. ◀

Storage compartment on the driver side

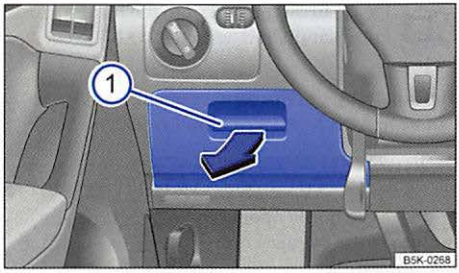


Fig. 98 On the driver side: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

To *open*, press the button ⇒ fig. 98 ① down and pull the handle in the direction of the arrow.

To *close*, push the lid up until it latches. ◀

Glasses storage compartment in the overhead console

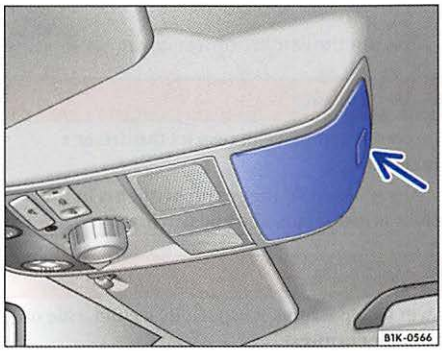


Fig. 99 In the overhead console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

The storage compartment can be used for storing glasses or other objects.

To *open*, push and release the button ⇒ fig. 99 (arrow).

To *close*, push the lid up until it latches. ◀

Storage compartment in the front center console

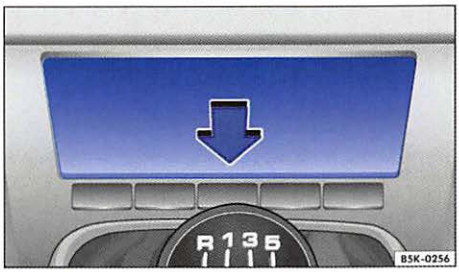


Fig. 100 In the front center console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

To *open*, briefly press on the storage compartment lid ⇒ fig. 100 (arrow).

To *close*, press the storage compartment lid down completely.

There may be a 12-V socket in the storage compartment ⇒ page 171. ◀

Storage compartment in the center console



Fig. 101 Storage compartment in the center console.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

The cup holder in the center console ⇒ page 166 can be used as a storage compartment.

- To *open* the storage compartment ⇒ fig. 101, slide the cover on the center console forward.
- Place the bottle opener in the recess on the bottom of the storage compartment, as shown in the illustration.
- To *close* the storage compartment, slide the cover on the center console backward. ◀

Storage compartment in the front center armrest

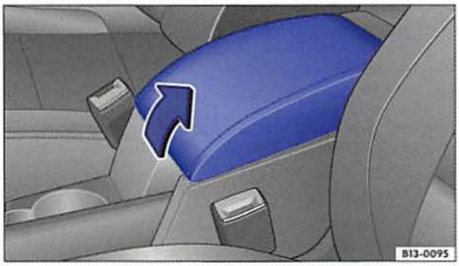


Fig. 102 Storage compartment in the front center armrest.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

To *open*, lift up the center armrest as far as it will go in the direction of the arrow ⇒ fig. 102.

To *close*, put the center armrest down.

⚠ WARNING

The center armrest can restrict the driver's movement.

- **Always keep storage compartments in the center armrest closed while driving.**

⚠ WARNING

Never let a passenger, especially a child, ride on the center armrest.

A phone holder for the mobile phone package can be found in the upper section of the storage compartment ⇒ Booklet *Mobile phone package*. ◀



Fig. 103 Glove compartment.

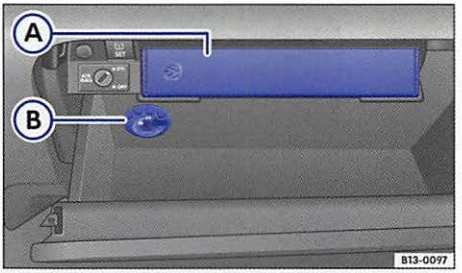


Fig. 104 Open glove compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

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. 103.

To *close*, push the lid up.

Owner's manual slot

The slot at the top of the glove compartment is designed to hold the owner's manual.

The owner's manual is in this glove compartment slot ⇒ fig. 104 Ⓐ.

Always keep the owner's manual in this slot.

Cooling the glove compartment

There is an air vent Ⓑ 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 rotating 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.**

ⓘ Note

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. Therefore, do not stow small items in the glove compartment. ◀

Storage compartment in the rear center console



Fig. 105 In the rear center console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

There is a storage compartment for stowing small objects ⇒ fig. 105 in the back of the center console. ◀

Drawers

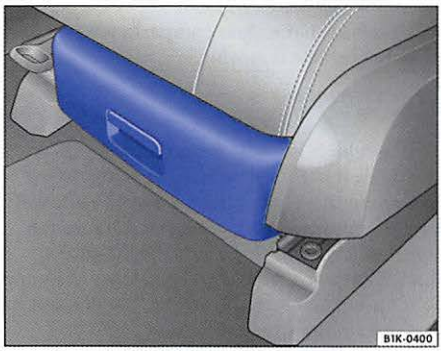


Fig. 106 Beneath the front seat: Drawer.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

There may be a drawer under each of the front seats.

Opening and closing the drawer

To *open*, press the button on the drawer handle and pull the drawer out.

To *close*, slide the drawer inward underneath the front seat until it latches.

⚠ WARNING

An open drawer can interfere with the operation of the pedals. This can lead to accidents and serious personal injuries.

- **Always keep drawers closed when the vehicle is moving. Otherwise, objects from the drawer or the drawer itself may get in the driver footwell and interfere with operation of the pedals. ◀**

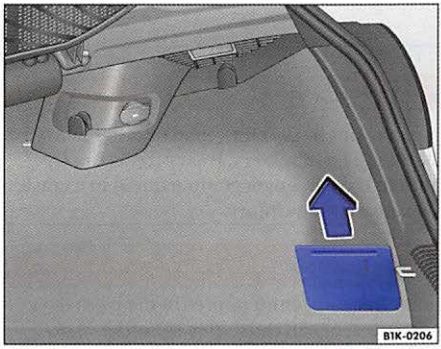


Fig. 107 In the luggage compartment: Side storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 160.

Storage compartments in the luggage compartment

Additional storage compartments are located in the sides of the luggage compartment. The side panels can be removed by pushing upward in the direction of the arrow ⇒ fig. 107 to make room for larger objects in the luggage compartment.

Additional storage:

- In the front and rear door trim panels.
- Pockets in the backrests of the front seats.
- 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 pillars and on the overhead grab handles in the rear.
- **Shopping bag hooks** in the luggage compartment ⇒ page 142.

⚠ WARNING

Hanging clothes may limit visibility, 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.** ◀

Cup holders

Introduction

In this section you'll find information on the following:

Cup holder in the front center console 166
Cup holder in the rear center console 167
Cup holder in the rear center armrest 167

Bottle holders

There are bottle holders in the open compartments in the driver and passenger doors.

More information:

- Interior care and cleaning ⇒ page 270

⚠ WARNING

Improper use of cup 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.**

⚠ WARNING (continued)

- **Never put heavy cups, food or other heavy items in the cupholders. Heavy items can fly through the passenger compartment in a crash and cause serious injury.**

⚠ WARNING

Hot or freezing temperatures in the passenger compartment can cause closed bottles to explode or break.

- **Never leave closed bottles a very hot or cold vehicle.**

Note

Do not leave open drinks in the cup holder while the vehicle is moving. The drinks can spill and damage the vehicle, including the electrical system.

The cup holder inserts can be removed for cleaning. ◀

Cup holder in the front center console

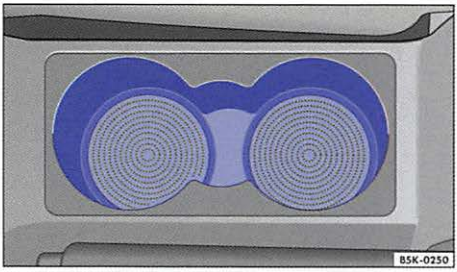


Fig. 108 In the front center console: Cup holder, type A.



Fig. 109 In the front center console: Cup holder, type B.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 166.

Different cup holder models are available for the front center console.

Opening and closing type B cup holder

To *open*, slide the lid on the center console forward ⇒ fig. 109.

To *close*, slide the lid back. ▶

Securing drink in type B cup holder

Place the drink in the cup holder ⇒ page 166, fig. 109 and slide the bottle opener forward or backward until the bottle opener holds the drink securely in place. ◀

Cup holder in the rear center console

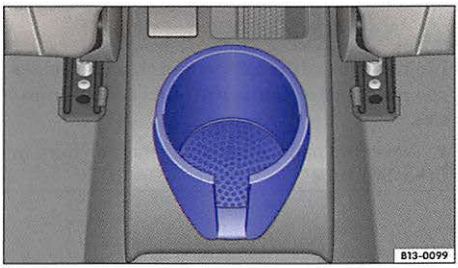


Fig. 110 Open cup holder in the rear center console.

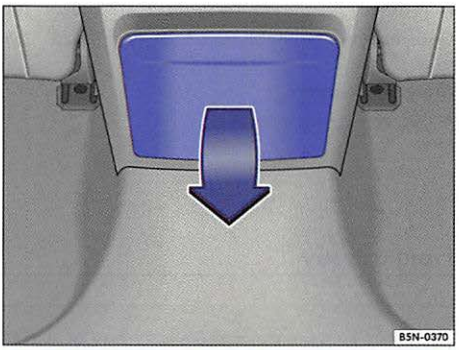


Fig. 111 Fold-out cup holder in the rear center console.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 166.

Opening and closing the fold-out cup holder

To *open*, fold the lid down in the direction of the arrow ⇒ fig. 111.

To *close*, lift up the lid. ◀

Cup holder in the rear center armrest

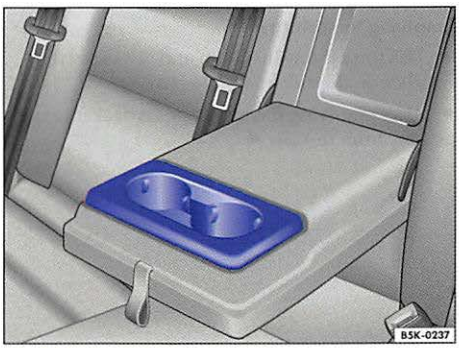


Fig. 112 Cup holder in the rear center armrest.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 166.

To *open*, fold the center armrest down.

To *close*, fold the center armrest up. ◀

Ashtray and cigarette lighter

Introduction

In this section you'll find information on the following:

Front ashtray 168
Cigarette lighter 169

More information:

- Sockets ⇒ page 170
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Improper use of the ashtray and cigarette lighter can result in fire, burns and other serious injuries.

- **Never put paper or anything that can burn in the ashtrays.** ◀

Front ashtray

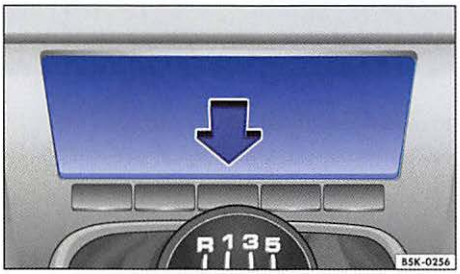


Fig. 113 In the front center console: Opening the ashtray.

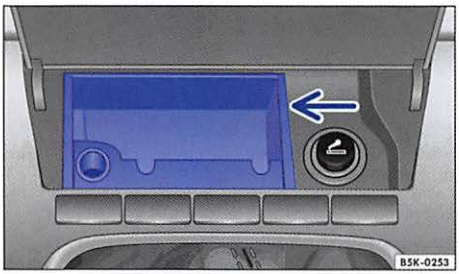


Fig. 114 In the front center console: Removing the ashtray.

Please first read and note the introductory information on page 168.

Opening or closing the ashtray

To *open*, briefly press on the lid of the ashtray ⇒ fig. 113 in the direction of the arrow. The lid opens automatically.

To *close*, press the lid down completely.

Emptying the ashtray

- Pull the ashtray insert up and out using the handles on the side ⇒ fig. 114 (arrow).
- After emptying the insert, put it back into the ashtray from the top. ◀

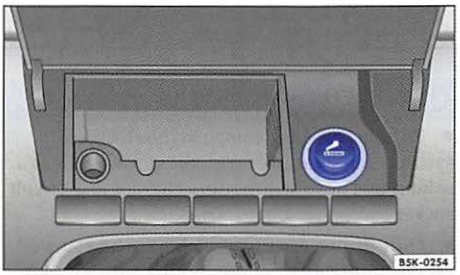


Fig. 115 In the front center console: Cigarette lighter in ashtray.

Please first read and note the introductory information on page 168.

- With the ignition switched on, push in the knob of the cigarette lighter ⇒ fig. 115.
- Wait until the knob pops out again.
- Pull the cigarette lighter out and light the tobacco product on the glowing heating element ⇒ ⚠.
- Put the cigarette lighter back into the socket.

⚠ WARNING

Improper use of the cigarette lighter can cause fire, burns and other serious injuries.

- **Only use the cigarette lighter properly to light tobacco products.**
- **Never leave children unattended in the vehicle. The cigarette lighter can be used when the ignition is switched on.**

The cigarette lighter can also be used as 12-volt socket ⇒ page 170. ◀

12-volt sockets

Introduction

In this section you'll find information on the following:

Vehicle electrical sockets 171

Electrical devices can be connected to the vehicle 12-volt sockets.

The connected devices must be in good working order.

More information:

- Cigarette lighter ⇒ page 168
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Improper use of 12-volt sockets and electrical devices can cause fire and other severe personal injuries.

- **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.**

Note

- **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's electrical system.**

Please turn off the engine when you stop for any length of time.

The vehicle battery will discharge 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 rear-window antenna may interfere with AM radio reception. ◀

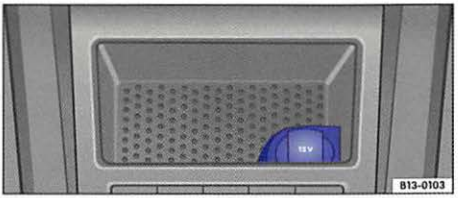


Fig. 116 Front center console: 12 volt socket in the storage compartment.

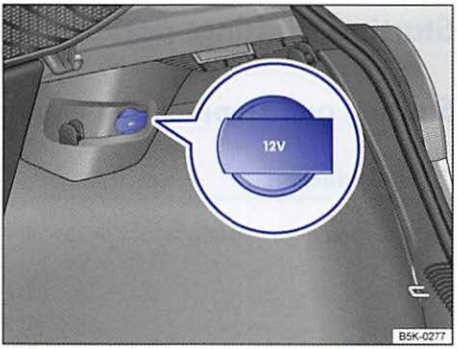


Fig. 117 In the luggage compartment: 12-volt socket.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 170.

Maximum power draw

Socket	Maximum power draw
12 volts	120 watts

The maximum power draw at any one socket must never be exceeded. Electrical devices have information labels on them that says how much power they draw.

If two 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.

12-volt sockets are at the following places in the vehicle:

- In the storage compartment in the front center console ⇒ fig. 116 or in the front ashtray ⇒ page 168, fig. 113.
- In the luggage compartment ⇒ fig. 117.

ⓘ Note

- **Follow the manufacturer's instructions for connected devices!**
- **Never exceed the maximum power consumption, or the entire vehicle electrical system may be damaged.**
- **12-volt socket:**
  - **Only use equipment which has been tested for electromagnetic compatibility in accordance with applicable guidelines.**
  - **Never feed current into the socket.**

Unshielded devices may interfere with radio reception or the vehicle's electrical system. ◀

Starting, shifting, parking

Starting and stopping the engine

Introduction

In this section you'll find information on the following:

Ignition key positions 174
Starter button 175
Starting the engine 176
Stopping the engine 177
Electronic immobilizer 178

Explanatory notes in this chapter regarding automatic transmissions also apply to the DSG® Direct Shift Gearbox.

Immobilizer display

If an unauthorized vehicle key is used or the system malfunctions, **SAFE** or **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 ⇒ page 34
- Shifting gears ⇒ page 179
- Braking, stopping and parking ⇒ page 188
- Steering ⇒ page 201
- Starting assistance systems ⇒ page 204
- Refueling ⇒ page 234
- Fuel ⇒ page 239
- Emergency closing and opening ⇒ page 322
- Jump-starting ⇒ page 353
- Towing and tow-starting ⇒ page 357

⚠ 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

The risk of serious injury can be reduced with the engine running or when starting the engine.

- 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. Carbon monoxide, an odorless and colorless poisonous gas, is one component of engine exhaust fumes. Carbon monoxide can cause loss of consciousness and death.
- Never leave the vehicle unattended with the engine running. The vehicle could move suddenly or an unusual operating condition could occur resulting in property damage or personal injury.
- Never use "starting assist fluids". Starting fluids can be explosive and can cause a "runaway" vehicle condition.

⚠ WARNING

The vehicle exhaust system and the catalytic converter or diesel particulate filter get very hot and can cause a fire 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.

⚠ WARNING (continued)

- Never apply additional undercoating or rust proofing on or near the exhaust manifold, exhaust pipes, catalytic converter, diesel particulate filter, or heat shields. ◀

Ignition key positions



Fig. 118 Vehicle key positions.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 172.

	Vehicle key ⇒ fig. 118
	No key in ignition switch: Steering column is locked.
⓪	Ignition switched off and all electrical consumers are switched off. The vehicle key can be removed.
①	Ignition is switched on. The diesel engine is preheated. Steering column lock can be released.
②	Start the engine. When the engine starts, release the vehicle key. When released, the vehicle key returns to position ①.

If you use the wrong key

If an unauthorized vehicle key has been inserted into the ignition switch, it can be removed as follows:

- Automatic transmission: the vehicle key cannot be removed from the ignition in this position. Press the release button on the transmission selector lever and release. The vehicle key can be removed.
- Manual transmission: Pull out the vehicle key.

⚠ 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.**

⚠ WARNING (continued)

- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control 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. ▶

On **automatic transmission vehicles**, 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. 119 KESSY locking and starting system: Starter button.



Fig. 120 Emergency start function for vehicles with KESSY.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 172.

The starter button can only be operated when an authorized vehicle key is in the vehicle.

When leaving the vehicle, the electronic steering column lock is activated when the ignition is switched off and the driver door is opened ⇒ page 201.

Switching the ignition on and off

- Briefly press the starter button once without operating the brake or clutch pedals ⇒ ⚠.

Emergency start function

If no authorized vehicle key is identified in the passenger compartment, use the emergency start function. A related message appears in the instrument cluster display. This could be the case if the battery in the vehicle key is weak or discharged, for example:

- Hold the vehicle key to the right of the steering column trim immediately after pressing the starter button ⇒ fig. 120.
- The ignition automatically switches on.

Emergency shut-off

If the engine does not switch off by briefly pressing the starter button, emergency shut-off is necessary:

- Press the starter button twice within one second or once for more than two seconds ⇒ ⚠ in *Stopping the engine* on page 177.
- The motor switches off automatically.

Engine restart function

If no authorized vehicle key is identified in the passenger compartment after the engine has been switched off, the engine can be restarted within about 5 seconds. A message to this effect is shown in the display of the instrument cluster.

After the five seconds have passed, the engine can no longer be started without an authorized vehicle key in the passenger compartment.

⚠ WARNING

Unintended vehicle movement can cause serious personal injury.

- **Do *not* depress the brake or clutch pedals 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 in jury.**
- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked using the remote control 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.**

In vehicles with a diesel engine and KESSY, the engine start may be delayed if the engine has to be preheated. ◀

Starting the engine

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 172.

Please carry out each step only in the order specified.

Step	Vehicles without KESSY	Vehicles with KESSY
1.	Depress and hold down the brake pedal until step 5 is completed.	
1 a.	**Manual transmission vehicles** Depress clutch pedal fully and hold until the engine has started.	
2.	Shift the transmission into Neutral (N) or Park (P) (automatic), or into Neutral (manual only).	
3.	**Only for vehicles with a diesel engine:** To preheat the glow plug, turn the vehicle key to position ⇒ page 174, fig. 118 ①. The indicator light ⟲ will come on in the instrument cluster.	
4.	Turn the vehicle key to position ⇒ page 174, fig. 118 ② – do not depress the accelerator pedal.	Press the starter button ⇒ page 175, fig. 119 – do not depress the accelerator pedal. An authorized vehicle key must be inside the vehicle in order to start the engine.
5.	When the engine starts, release the vehicle key.	When the engine starts, release the starter button.
6.	If the engine does not start, stop the procedure and start again after about one minute.	If the engine does not start, switch off the ignition and start again after about one minute. Use the emergency start function if necessary ⇒ page 175..
7.	Release the parking brake when you are ready to start driving ⇒ page 188.	

⚠ 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 assist fluids" can explode and can cause a "run-away" vehicle condition.

- Never use "starting assist fluids".

ⓘ Note

- 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.

ⓘ Note (continued)

- Avoid high engine speeds, full throttle and heavy engine loads when the engine is cold.
- Do not push-start or tow-start the vehicle. Unburned fuel can get into the catalytic converter and damage it.

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.

Major consumers of electricity are temporarily switched off when the engine is being started.

After starting a cold engine, increased operating noises may be heard for few seconds. This is normal and harmless. ◀

Stopping the engine

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 172.

Please carry out each step only in the order specified.		
	Vehicles without KESSY	Vehicles with KESSY
1.	Bring the vehicle to a complete stop ⇒ ⚠.	
2.	Depress and hold down the brake pedal until step 4 is completed.	
3.	Automatic transmission: Shift the transmission into Park (P).	
4.	Apply the parking brake ⇒ page 188.	
5.	Turn the vehicle key to position ⇒ page 174, fig. 118 ⓪ in the ignition switch.	Briefly press the starter button ⇒ page 175, fig. 119. If the engine will not switch off, carry out the emergency shut-off procedure ⇒ page 175.
6.	With a manual transmission, shift into 1st gear (vehicle on flat surface or pointing uphill) or reverse (vehicle pointing downhill).	

⚠ WARNING

Never turn off 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.

⚠ WARNING (continued)

- 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.

Note

If the engine 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.

On vehicles with automatic transmissions, the ignition key can only be removed 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 ignition 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 ⚠ on page 172.

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 the vehicle key is inserted into the ignition switch.

The electronic immobilizer is automatically activated when the vehicle key is pulled out of the ignition switch. On vehicles with KESSY, the vehicle key must be outside the vehicle ⇒ page 41.

The engine can therefore only be started with a correctly coded genuine Volkswagen vehicle key. Coded 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 vehicle keys ⇒ page 34.

If an unauthorized vehicle key is used, **SAFE** or **Immobilizer active!** appears in the instrument cluster display. The vehicle cannot be operated with this key.

Using genuine Volkswagen keys helps minimize the risk of malfunctions. ◀

Shifting

Introduction

In this section you'll find information on the following:

Warning and indicator lights 180
Pedals 181
Manual transmission: Gearshift lever 182
Automatic transmission: Selector lever 182
Shifting with Tiptronic 185
Driving with automatic transmission 186

Explanatory notes in this chapter regarding automatic transmissions also apply to the DSG® Direct Shift Gearbox.

When the ignition is switched on and the transmission is in Reverse (R):

- The backup light comes on.
- The air conditioning system 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 ⇒ page 16
- Braking, stopping and parking ⇒ page 188
- Park Distance Control (PDC) ⇒ page 206
- Reverse driving assistant (Rear Assist) ⇒ page 210
- Climate control ⇒ page 226
- Engine control and emission control system ⇒ page 315
- Emergency closing and opening ⇒ page 322

⚠ 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.

- **Use the kick-down feature or fast acceleration only if visibility, weather, road, and traffic conditions permit.**

⚠ WARNING

Never "ride" the brakes or apply the brake pedal too often or too long. Constant braking causes the brakes to overheat. This will substantially reduce braking performance, increase stopping distance, and can cause complete failure of the brake system.

ⓘ Note

- **Never "ride" the brakes by keeping your foot on the brake pedal when you do not want to brake. This will increase levels of wear.**
- **Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission) so that the engine helps to brake the vehicle. 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.** ◀

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

Lights up	Possible cause	Proper response
	Brake pedal not depressed!	Depress the brake pedal.
	Brake pedal was not depressed before a new drive position was selected with the selector lever, or before performing another operation.	Apply the brake pedal to select a drive position ⇒ page 188.

Flashes	Possible cause	Proper response
	The release button in the selector level did not engage in position. Vehicle movement is prevented.	Engage selector lever lock ⇒ page 183.

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.**

⚠ WARNING (continued)

- **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.**

ⓘ Note

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

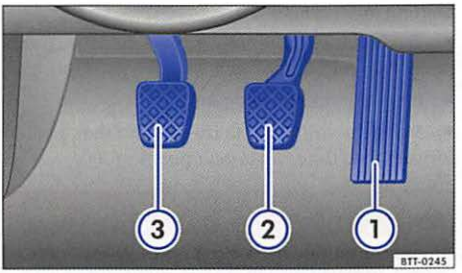


Fig. 121 Pedals in vehicles with manual transmission: ① Accelerator pedal, ② Brake pedal, ③ Clutch pedal.

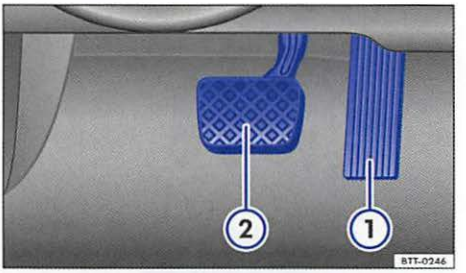


Fig. 122 Pedals in vehicles with automatic transmission: ① Accelerator pedal, ② Brake pedal.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

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.**

ⓘ Note

Always make sure that the pedals are able to move freely and that nothing can interfere with them. For example, if a brake circuit malfunctions, more brake pedal travel will be needed to bring the vehicle to a full stop, and you will have to depress the brake pedal harder and further than normal. ◀

Manual transmission: Gearshift lever

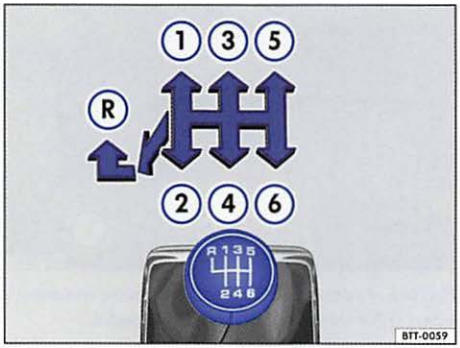


Fig. 123 Gearshift pattern of 5-speed or 6-speed manual transmission.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

The positions of the individual gears are shown on the gearshift lever ⇒ fig. 123.

- Depress the clutch pedal all the way and hold.
- Move the gearshift lever into the desired position.

The clutch pedal must be fully depressed to start the engine.

Shifting into reverse

- When vehicle is not moving, depress the clutch pedal fully and hold.
- Press the shift lever down.
- Move the shift lever to the left and then push forward into the reverse gear position Ⓡ.

⚠ WARNING

When the engine is running and a gear is engaged, the vehicle will start to move as soon as the clutch pedal is released, even when the parking brake is applied.

- **Never shift into reverse when the vehicle is moving.**

ⓘ Note

To help prevent damage and premature wear:

- **Do not rest your hand on the gearshift lever while driving. Over time, the pressure will cause premature wear in the transmission.**
- **Make sure that the vehicle has come to a complete stop before shifting into reverse.**
- **Always depress the clutch pedal all the way when changing gears.**
- **Do not hold the vehicle on a hill using engine power with the clutch pedal partially engaged and the engine running.** ◀

Automatic transmission: Selector lever

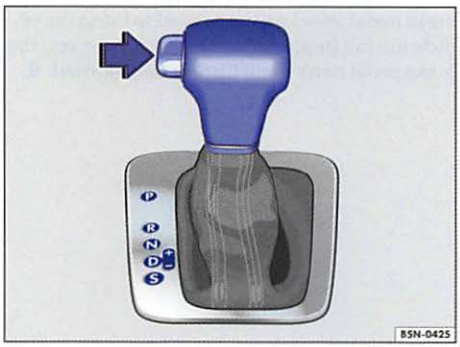


Fig. 124 Automatic transmission selector lever with shift lever release button (arrow).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

Vehicles sold in the United States and Canada have an Automatic Shift Lock (ASL). On vehicles 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. 124 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, the current selector lever position is shown in the instrument cluster display. ▶

Selector lever position	Designation	Meaning ⇒ ⚠
P	**Park**	The drive wheels are mechanically locked. Select only when the vehicle is *not moving*. To change the selector lever position, switch on the ignition (if it is off) and then press the selector lever release button while holding down the brake pedal.
R	**Reverse**	The reverse gear is engaged. Shift into Reverse only when the vehicle is *not moving*.
N	**Neutral**	Transmission is in Neutral position. No power is transferred to the wheels and no engine braking effect is available.
D	**Drive** (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	**Sport Drive** (Sport driving position)	All forward gears automatically upshift *later* and downshift *earlier* than in the **D** (Drive) 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.

Selector lever lock

The selector lever lock in Park (P) and Neutral (N) prevents drive positions from being engaged inadvertently, which would cause the vehicle to move.

To release the selector lever lock, depress and hold the brake pedal with the ignition switched on. Press the release button on the selector lever at the same time.

The selector lever lock 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 selector lever lock 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 approximately 3 mph (5 km/h).

In rare cases, the selector lever lock may not engage on vehicles with DSG® Direct Shift Gearbox. If this happens, the engine will be disabled to prevent the vehicle from moving unexpectedly. The green indicator light Ⓢ will blink and a text message will be displayed. To engage the selector lever lock, do as follows:

- On 6-speed transmissions: Depress and then release the brake pedal; try to engage the selector lock again.
- On 7-speed transmissions: First shift into Park (P) or Neutral (N), and then shift to a drive position.

⚠ 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 parking brake and shift the transmission into Park (P).**

⚠ WARNING (continued)

- **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.**
- **Never leave the vehicle in Neutral (N). It will roll down hills, whether the engine is running or not.**

ⓘ Note

Even though the transmission is in Park (P), the vehicle may move a couple of inches forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first setting the 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. ◀

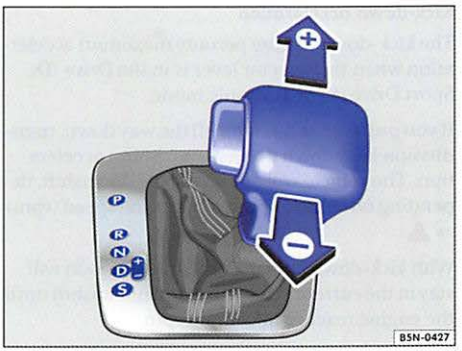


Fig. 125 Selector lever in Tiptronic position (left-hand drive vehicle). Right-hand drive vehicle is the mirror opposite of left-hand drive.

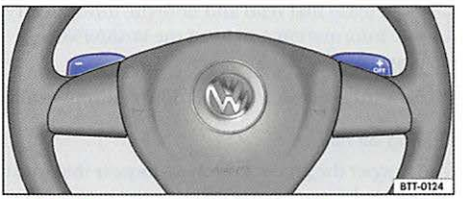


Fig. 126 Steering wheel with optional Tiptronic shift paddles.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

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 prevent engine 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* on page 182.
- Briefly push the selector lever forward ⊕ to upshift into a higher gear or backward ⊖ to downshift into a lower gear ⇒ fig. 125.

Using Tiptronic with the shift paddles behind the steering wheel

- The paddles ⇒ fig. 126 work when the selector lever is in Drive (D) or Sport Drive (S). You do not have to move the selector lever over to the right into the Tiptronic position.
- To upshift, pull the paddle [+ OFF] on the right toward you.
- To downshift, pull the paddle [−] on the left toward you.
- To switch off Tiptronic mode, pull the paddle on the right [+ OFF] toward you and hold it there for about one second.

Tiptronic will switch off automatically if the shift paddles have not been used for a while.

Note

- **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.** ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

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 ⇒ page 185.
- Downshift by pulling the selector lever back briefly (-).
- **OR:** Downshift using the paddles on the steering wheel ⇒ page 185.

Emergency shift program

If all selector lever position indicators in the instrument cluster display are highlighted against a bright background, there is a system malfunction. The automatic transmission and the DSG transmission will then operate in the emergency shift program. The emergency shift program lets you drive the vehicle, but at a reduced speed and without being able to use all of the forward gears.

In some cases, vehicles with Direct Shift Gearbox (DSG®) may **not be able to shift into reverse.**

In any event, have the automatic transmission checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Overload protection for Direct Shift Gearbox (DSG®) 6-speed automatic transmissions

The clutch is being overloaded if the vehicle *bucks* and the selector lever display flashes. To help prevent clutch damage, the clutch automatically disengages the engine from the transmission. Forward drive and forward vehicle movement is interrupted; the accelerator pedal will not keep the vehicle moving or make the vehicle accelerate. If this happens, depress the brake gently to slow the vehicle down for a moment. After a few seconds, you should be able to drive again normally.

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, transmission kick-down delivers maximum acceleration. The vehicle will automatically downshift, depending on vehicle speed and engine speed (rpm) ⇒ ⚠.

With kick-down actuated, the transmission will stay in the current gear longer and not upshift until the engine reaches maximum rpm.

Launch control program

The launch control program lets you take advantage of maximum acceleration from a standstill.

- Switch off Anti-Slip Regulation (ASR) ⇒ page 188.
- Depress and hold the brake pedal with your left foot.
- Move the selector lever into Sport Drive (S) or Tiptronic position.
- With your right foot, depress the accelerator pedal until the engine reaches about 3200 rpm.
- Remove your left foot from the brake ⇒ ⚠. The vehicle will accelerate from a stop at the maximum rate.
- Once you have accelerated, switch ASR back on again!

⚠ 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.

- **Use the kick-down feature or fast acceleration only if visibility, weather, road, and traffic conditions permit.**
- **Always adapt your driving to the traffic flow.**
- **Only use the launch control program if road and traffic conditions allow it and other drivers will not be endangered by your driving and the vehicle's acceleration.**
- **Note that the drive wheels can spin and the vehicle can swerve when ASR is switched off, especially when the road is slippery.**
- **Once you have accelerated, switch ASR back on again.**

Note

- 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.

Note (continued)

- 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. ◀

Braking, stopping, and parking

Introduction

In this section you'll find information on the following:

Warning and indicator lights 189
Parking brake 191
Parking 191
About the brakes 192
Braking assistance systems 194
Switching Anti-Slip Regulation (ASR) on and off .. 196
Brake fluid 196

The **braking support systems** are the Anti-Lock Brake System (ABS), Brake Assist System (BAS), Electronic Differential Lock (EDL), Anti-Slip Regulation (ASR) and Electronic Stabilization Program (ESP).

More information:

- Trailer towing ⇒ page 152
- Starting assistance systems ⇒ page 204
- Tires and wheels ⇒ page 276
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Driving with bad brakes or worn brake pads can cause a collision and serious personal injury.

- If the symbol **BRAKE WEAR** or 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.

⚠ WARNING (continued)

- 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 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 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.

Note

- 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.

Note (continued)

- 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 ⚠ on page 188.

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
(!) / BRAKE	Parking brake engaged.	⇒ page 191.
	Brake system malfunction.	**Stop!** Get expert assistance immediately ⇒ page 192.
	Brake fluid level too low.	**Stop!** Check brake fluid level ⇒ page 197.
	Together with ABS indicator light (ABS) or **ABS**: ABS failure.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Brake pedal not depressed!	Depress the brake pedal.
BRAKE WEAR	Front brake pads worn.	Immediately take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Check, and if necessary replace, **all** brake pads.
	ESP switched off for system reasons.	Switch ignition off and on again. You may have to drive a short distance.
	ESP malfunction.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
	Together with ABS indicator light (ABS) or **ABS**: ABS malfunction.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Vehicle battery has been reconnected.	⇒ page 257
OFF	ASR manually deactivated.	Switch on ASR ⇒ page 196. ASR automatically turns on when you turn the ignition on and off. ▶

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
(ABS) / ABS	Together with EPS indicator light: ABS malfunction.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Together with warning light (!) or **BRAKE**: ABS failure.	
	Brake pedal not depressed.	Depress the brake pedal to select a gear or drive position.

Flashes	Possible cause	Proper response
	ESP or ASR is operating.	Take foot off accelerator pedal. Adapt driving to road conditions.

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 (!) 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. Immediately stop driving and get expert assistance ⇒ page 196, *Brake fluid.*

⚠ WARNING (continued)

- If the brake warning light **BRAKE** or (!) comes on at the same time as the ABS warning light **ABS** or (ABS), 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 that it is safe to do so, reduce your speed and drive carefully and at low speeds to the nearest authorized Volkswagen dealer or a qualified workshop and have the brake system inspected. Avoid sudden hard braking and steering.
- If the ABS indicator light **ABS** or (ABS) 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 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.

(!) Note

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

Parking brake

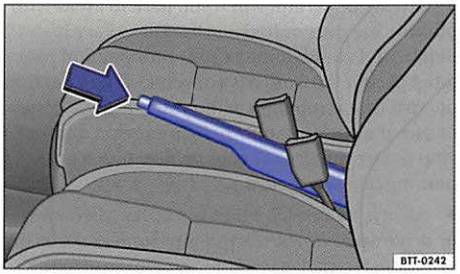


Fig. 127 Between the front seats: Parking brake.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 188.

Setting the parking brake

- Pull the parking brake lever up firmly.
- When the ignition is on, the indicator light (!) or **BRAKE** will appear in the instrument cluster display to show that the parking brake is engaged ⇒ page 189.

Releasing the parking brake

- Pull the lever up slightly and press the release button ⇒ fig. 127 (arrow).
- While holding the release button down, move the lever all the way down.

⚠ WARNING

Improper use of the 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 drive with the parking brake partially engaged. This can cause the brake to overheat and negatively affect the brake system. It will also cause the rear brake pads to wear prematurely.**
- **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 on.**

(!) Note

Even though the transmission is in Park (P), the vehicle may move a couple of inches forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first firmly setting the parking brake.

A warning signal sounds if you drive faster than 4 mph (6 km/h) with the parking brake engaged. ◀

Parking

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 188.

Please note legal regulations when stopping and parking your vehicle.

Parking the vehicle

Please carry out each step only in the order specified.

- Stop the vehicle on a suitable surface ⇒ ⚠.
- Hold the brake pedal down until the engine is switched off.
- Apply the parking brake ⇒ page 191.
- 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 column lock.
- Shift manual transmission into 1st gear (on level ground or if pointed uphill) or reverse (if pointed downhill) and let the clutch out.
- 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 and can cause a fire and serious personal injury.

- **Never park where the hot exhaust system could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.**

ⓘ Note

- **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 ⚠ on page 188.

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 breaking 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 instance, 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. Immediately take the vehicle 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) so that the engine helps to brake the vehicle. 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.**

ⓘ Note

- **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. This will substantially reduce braking performance, increase stopping distance, and can cause complete failure of the brake system.**
- **Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission) so that the engine helps to brake the vehicle. 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. ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 188.

The ESP, ABS, BAS, ASR, and EDL braking assistance systems work only when the engine is running. These systems can significantly improve active driving safety.

Electronic stabilization program (ESP)

ESP 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. ESP detects certain difficult driving situations, including when the vehicle is beginning to spin (yaw) out of control. ESP 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.

ESP has limitations. It is important to remember that ESP 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, ESP 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, ESP 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), ESP 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, ESP cannot always deal as effectively with difficult driving situations as it can at lower speeds. When towing a trailer, ESP 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. ESP cannot overcome the laws of physics, increase the available traction, or keep a vehicle on the road if road departure is a result of driver inattention. Instead, ESP 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 ESP can provide any assistance, you may not experience the benefits of ESP.

ESP includes and/or works together with the ABS, BAS, ASR, EDL, and XDL systems (see below). ESP is switched on all the time. In certain situations when you need less traction or additional traction cannot be achieved, you can switch off ASR by pressing the ASR button ⇒ page 196, fig. 128. Be sure to switch ASR on again when you no longer need less traction.

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.

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. ▶

ASR can be switched on or off manually ⇒ page 196.

Electronic differential lock (EDL and XDL)

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 and 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 ESP, 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 ESP 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.**

⚠ WARNING (continued)

- **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 ESP 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, ASL, EDL, and ESP systems.**
- **Changing the vehicle suspension or using an unapproved tire / wheel combination can change the way the ABS, BAS, ASR, EDL, and ESP systems work and reduce their effectiveness.**
- **The effectiveness of ESP is also determined by the tires fitted ⇒ page 276.**

All four wheels must be equipped with identical tires in order for ESP and ASR to work properly. Differences in the rolling circumference of the tires can cause the system to reduce the engine power when it is not expected.

If ABS is not working, ESP, ASR, and EDL will also not work.

You may hear noises when these systems are active. ◀

Switching Anti-Slip Regulation (ASR) on and off

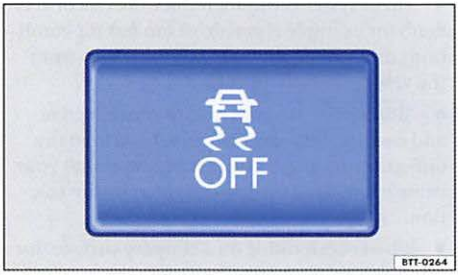


Fig. 128 In the center console: Button to manually switch ASR function on and off (vehicles with ESP).



Fig. 129 In the center console: Button to manually switch ASR function on and off (vehicles without ESP).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 188.

The Electronic Stabilization Program (ESP) only works when the engine is running. This system includes ABS, EDL and ASR.

ASR can be switched off by pressing ⇒ fig. 128 or ASR OFF ⇒ fig. 129 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.

Switch on ASR again by pressing ⇒ fig. 128 or ASR OFF ⇒ fig. 129. ◀

Brake fluid

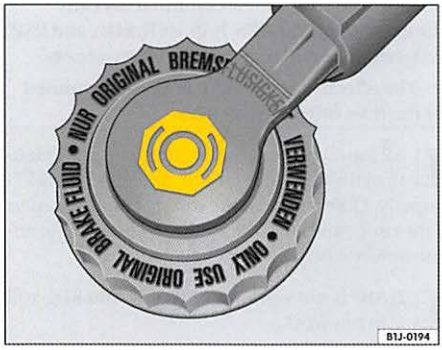


Fig. 130 In the engine compartment: Brake fluid reservoir cap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 188.

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 use brake fluid that conforms to quality standard **VW Standard 501 14** for optimum performance of the brake system. If this special brake fluid is not available or you prefer to use another brake fluid for other reasons, you may use any other brake fluid that complies with US Federal Motor Vehicle Safety Standard (FMVSS) 116 DOT 4 or DIN ISO 4925 CLASS 4 ⇒ ⚠.

Please note that brake fluid that conforms to VW standard 501 14 also complies with FMVSS 116 DOT 4 and DIN ISO 4925 CLASS 4 requirements. However, brake fluid that generally complies with US standard FMVSS 116 DOT 4 or DIN ISO 4925 CLASS 4 requirements will not necessarily comply with the special requirements of ▶

VW standard 501 14. Check the information on the container for the brake fluid you want to use to make sure it meets the requirements for your vehicle.

Appropriate brake fluid can be purchased from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 because the brake pads wear down and the brakes automatically adjust to this.

Changing brake fluid

Brake fluid must be changed according to the service schedule in your Warranty and Maintenance booklet. Have the brake fluid changed 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 Warranty and Maintenance booklet.**

⚠ WARNING (continued)

- **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.**
- **Only use brake fluid that conforms to VW standard 501 14 or U.S. standard FMVSS 116 DOT 4 or DIN ISO 4925 CLASS 4 requirements. Using another brake fluid 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, U.S. standard FMVSS 116 DOT 4 or DIN ISO 4925 CLASS 4, do not use it.**
- **The brake fluid must be new.**
- **Always make sure that only the correct brake fluid is used. If the container does not say that the brake fluid complies with VW standard 501 14, U.S. standard FMVSS 116 DOT 4, or DIN ISO 4925 CLASS 4, do not use it.**

⚠ 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 label on the non-original container, or by the shape of the container, and drink the brake fluid. This could occur even if you re-label the container as "brake fluid."**
- **Only store brake fluid in its closed, original container and keep it out of the reach of children.**

ⓘ Note

Brake fluid will damage vehicle paint. Wipe any brake fluid off vehicle paint immediately.

Brake fluid can pollute the environment. Brake fluid must be collected and disposed of properly, following all applicable environmental regulations. ◀

Saving fuel and helping the environment

Introduction

In this section you'll find information on the following:

Efficient driving style 199
Fuel-efficient driving 200

Fuel consumption, environmental impact, and wear and tear on engine, brakes and tires depend mainly on the following three factors:

- Your personal driving style.
- External 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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 198.

Shifting faster

As a rule, the following applies: The higher gear is always the more efficient gear. The rule of thumb for most vehicles is to drive in 3rd gear at 20 mph / 30 km/h, 4th gear at 25 mph / 40 km/h, and 5th gear at 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.

Vehicles with gear recommendation aid in fuel efficient driving by indicating the optimum time to shift gears.

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. Press the clutch pedal and release it only if the vehicle is moving too slowly or the coasting distance is too long. 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 train 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 effective 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 consumers

Comfort inside the vehicle is nice and important, but one should enjoy it in an environmentally conscious manner.

Some devices can increase fuel consumption when activated (examples):

- Climate control air conditioning system: 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 defogger when 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. ◀

Warning and indicator lights 202
Steering system information 203

The power steering system is not hydraulic. It is an electro-mechanical system. The advantage of this steering system is that no hydraulic hoses, hydraulic oil, pumps, filters or other parts are required. The electro-mechanical system is more fuel efficient. A hydraulic system requires constant oil pressure in the system; an electro-mechanical steering system, however, needs power only while steering.

The electro-mechanical power steering automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. The electro-mechanical power steering works only when the engine is running.

- Vehicle battery ⇒ page 257
- Towing and tow-starting ⇒ page 357

⚠ WARNING

Turning the steering wheel is very hard when the power steering system is not working. This makes it harder to 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 column will lock and you will be unable to control the vehicle.** ◀

Fuel-efficient driving

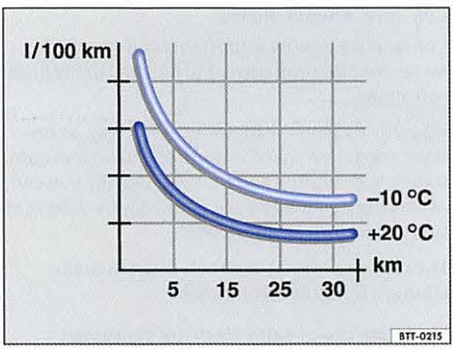


Fig. 131 Fuel consumption in l/100 km for two different ambient air temperatures.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 198.

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**. The **ambient air temperature** is also critical in this context.

fig. 131 displays 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

"Letting the engine run to warm up" is not only illegal in some countries, 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. In addition, slightly higher tire pressure (+ 3 psi / + 0.2 bar) can help save fuel.

If you can accept a slight loss in comfort, the recommended tire pressure for a fully loaded vehicle can be used. This also applies to solitary driving and driving without luggage loads.

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 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).

When purchasing engine oil, always check the Volkswagen engine oil standard and approval.

Avoid unnecessary weight

The lighter the vehicle, the more economical and eco-friendly it will be. For instance, an extra 100 kg of weight increases fuel consumption by up to 0.3 l/100km.

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 roof or bicycle racks diminish its aerodynamic performance.

Therefore, remove unnecessary aftermarket components and unused rack systems, particularly if

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 201.

Lights up	Possible cause	Proper response
	Power steering failure.	Have the power steering system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Power steering assist is reduced.	Have the power steering system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Stop, restart the engine, and drive a short distance. If the yellow warning light does not come on again, you do **not** need to have the steering system checked.
	Vehicle battery was disconnected and has been reconnected.	Drive a short distance at 10 - 12 mph (16 - 20 km/h).

Flashes	Possible cause	Proper response
	Electronic steering column lock malfunctioning.	**Stop!** Get expert assistance.
	Steering column is twisted.	Rotate steering wheel back and forth.
	Steering column is not locked or is not unlocked.	Remove vehicle key from ignition switch and switch ignition on again. Note any messages which may appear in the instrument cluster display. **Do not drive if** the steering column remains locked after switching the ignition on again. Get expert 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.**

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

ⓘ Note

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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 201.

To help make it more difficult to steal your vehicle, you should always make sure the steering column is locked before leaving the vehicle.

Electronic steering column lock

Vehicles without KESSY: The steering column is locked if the vehicle is stationary and the vehicle key is removed from the ignition lock. The electronic steering column will not lock if the vehicle is still moving for longer than 10 seconds after the vehicle key was removed.

Vehicles with KESSY: The steering column is locked if the driver door is opened with the ignition switched off. For this, the vehicle should be stationary and, if applicable, the gear selector lever should be in Park P.

If the driver door is opened before the ignition is switched off, the electronic steering column lock will be activated only after the vehicle has been locked with the vehicle key or via the door handle.

Mechanical steering column lock

Engaging the steering column lock	Disengaging the steering column lock
Parking the vehicle ⇒ page 188.	Turn the steering wheel slightly to take pressure off the steering column lock.
Remove the vehicle key.	Insert the vehicle key into the ignition switch.
Turn the steering wheel slightly until you hear the steering column lock engage.	Hold the steering wheel in this position and turn the ignition switch.

Power steering

The electro-mechanical power steering automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. The electro-mechanical 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 the Electronic Stabilization Program (ESP). The 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. ESP detects this situation and helps the driver counter-steer with additional steering power ⇒ ⚠.

⚠ WARNING

The counter-steering assistance in ESP 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! ◀

Driver assistance systems

Starting assistance systems

Introduction

In this section you'll find information on the following:

Hill Hold 205

More information:

- Volkswagen Information System ⇒ page 21
- Braking, stopping and parking ⇒ page 188
- Vehicle battery ⇒ page 257
- Tires and wheels ⇒ page 276
- Parts, accessories, repairs and modifications ⇒ page 303
- Jump-starting ⇒ page 353

⚠ 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.**

⚠ WARNING (continued)

- **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 hillstart situations (for example, if the ground is slippery or icy).**
- **Unintended vehicle movement can cause serious personal injury.**
- **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.** ◀

Hill Hold

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 204.

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 First Gear or Reverse (manual transmission) or in Drive (D), Sport Drive (S), or Reverse (R) (automatic transmission) and you must use the foot brake to hold the vehicle before starting to move. Hill Hold keeps the brake applied for not quite two seconds with the same force you used to prevent the vehicle from moving. This gives you time to take your foot off the brake, let the clutch out on a manual transmission vehicle, and gently depress the accelerator to get the vehicle moving again. If you do not depress the gas 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.

⚠ 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 two seconds. After that, the brakes will be released and the vehicle can roll down the hill.** ◀

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:

	Manual transmission	Automatic transmission
1.	Hold the **stopped** vehicle on an incline with the foot brake or parking brake.	
2.	The engine must be running "smoothly."	
3.	A manual transmission vehicle must be in 1st gear if headed uphill or in Reverse if headed downhill; you must hold the clutch down and the foot brake must be depressed to keep the vehicle from moving.	An automatic transmission vehicle must be in Reverse (R), Drive (D), or Sport Drive (S) and the foot brake must be depressed to keep the vehicle from moving.
	Release the brake as you let the clutch out and gently depress the accelerator.	**Release the brake as you gently depress the accelerator.**

Hill Hold is immediately deactivated:

- As soon as any requirement listed under page 205, *Hill Hold is activated automatically when the following conditions are all met at the same time* is no longer met.
- If the engine is not running smoothly or there are engine malfunctions.
- If the engine stalls or is switched off.
- *Vehicles with automatic transmission:* If you move the selector lever into Neutral (N).
- *Vehicles with automatic transmission:* If a tire does not have enough road contact (such as when the vehicle is tipped or at an angle). ◀

Park Distance Control system

Introduction

In this section you'll find information on the following:

Park Distance Control (PDC) 207
Optical Parking System (OPS) 208

The Park Distance Control system can help the driver when backing up and parking. If the vehicle gets too close to an obstacle in the front of or behind it, a higher or lower beeping signal sounds, depending on the distance to the object. The closer the vehicle gets to the obstacle, the faster the system beeps. When the obstacle is very close, the sound is continuous.

If you continue to drive the vehicle closer to the obstacle despite the continuous audible warning, the system will not be able to measure the distance any more.

The sensors in the bumpers send and receive ultrasound waves. The system uses the time it takes for the ultrasonic waves to bounce back from the object to calculate the distance between the bumper and an object.

More information:

- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Park Distance Control and the optical Park Assist system are no substitute for careful and attentive driving.

- **The sensors have blind spots in which people, animals, and objects cannot be detected.**
- **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.**
- **The Park Distance Control system sensors cannot detect people and objects if the clothing worn and other surfaces do not reflect the ultrasonic waves that the sensors send and receive. These objects and persons wearing this type of clothing cannot be detected by the system.**

⚠ WARNING (continued)

- **Noise in the area where the Park Distance Control system is being used may also prevent people and objects from being properly detected.**

ⓘ Note

- **Things like trailer draw bars, thin rods, fences, trees, narrow painted vertical poles, posts, or a rear hatch that is opening 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 ensure correct functionality of the system, 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. ◀



Fig. 132 In the center console: Button to switch the Park Distance Control system ON or OFF.

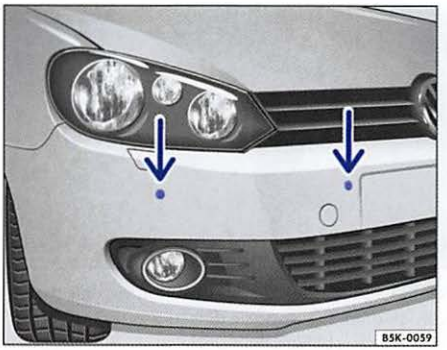


Fig. 133 Park Distance Control system sensors on the front bumper.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 206.

The Park Distance Control system can help the driver when backing up and parking. The vehicle gets too close to an obstacle in the front of or behind it, a beeping signal sounds. The closer the vehicle gets to the obstacle, the faster the system beeps. When the obstacle is very close, the sound is continuous.

Switching the Park Distance Control system on and off

- With the ignition switched on, press the button ⇒ fig. 132.
- *Automatic activation:* Shift into reverse.
- *Automatic deactivation:* Drive faster than about 9 mph (15 km/h).

The indicator light in the button goes on when the function is activated.

Special considerations when using Park Distance Control

- In some cases, the Park Distance Control interprets water on the sensors as an obstacle.
- 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 is turned on once more automatically if the vehicle approaches the obstacle again.
- There is **no** beeping when the selector lever is in Park **P**.
- The volume of the audible signals can be adjusted by an authorized Volkswagen dealership or an authorized Volkswagen Service Facility.

A short continuous tone during initial activation and a flashing light in the button indicate a malfunction in the Park Distance Control system. Switch off Park Distance Control with the button and have it immediately checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ◀

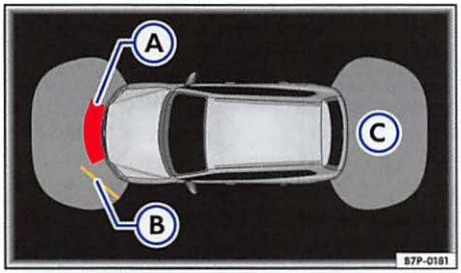


Fig. 134 OPS screen display: Ⓐ Obstacle detected in collision area. Ⓑ Obstacle detected in segment. Ⓒ Scanned area behind the vehicle.

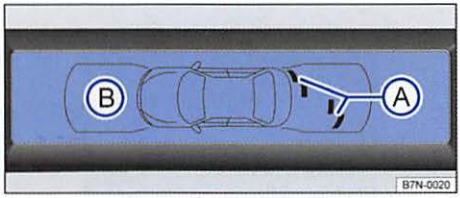


Fig. 135 OPS screen display: Ⓐ Obstacle detected in segment. Ⓑ Scanned area in front of the vehicle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 206.

The Optical Parking System is an enhancement of the Park Distance Control system ⇒ page 207.

The areas scanned by the sensors in front of and behind the vehicle are displayed in the screen of the factory-installed sound system or navigation system. Potential obstacles are shown relative to the vehicle ⇒ ⚠.

Function	Operation
Switch on display:	Activate Park Distance Control ⇒ page 207 –. OPS is automatically activated.
Manually deactivate display:	Press an area selection button on the factory-installed radio or navigation system. **OR** Touch the function button ⮌ or RVC on the screen.
Automatically deactivate display:	Drive faster than 6-9 mph (10-15 km/h). In vehicles with Rear Assist, shift into reverse ⇒ page 210. The display switches to the camera image.

Scanned areas

The obstacle detection area extends up to about 4 ft. (120 cm) in front of the vehicle and up to about 2 ft. (60 cm) to either side ⇒ fig. 135 Ⓑ. The area behind the vehicle is scanned up to a distance of about 5 ft. (160 cm) and about 2 ft. (60 cm) to either side Ⓒ.

Screen display

The display shows the scanned area in several segments. The closer the vehicle gets to the obstacle, the closer the segment moves towards the vehicle in the display ⇒ fig. 134 Ⓑ and ⇒ fig. 135 Ⓐ. When the next-to-last segment is displayed, the collision zone has been reached. **Stop!**

Distance between vehicle and obstacle	Audible signal	For color displays: Segment color if an obstacle is detected
Front: from about **1 ft. (31 cm) to 4 ft. (120 cm)** Rear: from about **1 ft. (31 cm) to 5 ft. (160 cm)**	Beep	Yellow
From about **0 ft. (0 cm) to 1 ft. (30 cm)** front or rear[a)]	Continuous tone	Red

[a] The distance range for the continuous tone is somewhat larger for vehicles with a factory-installed trailer hitch.

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. Distances behind the vehicles will not be displayed.

⚠ WARNING

Never rely completely on the OPS for information about people and objects that might be in the way of the vehicle.

- **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.** ◀

Rear Assist

Introduction

In this section you'll find information on the following:

Operating instructions 211
Parking 213

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 radio or navigation system.

More information:

- Parts, accessories, repairs and modifications ⇒ page 303

WARNING

If you use the camera to judge distances to obstacles such as people or vehicles, you could estimate incorrectly and cause collision and serious personal injury.

- The camera lens enlarges and distorts the field of vision and makes objects appear altered and inexact on the screen.
- Certain objects, for example narrow posts or gratings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.
- The camera has blind spots in which people and objects cannot be detected.
- Keep the camera lens clean and free of snow and ice; do not cover the lens.

WARNING

The 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. The system cannot replace the driver's attention.

- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Always keep an eye on the parking direction and the relevant vehicle surroundings. The vehicle front 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 depict all areas.
- Use Rear Assist only when the rear hatch is completely closed.

Note

- 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. ◀

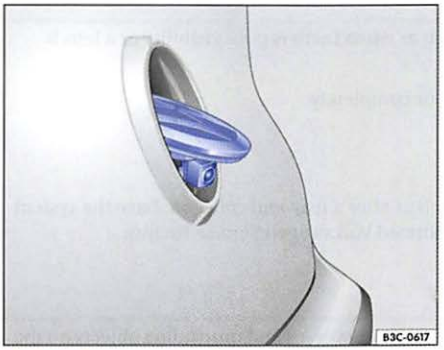


Fig. 136 In the rear hatch: Location of the Rear Assist camera.

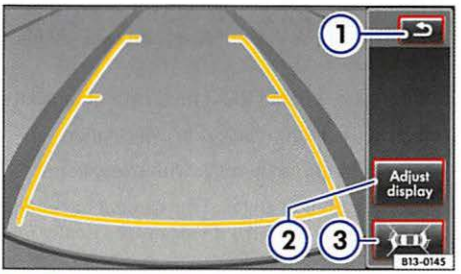


Fig. 137 Rear Assist display.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 210.

Function	Operation in vehicles without Optical Parking System (OPS)	Operation in vehicles with OPS
Automatically activate display:	Shift into Reverse when the ignition is switched on or the engine is running.	
Manually deactivate display:	Press an area selection button on the radio or navigation system ⇒ Booklet *Radio* or ⇒ Booklet *Navigation system.* **OR:** touch the ⊠ function button on the screen. **OR:** After switching off the ignition, the Rear Assist display is hidden after a short period of time.	Press the P↯ button.
Switch off display by shifting out of Reverse:	The display is switched off after about 10 seconds.	It is immediately replaced with the OPS display.
Deactivate display by driving forward:	Drive forward faster than 9 mph (15 km/h).	Drive forward faster than 6 mph (10 km/h).

Screen

Function buttons on the screen ⇒ fig. 137

① ⮌ Exit current display.

② Adjust display: brightness, contrast, color.

③ Change display to Optical Parking System (OPS) ⇒ page 208. To return to the camera display, the vehicle must be in Reverse. ▶

1) Do not use Rear Assist in the following situations:

– When an unreliable or unclear image is displayed, such as when there is poor visibility or a lens is dirty.

– If the space behind the vehicle cannot be seen clearly or completely.

– If the rear of the vehicle is heavily loaded.

– If the driver is not familiar with the system.

– If the position or angle of the camera has changed, such as after a rear-end collision, have the system checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

2.) Optical illusions 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 further 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 vision of the camera when driving in reverse.

Cleaning the camera lens

Keep camera lens clean and free of snow and ice.

- Set the parking brake.
- Switch on the ignition.
- Select 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 de-icer spray ⇒ ⓘ.

ⓘ Note

- **Never use abrasive cleaning agents to clean the camera lens.**

ⓘ Note (continued)

- **Never remove snow or ice on the camera lens with warm or hot water. This can damage the camera lens.**

It is not possible to open the rear hatch when the Volkswagen emblem is folded out.

Volkswagen recommends practicing parking with Rear Assist at a low-traffic location or 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 switched on when the rear hatch is open. ◀

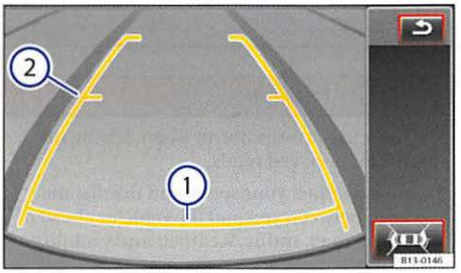


Fig. 138 On the screen: Static orientation lines for the parking space behind the vehicle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 210.

Meaning of the orientation lines projected on the screen ⇒ fig. 138. All distances of the orientation lines refer to a vehicle on a level surface.

Orientation assistance overview[2)]

The yellow area displayed stops about three meters behind the vehicle on the road.

Meaning of the orientation lines projected on the screen ⇒ fig. 138. All distances of the orientation lines refer to a vehicle on a level surface.

① Safety distance: Area up to about 12 inches (40 cm) behind the vehicle on the road.

② Projection of the vehicle (widened somewhat) toward the rear. The middle markers are about forty inches (one meter) 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 such a way that the yellow orientation lines lead into the parking space ②.
- Align the vehicle in the parking place such that the yellow orientation lines are aligned parallel to the parking place. ◀

[2)] All distances of the orientation lines refer to a vehicle on a level surface.

Cruise control system (CCS)

Introduction

In this section you'll find information on the following:

Warning and indicator lights 215
Cruise control operation 216

The cruise control system (CCS) helps maintains an individually stored constant speed when driving above 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 ⇒ page 179
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ 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, with serious personal injury to you and your passengers.

- 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 gravel roads, wet roads, or snowy or icy roads) or on roads with standing water.

⚠ WARNING (continued)

- 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 traveling 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.
- When traveling downhill, the cruise control may not be able to maintain a constant speed. The vehicle may speed up because of its own weight. Downshift and/or use the foot brake to slow the vehicle. ◀

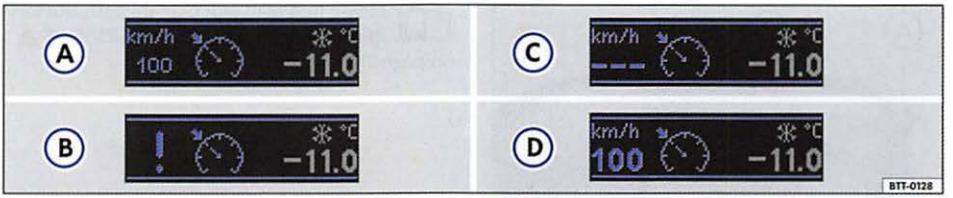


Fig. 139 In the instrument cluster display: Cruise control status displays.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 214.

Lights up	Possible cause	Proper response
	System malfunction ⇒ fig. 139 Ⓑ.	Switch off cruise control. Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
CRUISE	Cruise control 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.

Display

Different cruise control versions are available. In vehicles with a multi-function display, the stored speed is shown in the instrument cluster display.

Status fig. 139

Ⓐ Cruise control temporarily deactivated. Small display size for stored speed.

Ⓑ System malfunction. Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ⓒ Cruise control activated. No speed stored in memory.

Ⓓ Cruise control is active. Large display size for stored speed.

⚠ 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.**

ⓘ Note

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

Cruise control operation

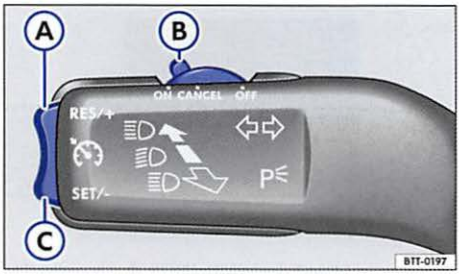


Fig. 140 On the left side of the steering column: Cruise control buttons and switches.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 214.

In order to:	You must ⇒ fig. 140	Result
Switch on cruise control.	Move switch Ⓑ to **ON** position.	System is switched on, but does not regulate vehicle speed until a speed is set.
Set cruise control to current vehicle speed.	Press button Ⓒ **SET/–**.	Current vehicle speed is set; cruise control helps to maintain this speed.
Temporarily deactivate cruise control.	Move switch Ⓑ to the **CANCEL** position. **OR:** Depress the brake or clutch pedal.	Cruise control is temporarily deactivated. The speed is still stored.
Resume speed stored in cruise control.	Press button Ⓐ **RES/+**.	Cruise control resumes speed previously set.
Increase set speed (while cruise control is actively controlling vehicle speed).	Press button Ⓐ **RES/+** *briefly* to increase the set speed in small steps.	The vehicle will accelerate until the new higher speed is reached.
	Press *and hold* button Ⓐ **RES/+** to increase the set speed until the higher desired speed is reached and button is released.	
Reduce set speed (while cruise control is actively controlling vehicle speed).	Press button Ⓒ **SET/–** *briefly* to reduce the set speed in small steps.	Cruise control will slow the vehicle down *without braking* by reducing the flow of fuel to the engine until the new lower speed is reached.
	Press *and hold* button Ⓒ **SET/–** to reduce the set speed until the lower desired speed is reached and the button is released.	
Switch off cruise control.	Move switch Ⓑ to **OFF** position.	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

Speed regulation is automatically disabled 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 an extended time.
- If the brake or clutch pedal is depressed.
- If the vehicle shifts gear.
- If an airbag deploys. ◀

Dynamic Chassis Control (DCC)

Introduction

In this section you'll find information on the following:

Function and operation 219

More information:

- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

The intelligent technology of the Dynamic Chassis Control feature cannot overcome the laws of physics.

- **Never let the increased convenience provided by the DCC feature tempt you into taking risks.**
- **Always adjust your speed and driving to road, traffic, and weather conditions.**

If the Dynamic Chassis Control does not operate as described in this chapter, have DCC checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ◀



Fig. 141 In the center console: button for Dynamic Chassis Control.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 218.

Dynamic Chassis Control (DCC) lets you preselect chassis damping for comfort or sporty driving. DCC continuously adapts the vehicle suspension characteristics to road conditions and the current driving situation in accordance with three pre-defined programs.

The "Sport" program also affects the feel of the steering.

Program	Recommended driving situations.
COMFORT	Comfort-oriented setting, for driving on poor roads and driving long distances.
NORMAL	Balanced setting, for everyday use.
SPORT	Sporty setting, for a sporty driving style.

Selecting a program

- Switch on the ignition.
- Press ⇧ repeatedly until the desired program is displayed.

The NORMAL program is active if neither COMFORT nor SPORT is illuminated in the button. Turning off the ignition does not change the program you have selected.

⚠ WARNING

Driving characteristics can change after choosing chassis suspension setting. Drive just as carefully as you would if the vehicle did not have DCC. Never let it tempt you into taking risks.

- **Always adapt your speed and driving style to visibility, weather, road, and traffic conditions.**

If Dynamic Chassis Control malfunctions, COMFORT and SPORT flash in the button. Driving comfort might be affected by the malfunction. Take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility and have the system checked. ◀

Telltale

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 220.

Symbol	Possible cause or meaning ⇒ ⚠	Proper response
(!)	Lights up and a chime sounds: Tire pressure is too low in one or more tires compared with the benchmark pressure set by the driver – or tire has structural damage. A corresponding warning message may also appear in the instrument cluster.	**Stop!** Reduce speed immediately! Always stop the vehicle as soon as it is safe to do so. Avoid fast cornering and hard braking! Check the condition and inflation pressure of all tires. Replace damaged tires.
(!)	Flashes for about 70 seconds and then stays on: System malfunction.	Check and, if necessary, adjust the tire inflation pressure in all four tires. If the tire pressure is correct, but the telltale stays on or keeps flashing after you switch the ignition off and on again, have an authorized Volkswagen dealer or authorized Volkswagen Service Facility check the system.

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

Incorrect tire pressures and/or under-inflation can cause sudden tire failure, loss of control, collision, serious personal injury, or even death.

- **When the warning symbol (!) appears in the instrument cluster, stop the vehicle as soon as it is safe to do so and inspect the tires.**
- **Incorrect tire pressure and/or under-inflation can cause increased tire wear and can affect the handling of the vehicle and its stopping ability.**
- **Incorrect tire pressure and/or under-inflation can also lead to sudden tire failure, including a blowout and sudden deflation.**

⚠ WARNING (continued)

- **Always inflate tires to the correct tire pressure before driving off.**
- **Driving with under-inflated tires causes them to flex more, letting them get too hot, which can result in tread separation, sudden tire failure, and loss of control.**
- **Excessive speed and/or overloading can cause heat build-up, sudden tire failure, and loss of control.**
- **If the tire pressure is too low or too high, the tires will wear prematurely and the vehicle will not handle well.**
- **If the tire is not "flat" and you do not have to change the tire or wheel immediately, drive at reduced speed to the nearest service station to check the tire pressure and add air as required.**

Tire Pressure Monitoring System (TPMS)

Introduction

In this section you'll find information on the following:

Telltale 221
Tire Pressure Monitoring System (TPMS) and reset button 222

Your vehicle's Tire Pressure Monitoring System (TPMS) indirectly checks the tire pressure of all four tires while you are driving by using the Anti-lock Brake System (ABS) sensors to monitor the tread circumference and vibration characteristics of the individual tires. TPMS warns if there is a significant loss of pressure in one or more tires while the vehicle is moving. Pressure loss is signaled by the indicator light (!) as well as by an acoustic warning and text warnings in the instrument cluster display if your vehicle has an MFD. The original benchmark pressure is the recommended maximum load cold tire inflation pressure for the tires that come with your vehicle that is listed on the tire pressure label on the driver door pillar. By pressing the Reset button, you can change the benchmark pressure to match the current pressure of the tires on your vehicle ⇒ page 222.

Proper use of the Reset button is explained below ⇒ page 222.

More information:

- Transporting ⇒ page 137
- Braking, stopping and parking ⇒ page 188
- Exterior care and cleaning ⇒ page 262
- Tires and wheels ⇒ page 276
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Improper tire care can cause sudden tire pressure loss, tire tread separation, sudden tire failure, and even blowouts leading to loss of vehicle control, accidents, and serious personal injury.

- **Check tire inflation pressure regularly when the tires are cold and always maintain the prescribed tire pressure. Low tire pressure can cause tires to get too hot, resulting in tread separation, sudden loss of pressure, and blowouts. This is because tires with excessively low pressure undergo more flexing, which can cause the tire to overheat and destroy the tire.**
- **Always maintain correct cold tire inflation pressure as listed on the tire pressure label ⇒ page 283.**
- **Check tire inflation pressure regularly when the tires are cold. Adjust tire pressure in the cold tire to the recommended tire pressure for the tires installed on your vehicle as necessary.**
- **Check your tires regularly for signs of wear or damage.**
- **Never exceed the permissible maximum speed and load rating of the tires on your vehicle.**

⚠ WARNING

Improper use of the Reset button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure ⇒ page 222.

Under-inflation increases fuel consumption and tire wear.

Do not rely only on the Tire Pressure Monitoring System. Check your tires regularly to make sure they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tire tread but have not penetrated into the body of tire itself. ◀

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

An acoustic warning sounds the first time low tire pressure is detected. If a system malfunction is detected, no acoustic warning sounds.

Driving on unpaved roads for an extended period of time or a sporty driving style could temporarily deactivate the TPMS. The telltale shows a malfunction but switches off if road conditions or the driving style changes or if the ignition is switched on and off again. ◀

Tire Pressure Monitoring System (TPMS) and reset button



Fig. 142 In the center console or in the glove compartment: Button for the Tire Pressure Monitoring System.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 220.

Your vehicle's Tire Pressure Monitoring System (TPMS) indirectly checks the tire pressure of all four tires while you are driving by using the Anti-lock Brake System (ABS)

- If one side of the vehicle is more heavily loaded than the other.
- If there is more weight on one axle than the other (such as when towing a trailer).
- If there are snow chains on the tires.
- If the compact spare tire has been mounted.
- If only one tire was replaced on each axle.
- If a tire was changed.
- If the tire pressure was changed, or tires were rotated or replaced, but the TPMS was not reset.
- Using snow chains can cause the system to give false warnings because snow chains increase tire circumference.

Under certain circumstances, such

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires.)

As an added safety feature, your vehicle has been equipped with a Tire Pressure Monitoring System (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

Re-setting and reconfirming the benchmark tire pressure for TPMS

The Reset button for the Tire Pressure Monitoring System is in the glove compartment ⇒ page 222, fig. 142. The Reset button resets the benchmark tire pressure used by the TPMS to the current tire pressure in the tires based on the circumference of the tires. To reset ▶

the benchmark tire pressure used by the TPMS, switch on the ignition and then press and hold the Reset button until you hear a confirmation chime. The Reset button must be pressed for at least 2 seconds but no more than 30 sections each time the tire pressure in one or more tires has been adjusted or after one or more tires has been changed, exchanged or repaired. The new tire pressures will not be stored in the system until the vehicle has been driven at normal speeds for at least 20 minutes.

If you use the Reset button to reset the benchmark tire pressure when your tires do not have the correct tire pressure, this will prevent the TPMS from working properly. It may then give false warnings or may not give any warning even if the tire pressure is too low.

For this reason, it is vital to make certain that all four tires are inflated to the correct pressure when they are cold before pressing the Reset button. Cold tire tires are tires that have not been driven more than a couple of miles (kilometers) at low speed within the last three hours.

Use the Reset button to reset the benchmark TPMS pressure in the following situations:

- After installing tires on your vehicle that have recommended cold tire inflation pressures that are different from the tires that were taken off.
- After any tire on your vehicle has been removed and remounted, even if the same tire and wheel rim that were taken off are re-installed (for instance, after repair).
- After any tire on your vehicle is changed and replaced by another tire, even if the replacement tire is the same type and is inflated to the same pressure as the tire it replaced.
- After adjusting the tire pressure of any tire on the vehicle to its correct cold tire inflation pressure, either by putting air in one or more tires or by letting air out. Do this even though air was only added (or let out) to bring the tire to the inflation pressure it should have had all along.
- After rotating the front and rear wheels ⇒ page 276.
- After mounting the compact spare tire.

⚠ WARNING

Improper use of the Reset button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure. Make certain the tire inflation pressure of all tires is correct before using the Reset button.

⚠ WARNING

Incorrect tire pressure can cause sudden tire failure, loss of vehicle control and serious personal injury.

- **Always check and correct air pressure in all four tires, particularly after changing, exchanging or repairing tires.**
- **Always make sure that all 4 tires are inflated to the correct tire pressure for the tires installed on the vehicle. Then push the Reset button for the Tire Pressure Monitoring System (TPMS) so that it can properly monitor the pressure in the tires.**
- **Press and hold the Reset button until the confirmation chime sounds, for at least 2 seconds, but not more than 30 seconds.**

⚠ WARNING (continued)

- **Refer to the tire pressure label and the owner's manual for recommended cold tire inflation pressure and other important information.**
- **When replacing tires or wheel rims on vehicles equipped with TPMS, always read and heed all of the information and WARNINGS ⇒ page 276.**

The Tire Pressure Monitoring System stops working if there is an ESP/ABS malfunction ⇒ page 188.

If a warning is given about tire pressure being too low, the vehicle must remain stationary for about one minute. Keep the vehicle stationary until the button for the Tire Pressure Monitoring System ⇒ page 222, fig. 142 is pressed to save the new tire pressure reference value. ◀

Climate control

Heating and air conditioning

Introduction

In this section you'll find information on the following:

Controls 228
Heating system operation 230
Air conditioner operation 231
Air vents 232
Air recirculation 232

Climatic and Climatronic

Your vehicle is equipped either with a Climatic climate control system or with a Climatronic climate control system. On vehicles with Climatronic climate control, system status messages will appear briefly on the radio or navigation system screen.

The temperature units (Fahrenheit or Centigrade) in the factory-installed radio or navigation system screen can be changed in the **Settings** menu in the instrument cluster display in appropriately equipped vehicles.

More information:

- Volkswagen Information System ⇒ page 21
- Windshield wiper and washer ⇒ page 128
- Exterior care and cleaning ⇒ page 262

⚠ 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 defogger that you will need for good visibility.**

⚠ WARNING (continued)

- **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.**

ⓘ Note

- **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 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 keep the windows from fogging over, Volkswagen recommends leaving the air conditioner (compressor) switched on. Press the AC button. The indicator light in the button must come on. ▶

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 slot in front of the windshield free of ice, snow and leaves in order to maintain proper functioning of the heating and ventilation systems. ◀



Fig. 143 In the center console: Climatic controls.

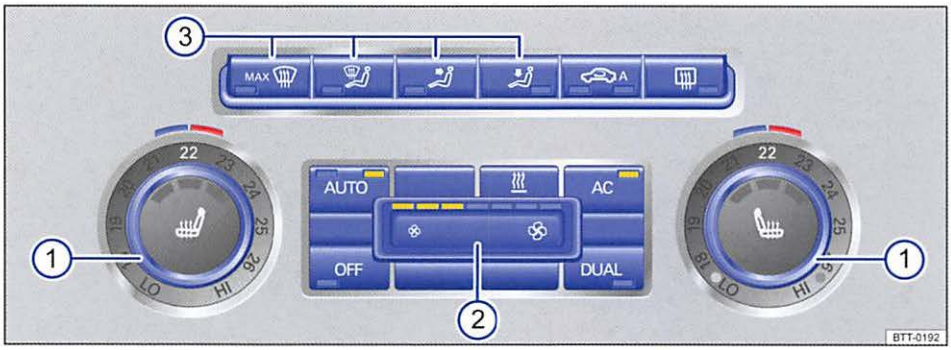


Fig. 144 In the center console: Climatronic controls.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 226.

Press the corresponding button to switch a function on or off. If a function is switched on, an indicator light illuminates in the button. To switch off a function, press the button again.

The LEDs in a particular button lights up to show that the function is activated.

Button / Regulator knob	**Supplementary information. Heating system ⇒ page 230, fig. 145, Climatic ⇒ fig. 143 and Climatronic ⇒ fig. 144.**
① Temperature 🔵 ... 🔴	**Heating system, Climatic**: Turn knob to set the desired temperature. **Climatronic**: Left and right sides of the vehicle can be set to different temperatures. Turn the regulator knob to set the desired temperature. The temperature is displayed on the outer ring.
② Fan 0 ...	**Heating system, Climatic**: Position 0: Fan and Climatic switched off, Position 4: Highest fan speed. **Climatronic**: The speed of the fan is automatically adjusted depending on the vehicle speed in order to avoid unnecessary noise. The fan can also be adjusted manually.

Button / Regulator knob	Supplementary information. Heating system ⇒ page 230, fig. 145, Climatic ⇒ fig. 143 and Climatronic ⇒ fig. 144.
③ Air distribution	**Heating system, Climatic:** Direct airflow by turning knob to any setting (continuously adjustable). **Climatronic:** Use buttons to direct air flow.
	**Heating system, Climatic:** Defog / defrost button. Airflow is directed to the windshield. In this position, air recirculation is automatically disabled.
	**Climatronic:** Defog / defrost button. The incoming outside air is directed to the windshield, and air recirculation is automatically disabled. At temperatures above +35 °F (+1.5 °C), the air is dehumidified and the fan is set to a high speed so as to defog / defrost the windshield as quickly as possible.
	Air distribution to the upper air vents in the instrument panel.
	Air distribution in the footwells.
	Upwards air distribution.
	Air distribution to the windshield and footwells.
AC	**Climatic, Climatronic:** Push button to switch air conditioner on or off.
	Rear window defogger / defroster: Only functions when the engine is running and switches off automatically after 10 minutes or less.
	**Climatic:** Air recirculation mode ⇒ page 232.
	**Climatic:** Air recirculation mode ⇒ page 232.
 **A**	**Climatronic:** Automatic air recirculation mode ⇒ page 232.
	Auxiliary heating instant-heat button –.
OFF	**Heating system, Climatic:** Turn fan switch to position 0. **Climatronic:** Press OFF button or adjust fan manually to 0. If the system is switched off, an indicator light illuminates in the OFF button.
DUAL	Combines temperature settings for the driver side with the passenger side: If the indicator light in the DUAL button is not illuminated, the temperature settings for the driver side also apply to the passenger side. Press the button or operate the temperature knob for the passenger side in order to set a different temperature for the passenger side. An indicator light illuminates in the button.
AUTO	Automatic control for temperature, fan and air distribution. **Press button:** The AUTO High function (high fan output) is switched on. The right indicator light illuminates in the button. **Press button again:** The AUTO Low function (low fan output) is switched on. The left indicator light illuminates in the button.

⚠ WARNING

Never switch the fan off for an extended period of time, since no fresh air will enter the passenger compartment.

- **Stale air causes driver and passenger fatigue and reduces their alertness, which can cause accidents, collisions, and serious personal injury. ◀**

Heating system operation

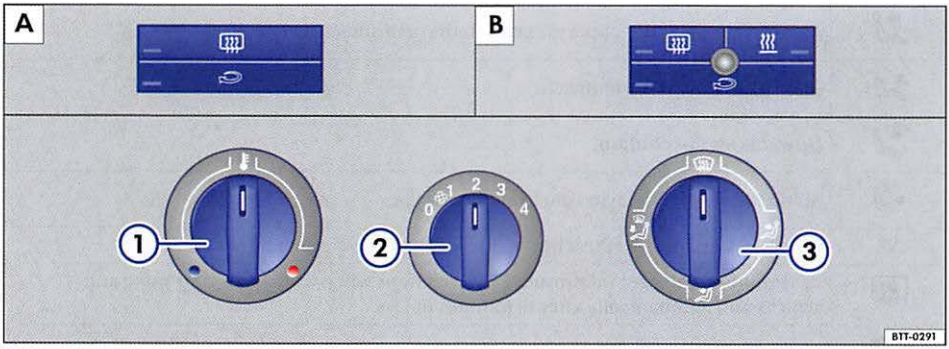


Fig. 145 In the center console: Heating system rotary control with control elements in vehicles without an auxiliary heater Ⓐ or with an auxiliary heater Ⓑ.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 226.

Keep the air intake slot in front of the windshield free of ice, snow and leaves in order to maintain the proper functioning of the heating system.

Temperature

The desired interior temperature cannot be lower than the outside air, because the heating system cannot cool or dehumidify the air.

Heating

Maximum heating output and fast defrosting will only be possible after the engine has reached operating temperature.

Settings for optimal driving safety

- Switch off air recirculation ⇒ page 232.
- Set fan to level 1 or 2.
- Turn the temperature knob to the center position.
- Open all air vents in the instrument panel ⇒ page 232.
- Turn the air distribution knob to the desired setting.

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 the Warranty and Maintenance booklet so that the heating system can function 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. ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 226.

The cooling system for the passenger compartment only functions when the engine is running and the fan is switched on.

The air conditioner is most efficient when the windows and the power sunroof are closed. However, if the vehicle is stationary and the passenger compartment becomes very hot due to sunlight, opening the windows briefly may speed up the cooling process.

Keep the air intake slot in front of the windshield free of ice, snow and leaves in order to maintain proper functioning of the heating and ventilation systems.

Settings for optimal driving safety

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.

For Climatic

- Switch off air recirculation ⇒ page 232.
- Set fan to level 1 or 2.
- Turn the temperature knob to the center position.
- Open all air vents in the instrument panel ⇒ page 232.
- Turn the air distribution knob to the desired setting.
- Push AC button to turn on the air conditioner. The indicator light illuminates in the button.

For Climatronic

- Press the AUTO button.
- Set temperature to +72 °F (+22 °C).
- Open all air vents in the instrument panel ⇒ page 232.

Switching between Fahrenheit and Celsius in Climatronic

The temperature display is switched from Celsius to Fahrenheit and vice versa in the display of the factory-installed radio or navigation system via the instrument cluster menu ⇒ page 21.

Heating

Maximum heating output and fast defrosting will only be possible after the engine has reached operating temperature.

If the cooling system will not switch on

The cooling system may not switch on for the following reasons:

- The engine is not running.
- The fan is switched 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 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 the Warranty and Maintenance booklet so that the air conditioner can function 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.

The air conditioner takes a few minutes to reach the selected temperature in the passenger compartment.

Due to residual moisture in the air conditioner, the windshield may fog up after the engine is started. ▶

Air from the air vents flows through the entire passenger compartment and leaves the vehicle through air vents under the rear window. The air vents should not be covered by clothing or other objects. ◀

Air vents

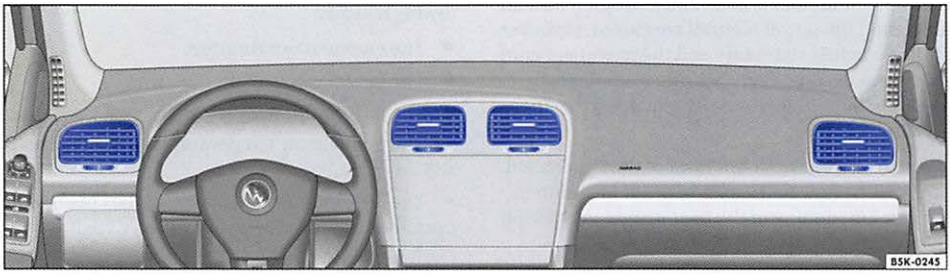


Fig. 146 Air vents in the instrument panel.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 226.

Air vents

To ensure sufficient heating, cooling and ventilation in the passenger compartment, never close the air vents completely ⇒ fig. 146.

- To open and close the air vents, turn the thumb-wheel in the desired direction.
- Use the lever on the vent grille to adjust the airflow direction.

Additional air vents are located in the footwells as well as in the rear area of the passenger compartment.

Note

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 ⚠ on page 226.

General information

There are different types of air recirculation:

	Manual air recirculation (heating system).
	Manual air recirculation (Climatic).
A	The left indicator light in the button is illuminated: manual air recirculation (Climatronic).
	The right indicator light in the button is illuminated: automatic air recirculation (Climatronic). ▶

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 when the button is pressed, and the air distribution switch is turned to ⇒ .

Switching air recirculation on and off manually: Climatic and heating system

Switching on: Press the button repeatedly until the indicator light in the button illuminates.

Switching off: Press the button repeatedly until the indicator light in the button switches off.

Switching air recirculation on and off manually: Climatronic A

Switching on: Press the button repeatedly until the left indicator light in the button illuminates.

Switching off: Press the button repeatedly until the indicator light in the button switches off.

Functioning of the automated air recirculation A

In the A setting, fresh air enters 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.

Air recirculation is **not** automatically activated under the following outside temperatures and conditions:

- The cooling system is activated (indicator light in the AC button is illuminated) and the ambient air temperature is cooler than +38°F (+3 °C).
- The cooling system and the windshield wiper are switched off, and the ambient air temperature is cooler than +50 °F (+10 °C).
- The cooling system is switched off, the ambient air temperature is cooler than +59 °F (+15 °C), and the windshield wiper is switched on.

Switching air recirculation on and off automatically

Switching on: Press the A button repeatedly until the right indicator light in the button comes on.

Switching off: Press the A button repeatedly until no indicator light in the button is on.

Temporarily deactivating automatic air recirculation

- Press the A button once to switch to manual air recirculation temporarily in the event of unpleasant odors.
- Press the A button again after more than two seconds to resume automatic air recirculation.

⚠ 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.**

Note

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 driving in reverse and while the automatic wiper/washer is operating, air recirculation is briefly activated so that exhaust fumes cannot get into the passenger compartment. ◀

At the gas station

Refueling

Introduction

In this section you'll find information on the following:

Indicator lights and fuel gauge 235
Refueling 237
Fuel capacities 237
Refueling checklist 238

The fuel filler flap is located on the rear right side of the vehicle.

More information:

- Fuel ⇒ page 239
- Preparations for working in the engine compartment ⇒ page 242

⚠ WARNING

Improper refueling or handling of fuel can cause fire, explosion, and severe burns.

- Always make sure that the fuel tank 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 fully into the vehicle's filler neck can cause fuel overflow and fuel spray. Fuel spray and overflowing fuel are dangerous because they can cause fire or serious injury.
- During refueling, 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.

⚠ WARNING (continued)

- 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 buildup 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.
- Avoid electrostatic discharge and electromagnetic radiation during refueling.
- 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

For safety reasons, Volkswagen strongly recommends that you do not travel with a portable fuel container in your vehicle. The container, full or empty, may leak and could cause a fire, especially in a crash. This can cause explosions, fire, burns, and other injuries.

- If, under exceptional circumstances, you must transport a portable fuel container, please observe the following:
  - Never fill a portable fuel container while it is anywhere in or on the vehicle (for example, in the luggage compartment). 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.

⚠ WARNING (continued)

– 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 obey all local and state or provincial laws regarding 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.

ⓘ Note

- Remove fuel spills from the paint immediately to help prevent damage to the paint, tires, and wheel housings.

ⓘ Note (continued)

- 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. This applies no matter how little of the wrong fuel has gotten into the fuel tank. Immediately contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. These fuels contains substances that will 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 authorized Volkswagen Service Facility for assistance. ◀

Indicator lights and fuel gauge



Fig. 147 In the instrument cluster: fuel gauge. ▶

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 234.

Lights up	Indicator position ⇒ page 235, fig. 147	Possible cause or meaning ⇒ ⚠	Proper response
	Red range (arrow)	Fuel tank almost empty. Running on reserve –	Time to refuel ⇒ ⓘ.
		Fuel tank cap not properly closed.	Stop and closer fuel tank 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 tank cap not properly closed

If the fuel tank cap is not properly closed, the following indicator light lights up in the instrument cluster: . If this indicator light comes on or if you see a text message to the same effect in the instrument cluster display, stop the vehicle in a safe place and switch off the engine and the ignition.

Open the fuel filler flap and take the fuel tank cap 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, indicator light might remain lit, even though the fuel tank cap is 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.**
- **Steering and braking assistance as well as ESP 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 stalling in traffic due to lack of fuel.**

ⓘ Note

- **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.**

The small arrow next to the gas pump symbol in the fuel gauge ⇒ page 235, fig. 147 shows the side of the vehicle with the fuel filler flap. ◀

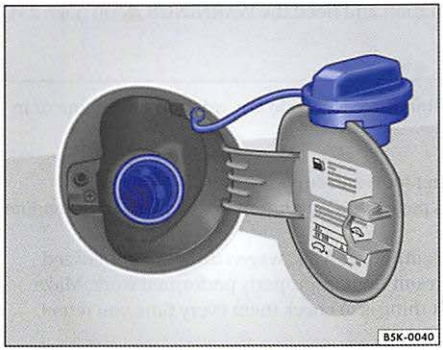


Fig. 148 Fuel tank cap placed on the open fuel filler flap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 234.

Before refueling, always switch off the engine, the ignition, an all cell phones, and leave them switched off until refueling is complete.

Opening the fuel tank cap

- The fuel filler flap is located at the rear of the vehicle on the right.
- Press on the rear area of the fuel filler flap and fold open.
- Unscrew tank cap counter-clockwise and remove and place on the top of the fuel filler flap ⇒ fig. 148.

Refueling

The correct fuel grade for your vehicle is listed on a sticker ⇒ page 239.

- The fuel tank is *full* when the automatic filler nozzle pump switches off the first time ⇒ ⚠.
- Do not try to add fuel after the pump stops! Topping off the tank in this way may fill the expansion space that the tank needs and cause fuel to overflow, for instance, if it gets warmer outside.

Closing the fuel tank cap

- Screw the fuel tank cap clockwise onto the fuel filler neck until it audibly engages.
- Close the fuel filler flap until it audibly engages. The fuel filler flap must be flush with the vehicle body.

⚠ WARNING

Stop refueling once the pump nozzle switches off. Otherwise, you could overfill the tank. This can cause fuel to spill out and overflow. This can cause fires, explosions, burns, and other severe injuries.

ⓘ Note

Remove fuel spills from the paint immediately to help prevent damage to the paint, tires, and wheel housings.

Fuel spills may pollute the environment. ◀

Fuel capacities

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 234.

	Fuel tank capacity
Gasoline and diesel engines	About 14.5 gallons (55.0 liters), including about (2 gallons) 7 litres reserve. ◀

Refueling checklist

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 234.

Checklist

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 ⇒ page 242, *Preparations for working in the engine compartment.*

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 ⇒ page 128
- ✓ Engine oil level ⇒ page 247
- ✓ Engine coolant level ⇒ page 252
- ✓ Brake fluid level ⇒ page 188
- ✓ Tire pressure ⇒ page 276
- ✓ Vehicle lighting necessary for driving safety:
  - Turn signals
  - Parking lights, low beams and high beams
  - Taillights
  - Brake lights

Information regarding changing light bulbs ⇒ page 344. ◀

Fuel

Gasoline

Octane rating

Octane rating indicates a gasoline's ability to resist engine-damaging "knock" caused by pre-ignition. Using the correct grade of gasoline is very important to help prevent engine damage and loss of engine performance.

The recommended gasoline octane rating for your engine is listed on a label inside of the fuel filler flap. This rating may be specified according to AKI (CLC) or RON standards.

If unleaded Premium grade gasoline is specified for your vehicle, then Volkswagen recommends using TOP TIER Detergent Gasoline with a minimum octane rating of 91 AKI (95 RON). For more information on TOP TIER Detergent Gasoline, please go to the official website (www.toptiergas.com).

The gasoline grades most commonly sold in the United States and Canada have the following octane ratings, which can usually be found on the filler pump:

- Premium grade: 91 to 96 AKI
- Regular grade: 87 to 90 AKI

Unleaded gasoline

Unleaded gasoline is available throughout the USA and Canada. Volkswagen recommends that you do not take your vehicle to places where unleaded gasoline may not be available.

Gasoline containing alcohol or MTBE

You may use unleaded gasoline blended with alcohol or MTBE (methyl tertiary butyl ether), commonly referred to as oxygenated fuels, if the blended mixture meets the following criteria:

Blends of gasoline and methanol (wood alcohol or methyl alcohol):

- Anti-Knock Index (AKI) must be 87 or higher.
- Blend must contain no more than 3% methanol.
- Blend must contain more than 2% co-solvents.

Blends of gasoline and ethanol (grain alcohol or ethyl alcohol):

- Anti-Knock Index (AKI) must be 87 or higher.
- Blend must contain no more than 10% ethanol.

Blends of gasoline and MTBE:

- Anti-Knock Index (AKI) must be 87 or higher.
- Blend must contain no more than 15% MTBE.

Seasonally adjusted gasoline

Many fuels are blended especially for winter or summer conditions. When seasons change, Volkswagen suggests that you buy fuel at busy stations where the seasonal adjustment is more likely to be made in time.

⚠ WARNING

Never use "starting assist fluids". Starting assist fluids may explode or cause a "run-away" engine condition. This could result in major engine damage and serious personal injury.

ⓘ Note

- **Never use fuel with an octane rating lower than 87 AKI / 91 RON. Using lower octane fuel may cause expensive engine damage.**
- **Never use leaded gasoline! Leaded gasoline will severely damage your vehicle's catalytic converter.**
- **Methanol-blended fuels that do not meet the criteria listed above may cause corrosion, and damage to plastic and rubber parts in the fuel system.**
- **Never use fuels that contain lead or other metals (check listing on the fuel pump). Even lead replacement petrol (LRP fuels) contain metallic additives in high concentrations. They can damage the engine.**
- **Do not use fuels that fail to meet the criteria above, or with contents that cannot be identified.**
- **If you cannot tell whether a particular fuel blend meets the criteria above, ask your service station or its fuel supplier.**
- **Using fuels that are different from those specified above can damage your vehicle's engine and fuel system and cause performance problems.**
- **Such damage and performance problems are not the responsibility of Volkswagen and are not covered under the Emission warranties or any other Volkswagen Limited Warranty.**

Even a single tank full of leaded fuel can degrade the effectiveness of the catalytic converter and damage it severely.

If you notice a loss of fuel economy or drivability and performance problems using one of these fuel blends, we recommend that you switch to unblended fuel. Never use fuel line antifreeze offered for gasoline engines. ◀

Gasoline additives

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 quality gasoline with blended additives. 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 website www.toptiergas.com.

If quality gasoline with additives is not available or engine malfunctions occur, the required additives should be added while refueling.

Not all gasoline additives are effective. 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.

Note

You can damage the engine by using improper additives. ◀

Always use only Ultra Low Sulphur Diesel (ULSD) fuel No. 2 ⇒ ⚠.

The ULSD should meet the ASTM D-975 specification ⇒ ⓘ.

"USLD" should be clearly marked on the pump. Before filling your vehicle please 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 biodiesel higher than 5% (B5), such as B11, B20, or B100, are strictly prohibited.

Service stations selling diesel fuel are generally on truck routes or major highways. Directories of diesel fuel stations are usually available at diesel fuel stations.

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

Never use "starting assist fluids". Starting assist fluids may explode or cause a "run-away" engine condition. This could result in major engine damage and serious personal injury.

ⓘ Note

- **The vehicle's diesel engine was designed solely for use with ULSD fuel. For this reason, never use gasoline, heating oil, or other unsuitable fuels. The properties of these fuels may cause serious damage to the fuel system and to the engine. Such damage will not be covered by any Volkswagen Limited Warranty.**
- **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 was designed to run on diesel with blend levels up to and including 5% methyl ester biodiesel. Never use methyl ester biodiesel in blend levels higher than 5% (5% methyl ester blends are sometimes designated or labeled as B5). The properties of methyl ester biodiesel 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 any Volkswagen Limited Warranty.** ◀

Care, cleaning, maintenance

In the engine compartment

Preparations for working in the engine compartment

Introduction

In this section you'll find information on the following:

Warning light 244
Getting ready to work in the engine compartment 245
Opening and closing the engine compartment ... 246

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 authorized Volkswagen Service Facility. Serious personal injury may result from improperly performed work.

More information:

- Windshield wiper and washer ⇒ page 128
- Starting and stopping the engine ⇒ page 172
- Brake fluid ⇒ page 188
- Vehicle battery ⇒ page 257
- Checks while refueling ⇒ page 234
- Engine oil ⇒ page 247
- Engine coolant ⇒ page 252
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ 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 four 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 gas discharge lamps (Xenon) and HO7 bulbs replaced by a qualified technician. Serious personal injury may result from improperly performed work.**

⚠ WARNING (continued)

- 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 parking brake and shift the transmission into Park (P) (automatic) or Neutral (manual only).
  - Remove the vehicle key from the ignition.
  - 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 counter-clockwise 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:

⚠ WARNING (continued)

  - Never touch ignition cables. Never touch other components of the high voltage electronic ignition system.
  - Never touch the wiring of the gas discharged (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.

⚠ WARNING (continued)

- **If work on the fuel system or the electrical system is necessary:**
  - **Always disconnect the battery (or batteries, where applicable). 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 smoke.**
  - **Never work near heaters, water heaters, or other open flames.**
- **Always have a functional, approved fire extinguisher nearby.**

ⓘ Note

When changing or topping off fluids, make sure that you pour the fluids into the correct reservoirs. Adding incorrect 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 ⚠ on page 242.

Lights up	Possible cause	Proper response
	Engine hood not properly closed.	**Stop!** 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 following 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 light or symbol will also come on when 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 ⚠ on page 242.

Checklist

Before any work in the engine compartment, carry out the following steps in the order in which they are listed ⇒ ⚠:

- ✓ Park the vehicle on a firm, level surface in a safe place.
- ✓ Hold the brake pedal down until the engine is switched off.
- ✓ Set the parking brake ⇒ page 188.
- ✓ Shift the transmission into Park (P) (automatic) or Neutral (manual only) ⇒ page 179.
- ✓ Stop the engine and remove the key from the ignition switch ⇒ page 172.
- ✓ 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.** ◀

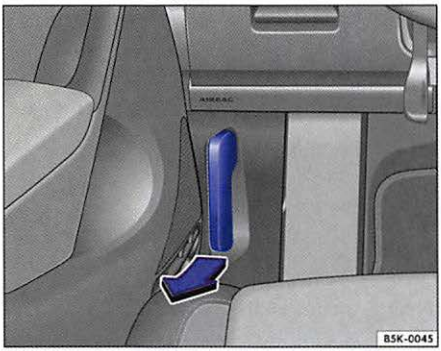


Fig. 149 Primary hood release lever in the footwell on the driver's side.

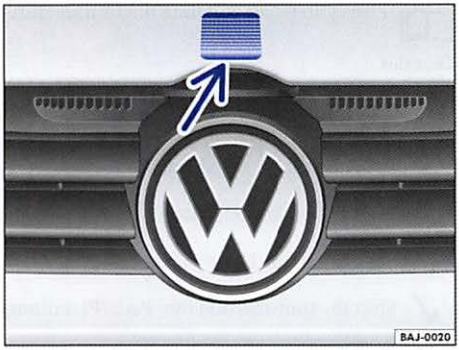


Fig. 150 Secondary hood release in the radiator grille.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 242.

Opening the engine hood

- Before you open the hood, make sure that the windshield wiper arms are resting on the windshield ⇒ ⓘ.
- Pull the primary hood release lever in the direction of the arrow ⇒ fig. 149. The engine hood is released from its latch by a spring ⇒ ⚠.
- Push the secondary hood release lever ⇒ fig. 150 (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 on it afterward!

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 ⇒ page 244.

⚠ 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.**

ⓘ Note

- **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.** ◀

Engine oil

Introduction

In this section you'll find information on the following:

Warning and indicator lights 247
Engine oil specifications 248
Checking the engine oil level and adding oil 249
Engine oil consumption 250
Changing engine oil 251

More information:

- ⇒ Booklet *Warranty and Maintenance booklet*
- Preparations for working in the engine compartment ⇒ page 242
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Improper handling of engine oil can cause severe burns and other serious injuries.

- **Always wear eye protection.**

⚠ WARNING (continued)

- **Engine oil is poisonous and must be stored out of the reach of children.**
- **Store engine oil only in the closed original container. This also applies to used oil until disposal.**
- **To reduce the risk of poisoning, never drain the oil into empty food or beverage containers that might mislead someone into drinking from them.**
- **Continuous contact with used engine oil is harmful to your skin. Always protect your skin by washing thoroughly with soap and water.**
- **Engine oil becomes extremely hot when the engine is running and can cause severe burns. Always let the engine cool down to the touch.**

Like all other operating fluids, engine oil can pollute the environment. Collect leaking operating fluids and dispose of them properly in accordance with applicable environmental laws and regulations. ◀

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 247.

Lights up	Possible cause	Proper response
	Engine oil level too low.	Stop the engine. Check the engine oil level ⇒ page 249.

Flashes	Possible cause	Proper response
	Engine oil pressure too low.	**Stop!** Switch off the engine. Check the engine oil level. – If the warning light flashes although the oil level is normal, *do not* continue driving or let the engine idle, as damage may result. Get expert assistance.
	Engine oil level sensor malfunction.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Have the engine oil sensor checked.

⚠ 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.**

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

Note

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

Engine oil specifications

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 247.

The engine oil used must conform to exact specifications.

Using the proper engine oil is important for the functionality and service life of the engine. Your engine was factory-filled with a high-quality multi-grade oil which can usually be used throughout the entire year.

Your engine was factory-filled with a high-quality, "synthetic" all-season engine oil that meets strict Volkswagen oil quality standards and has a viscosity grade of SAE 5W-40. You can use this oil for normal driving in all temperatures.

If you need to add oil between oil changes, use only a high quality oil that expressly complies with the Volkswagen oil quality standard specified for your vehicle's engine:

Engines	Engine oil specification
Gasoline engines	VW 504 00, VW 502 00
Diesel engines **with** diesel particulate filter	VW 507 00
Diesel engines **without** diesel particulate filter	VW 507 00, VW 505 01

At the time this Manual was printed, the engine oils available in the U.S. that meet these Volkswagen standards are "synthetic" oils. This does not mean, however, that any "synthetic" engine oil will meet Volkswagen standards. Always use an approved oil that expressly complies with the Volkswagen oil quality standard that applies to your vehicle's engine.

General recommendations:

If "synthetic" oil that meets the applicable Volkswagen oil quality standard with viscosity grade SAE 5W-40 or 5W-30 is not available in your area, be sure to use a viscosity grade suitable for the climate, season, and operating conditions that exist where the vehicle is used. Make sure the oil meets the quality standard listed in ⇒ table on page 248.

Engine oils are constantly being improved. Volkswagen dealers and Service Facilities are always up-to-date regarding new developments and changes. Volkswagen therefore recommends that you have the engine oil changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Note

- **If you need to add oil and there is none available that meets the Volkswagen oil quality standard your engine requires, you may add a total of no more than 1/2 quart (0.5 liter) of a high-quality "synthetic" oil that meets ACEA A3 specifications and has a viscosity grade of SAE 5W30 or SAE 0W40.**
- **Use only a high quality engine oil that expressly complies with the Volkswagen oil quality standard specified for your vehicle's engine. Using any other oil can cause serious engine damage that will not be covered by any Volkswagen Limited Warranty.**
- **Do not mix any lubricants or other additives into the motor oil. Doing so can cause engine damage! Damage caused by these types of additives are not covered by any Volkswagen Limited Warranty.** ◀

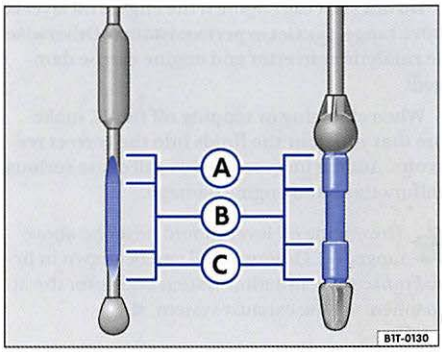


Fig. 151 Oil dipstick with engine oil level marks.

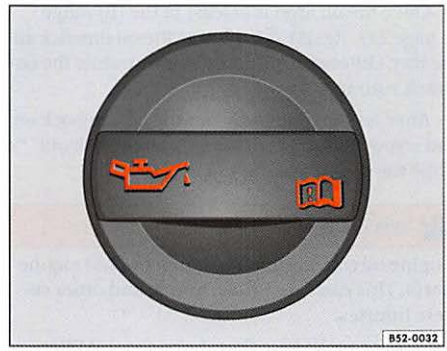


Fig. 152 In the engine compartment: Engine oil filler cap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 247.

Preparations

- Park the vehicle on level ground, otherwise you will not get a true reading.
- For a true reading of engine oil level, the engine must be at operating temperature. Switch off the engine and wait a few minutes for the engine oil to flow back into the oil pan.
- Open the engine hood ⚠ ⇒ page 242.
- The engine oil filler cap is marked with the symbol ⇒ fig. 152. The oil dipstick has a colored handle.

Checking the engine oil level

- Pull the dipstick out of its guide tube and wipe it off with a clean rag or paper towel.
- Reinsert the dipstick and push it all the way in. If there is an alignment tab on the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
- Pull the oil dipstick out again and check the engine oil level using the markings in ⇒ table on page 249.
- After reading the oil level, reinsert the dipstick in the guide tube and push it all the way back in.

Engine oil level ranges

fig. 151	Required action according to the respective engine oil level:
Range Ⓐ	Do **not** refill oil ⇒ Ⓘ.
Range Ⓑ	**You may** add oil (about 1 pint / 0.5 liters). The oil level may go into the Ⓐ range, but not above the Ⓐ range.
Range Ⓒ	**You must** add oil (about 1 quart / 1.0 liter). After adding oil, make sure that the oil level is about in the middle of the Ⓑ range.

Adding engine oil (after checking oil level)

Top off gradually with small amounts of oil.

- Unscrew the cap of the engine oil filler opening ⇒ fig. 152 from the cylinder head cover. If you are not sure where it is, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Add oil in small amounts – not more than 1 pint (0.5 liter) at a time – using oil that expressly complies with the relevant Volkswagen oil quality standard ⇒ page 248.
- To avoid adding too much oil, wait a while after adding each small quantity of oil (so that the added oil can reach the oil pan and the dipstick). ▶

- Check the oil level again before adding more oil. Never add too much oil ⇒ ⓘ.
- Once the oil level is at least in the (B) range ⇒ page 249, fig. 151 Ⓑ, reinsert the oil dipstick all the way. Otherwise, oil could leak out while the engine is running.
- After refilling, carefully put the oil cap back on and screw it shut. Otherwise, oil could leak out while the engine is running.

⚠ WARNING

Engine oil can ignite when it touches hot engine parts. This can cause fires, burns, and other severe injuries.

- **Always make sure that the engine oil filler cap is screwed on tightly after adding oil so that oil cannot leak out onto hot engine parts when the vehicle is moving.**

ⓘ Note

- **Do not start the engine if the engine oil level is above range Ⓐ. Get expert assistance! Otherwise the catalytic converter and engine can be damaged!**
- **When changing or topping off fluids, make sure that you pour the fluids into the correct reservoirs. Adding incorrect fluids will cause serious malfunctions and engine damage.**

The engine oil level should never be above range Ⓐ. Otherwise oil can be drawn in by the crankcase ventilation system and enter the atmosphere via the exhaust system. ◀

Engine oil consumption

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 247.

To provide effective lubrication and cooling for internal engine parts, all internal combustion engines use some oil. Oil consumption varies from engine to engine and may change over the life of the engine. Engines tend to use more oil during the break-in period than they do afterward, when oil consumption has stabilized.

Under normal conditions, the rate of oil consumption depends on oil quality as well as viscosity, engine speed (rpm), outside temperature, road conditions, the amount of oil dilution caused by condensed water or fuel residue, and oxidation of the oil. Oil consumption may increase with engine wear over time, until replacement of worn engine parts may become necessary.

Volkswagen recommends that you to check the engine oil level at regular intervals, preferably every time you fill the fuel tank, and always before a long trip. Your vehicle may consume engine oil depending on several variables. A maximum of 1 quart per 1,200 miles (1 liter per 2,000 km) would be considered normal. New vehicles may consume more oil over the first 3,000 miles (5,000 km).

The oil pressure warning light is not an indicator of low engine oil level. If the warning light stays on or flashes while driving (above 1500 rpm), a chime will sound. It indicates that the oil pressure is too low. Stop the engine immediately, check the engine oil level and add oil if necessary. If the engine oil level is normal, but the light continues to flash, do not keep driving or let the engine idle, as damage may occur.

If you believe your engine uses too much oil, Volkswagen recommends having the vehicle checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Keep in mind that accurate measurement of oil consumption requires great care and may take some time. Your authorized Volkswagen dealer and authorized Volkswagen Service Facility have instructions for how to measure oil consumption accurately.

Depending on the way the vehicle is driven and the operating conditions, oil consumption can be up to 1 quart per 1,200 miles (1 liter per 1,000 km). Consumption may be higher for new vehicles during the first 3,000 miles (5,000 km). ◀

Changing engine oil

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 247.

The engine oil must be changed according to the intervals specified in your Warranty and Maintenance booklet.

Changing oil at regular intervals is very important because the lubricating properties of oil decrease gradually during normal vehicle use. If you are not sure when to have the oil changed, ask your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sometimes, engine oil should be changed more often than specified for normal use. Change oil more frequently if you often drive short distances, in dusty areas or in stop-and-go traffic, or if you use your vehicle where temperatures stay below freezing for long periods.

Have your oil and oil filter changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility ⇒ ⚠. They have the required expertise and special tools and will dispose of the old oil properly.

Detergent additives in the oil will make fresh oil look dark after the engine has been running a short time. This is normal and no reason to change engine oil more often.

⚠ WARNING

If you must change the engine oil yourself, be sure to take the following precautions:

- **Always wear eye protection.**
- **To reduce the risk of burns from hot engine oil, let the engine cool down completely before beginning.**

⚠ WARNING (continued)

- **When removing the oil drain plug with your fingers, stay as far away as possible. Always keep your forearm parallel to the ground to help prevent hot oil from running down your arm.**
- **Drain the oil into a container designed for this purpose, one large enough to hold at least the total amount of oil in your engine.**
- **To reduce the risk of poisoning, never drain the oil into empty food or beverage containers that might mislead someone into drinking from them.**
- **Engine oil is poisonous and must be stored out of the reach of children.**
- **Continuous contact with used engine oil is harmful to your skin. Always protect your skin by washing thoroughly with soap and water.**

- Before changing the oil, first make sure you know where you can properly dispose of the old oil.
- Dispose of the old oil an environmentally-responsible manner. Never dump the old oil on garden soil, in wooded areas, in the street, into streams, rivers, or bodies of water, or down sewage drains.
- Recycle used oil by taking it to a collection facility for used engine oil in your area, or contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
- Volkswagen recommends that you always have your oil and oil filter changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. They have the required expertise and special tools and will dispose of the old oil properly. ◀

Engine coolant

Introduction

In this section you'll find information on the following:

Warning light and engine coolant temperature gauge 252
Engine coolant specifications 254
Checking engine coolant level and topping off ... 255

Never do any work on the coolant system unless you

- know exactly how to carry out the job,
- have the correct technical information and the proper tools, supplies, and operating fluids, 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 authorized Volkswagen Service Facility.

Serious personal injury may result from improperly performed work.

More information:

- Trailer towing ⇒ page 152
- Preparations for working in the engine compartment ⇒ page 242
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Engine coolant is poisonous!

- **Always keep the coolant in its original container stored in a safe place.**
- **To reduce the risk of poisoning, never store engine coolant in empty food or beverage containers or in any other containers that might mislead someone into drinking from them.**
- **Always keep engine coolant out of reach of children.**
- **Always make sure there is enough of the correct coolant additive to provide proper antifreeze protection at the coldest temperatures that can be expected where the vehicle will be used.**
- **At extremely cold temperatures, the coolant could freeze, causing the vehicle to break down. The heater would also not work, and vehicle occupants could be without protection at subfreezing temperatures.**

Coolant and coolant additives can pollute the environment. Collect leaking operating fluids and dispose of them properly in accordance with applicable environmental laws and regulations. ◀

Warning light and engine coolant temperature gauge

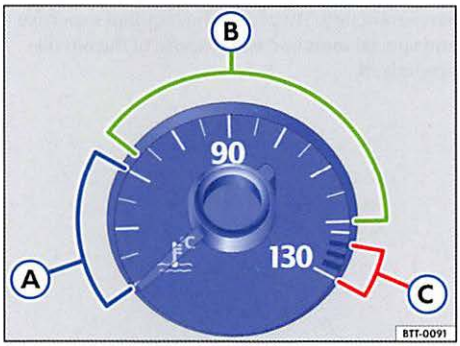


Fig. 153 Engine coolant temperature gauge in the instrument cluster: Ⓐ Engine cold; Ⓑ Normal temperature range; Ⓒ Warning zone.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 252.

Under normal driving conditions, the needle should be in the middle of the gauge. The temperature may go higher when the engine is working hard, especially in hot weather.

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.

The following table explains what to do if the engine coolant warning light does not go out a few seconds after the engine is started or lights up or starts flashing while driving. ▶

Lights up	Temperature gauge needle ⇒ page 252, fig. 153	Possible cause	Proper response
	Ⓒ Warning zone	Engine coolant temperature too high.	**Stop!** Pull off the road and stop as soon as you can do so safely. Stop the engine. Let the engine cool down until the temperature needle is in the normal range again. Check the engine coolant level and add engine coolant if needed ⇒ page 255. If the engine coolant level is correct or the problem continues after adding coolant and driving a short distance, **do not drive any farther.** Contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. If the coolant level is correct, the overheating may be caused by a radiator fan fault. Check the fuses and replace as necessary ⇒ page 341.
	Ⓑ Normal range	Engine coolant level too low.	Check the engine coolant level after the engine has cooled down and add engine coolant if low ⇒ page 255. If the engine coolant level is correct or the problem continues after adding coolant, **do not drive any farther.** Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. These instructions apply only when the coolant temperature stays in the normal range. Stop immediately if the needle goes into the red warning zone Ⓒ.
	--	Engine coolant system malfunction.	**Stop!** Contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility.
--	Ⓐ Cold range	--	Do not drive at high engine speeds or with heavy engine loads until the engine warms up.

Flashes	Possible cause	Proper response
	Engine coolant system malfunction.	Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

⚠ 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.**

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

ⓘ Note

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

Engine coolant specifications

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 252.

The engine cooling system is filled at the factory with a mixture of specially conditioned water and at least 40 percent of Volkswagen engine coolant additive **G 12 plus-plus** (TL-VW 774 G) or **G 12 plus** (TL-VW 774 F). Both of these engine coolant additives are purple.

This mixture provides antifreeze protection down to -13 °F (-25° C). It also helps to protect the light alloy parts in the engine cooling system against corrosion. In addition, the mixture helps prevent calcium deposits and increases the boiling point of the engine coolant.

To protect the engine, the mixture must *always* contain *at least 40% coolant additive* even in warm weather or climates where antifreeze protection is not needed.

If more anti-freeze protection is needed for climate conditions, the percentage of coolant additive can be increased. However, the coolant additive percentage must never be more than 60%; otherwise, antifreeze protection is reduced and the ability of the mixture to cool the engine is also reduced.

When adding engine coolant, use a mixture of **distilled** water and at least 40% coolant additive G 12 plus-plus for optimum corrosion protection ⇒ ⓘ.

⚠ WARNING

Too little antifreeze protection in the engine cooling system can cause engine failure and severe injuries.

- **Always make sure there is enough of the correct coolant additive to provide proper antifreeze protection at the coldest temperatures that can be expected where the vehicle will be used.**
- **At extremely cold temperatures, the coolant could freeze, causing the vehicle to break down. The heater would also not work, and vehicle occupants could be without protection at subfreezing temperatures.**

ⓘ Note

Never mix original Volkswagen engine coolant additives with other additives not approved by Volkswagen. Mixing Volkswagen coolant additives with coolant additives made by other manufacturers can seriously damage the engine and the engine cooling system.

- **Engine coolant additive G 12 plus-plus can be mixed with G 12 plus and G 11.**
- **If the fluid in the engine coolant reservoir is any color but purple (such as brown), then G 12 plus-plus or G 12 plus was mixed with a different engine coolant. If this is the case, the engine coolant must be replaced immediately. Otherwise serious malfunctions or engine damage can occur!**

Engine coolant and engine coolant additives can pollute the environment. Collect leaking operating fluids and dispose of them properly in accordance with applicable environmental laws and regulations. ◀

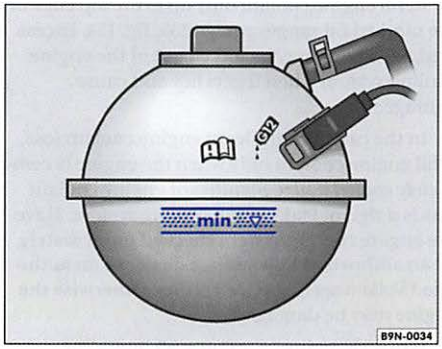


Fig. 154 Coolant expansion tank in the engine compartment.

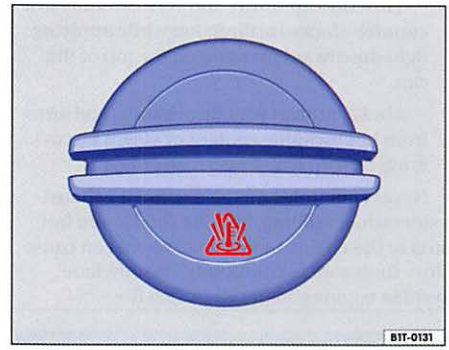


Fig. 155 Coolant expansion tank cap in the engine compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 252.

If the coolant level drops too low, the engine coolant level/temperature warning light lights up.

Preparations

- Park the vehicle on level ground.
- Always let the engine cool down ⇒ ⚠.
- Open the engine hood ⚠ ⇒ page 242.
- There is a symbol on the cap of the engine coolant expansion tank ⇒ fig. 155.

Checking engine coolant level

- When the engine is cold, check the engine coolant level relative to the marking on the side of the expansion tank ⇒ fig. 154.
- If the coolant level in the tank is below the minimum mark ("min"), add coolant. When the engine is warm, the engine coolant level may be slightly above the upper edge of the marked range.

Adding engine coolant

- Always protect face, hands and arms from hot escaping coolant or steam by covering the cap with a large, thick rag.
- Carefully unscrew the cap ⇒ ⚠.
- Add only **new** engine coolant according to Volkswagen specifications (⇒ page 254) ⇒ ⓘ.
- The engine coolant level must be inside the marks on the side of the reservoir ⇒ fig. 154. **Do not fill above the top edge of the filling range!** ⇒ ⓘ
- Screw the lid tightly.
- Even in an emergency, **do not** use any other kind of coolant additive if engine coolant meeting Volkswagen specifications (⇒ page 254) is unavailable! Instead, add **distilled water only** ⇒ ⓘ. As soon as possible, have the correct coolant ratio restored using engine coolant that meets Volkswagen specifications ⇒ page 254.

⚠ WARNING

Hot steam and hot engine coolant can cause serious burns.

- **Never open the hood if you see steam or coolant escaping from the engine compartment. 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 components will burn skin on contact.**
- **When the engine has cooled down and you are ready to open the hood:**
  - **Firmly apply the parking brake and shift the transmission into Park (P) (automatic) or Neutral (manual only).**
  - **Remove the vehicle key from the ignition.**
  - **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.**

⚠ WARNING (continued)

– Turn the cap slowly and very carefully in a counter-clockwise 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. Under some conditions, the ethylene glycol in engine coolant can catch fire.

ⓘ Note

- Use distilled water only when adding coolant! All other types of water contain chemical compounds that can cause extensive corrosion damage to the engine. This can even lead to engine failure. If you have added non-distilled water, take the vehicle immediately to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to have the coolant system drained, flushed, and refilled completely with the proper coolant.

ⓘ Note (continued)

- Refill engine coolant only up to the top edge of the marked fill range ⇒ page 255, fig. 154. Excess engine coolant may be forced out of the engine cooling system when it gets hot and cause damage.

- In the case of significant engine coolant loss, refill engine coolant only when the engine is *completely cooled down*. Significant engine coolant loss is a sign of leaks in the cooling system. Have the engine cooling system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Otherwise the engine may be damaged!

- When changing or topping off operating fluids, make sure that you pour the fluids into the correct reservoirs. Serious malfunctions and engine damage can result if you pour operating fluids into the wrong reservoir. ◀

Vehicle battery

Introduction

In this section you'll find information on the following:

Warning light 258
Checking the vehicle battery acid level 259
Charging, replacing, disconnecting and connecting the vehicle battery 260

The battery is part of the vehicle electrical system.

Never do any work on the vehicle electrical system unless you

- know exactly how to carry out the job,
- have the correct technical information and the proper tools, 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 authorized Volkswagen Service Facility. Serious personal injury may result from improperly performed work.

Explanation of the warnings on the vehicle battery

Symbol	Meaning
	Always wear eye protection!
	Battery acid is highly corrosive. Always wear protective gloves and eye protection!
	Fire, sparks, open light and smoking are prohibited!
	When a battery is charged, it produces hydrogen gas which is highly explosive!
	Always keep children away from battery acid and vehicle batteries!

More information:

- ⇒ Booklet *Warranty and Maintenance booklet*
- Preparations for working in the engine compartment ⇒ page 242
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Working on the batteries or the electrical system in your vehicle can cause serious acid burns, fires, explosions, or electrical shocks. Always read and heed the following WARNINGS and safety precautions before working on the batteries or the electrical system.

- **Before working on the electrical system, always switch off the ignition and all electrical consumers and disconnect the negative (–) cable from the batteries. When you change a light bulb, always switch off the light first.**
- **Always keep children away from battery acid and vehicle batteries in general.**
- **Always wear eye protection. Never let battery acid or lead particles come into contact with your eyes, skin, and clothing.**
- **Sulfuric battery acid is very corrosive. In contact with your skin, it can cause acid burns. If it touches your eyes, it can cause blindness. When working on the battery, you must protectabove all your hands, your arms, and your face and eyes from spilling or squirting acid. To reduce your risk of injury, never tilt the batteries, as this could spill acid through the vents and burn you.**
- **When disconnecting the batteries from the vehicle electrical system, always disconnect the negative cable (–) first and then the positive cable (+).**
- **Always switch off all electrical consumers before reconnecting the batteries. Reconnect the plus cable (+) first and then the negative cable (–). Never reverse the polarity of the connections. This could cause a fire.**
- **A highly explosive mixture of gases is given off when the battery is being charged.**
- **Do not smoke and avoid fires, sparks, and open flames when working. Never create sparks or electrostatic charges when handling cables and electrical equipment. Never short circuit the battery terminals. High-energy sparks can cause serious personal injury.**

⚠ WARNING (continued)

- Never use or attempt to charge a damaged or frozen battery, or a battery that was frozen but has thawed. Charging a frozen or thawed battery could cause explosions and chemical burns! Replace damaged or frozen vehicle batteries immediately. A discharged battery can freeze at temperatures around +32 °F (0 °C). Always replace a battery that has frozen.
- If the battery has a vent line or tube, make sure that this is connected.
- Always make sure that the vent line is securely attached to a vehicle battery that is located in the luggage compartment.
- If you get battery acid in your eyes or on your skin, immediately rinse with cold water for several minutes. Then get medical attention immediately. If you swallow any battery acid, get medical attention immediately.

⚠ WARNING

California Proposition 65 Warning

- Battery posts, terminals and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer or other harm. Wash your hands after handling.

ⓘ Note

- Never disconnect a vehicle battery or connect two vehicle batteries to each other when the ignition is switched on or the engine is running. Doing this may damage the electrical system or electronic components.
- Do not expose the vehicle battery to direct daylight for an extended period of time as ultraviolet rays may damage the battery housing.
- If the vehicle is left standing in the cold for a long time, protect the vehicle battery from freezing. A battery will be permanently damaged by freezing. ◀

Warning light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 257.

Lights up	Possible cause	Proper response
	Alternator malfunctioning.	Take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Have the electrical system checked. Switch off unnecessary electrical loads. The vehicle battery will not be charged by the alternator while the vehicle is in motion.

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.

⚠ WARNING (continued)

- Always stop the vehicle as soon as it is safe to do so.

ⓘ Note

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

Checking the vehicle battery acid level

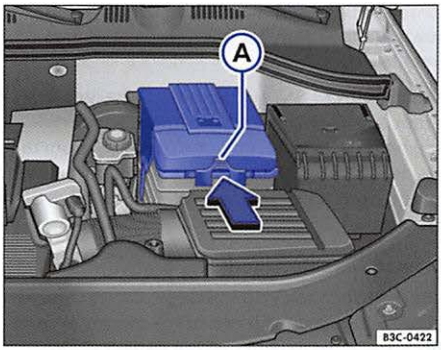


Fig. 156 In the engine compartment: Remove the cover from the vehicle battery.



Fig. 157 In the engine compartment: Open the sleeve covering of the vehicle battery.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 257.

Check the acid level of the battery regularly if the vehicle has high mileage, if you are in a country with a warm climate or if the vehicle has an old battery. Otherwise the vehicle battery does not require maintenance.

Preparations

- Prepare the vehicle for work in the engine compartment ⇒ page 242
- Open the engine hood ⚠ ⇒ page 242.

Opening the battery cover

Depending on the engine type, there are different kinds of battery covers:

- *With a hard cover:* Press on the clip ⇒ fig. 156 Ⓐ in direction of the arrow and remove the cover upward.
- *With a soft cover:* Open the cover to the side ⇒ fig. 157.

Checking the vehicle battery acid level

- If the lighting conditions are poor, use a flashlight so that you can clearly see the battery charge indicator and tell what color it is. Never use an open flame or an unprotected light source.
- The round battery charge window ("acid level indicator") on the top of the battery changes color, depending on the battery's electrolyte level.

Color	Operation
Light yellow or *colorless*	Battery electrolyte level is too low. The battery may need to be replaced. Have it checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
Black	Battery electrolyte level is satisfactory.

⚠ WARNING

- **Working on the batteries can cause serious acid burns, explosion, or electrical shock.**
- **Always wear eye protection and protective gloves.**
- **Sulfuric battery acid is very corrosive. In contact with your skin, it can cause acid burns. If it touches your eyes, it can cause blindness.**
- **When working on the battery, you must protect above all your hands, your arms, and your face and eyes from spilling or squirting acid.**
- **Never tilt the vehicle battery. Acid could spill out of the battery vents and burn you.**
- **Never open a vehicle battery.**
- **If you get battery acid in your eyes or on your skin, immediately rinse with cold water for several minutes. Then get medical attention immediately.**
- **If you swallow any battery acid, get medical attention immediately.** ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 257.

Charging the vehicle battery

Vehicle batteries should be charged by your authorized Volkswagen dealer or an authorized Volkswagen Service Facility because the factory-installed battery requires a charger with overload protection ⇒ ⚠.

Replacing the vehicle battery

The battery in your vehicle is specially developed for its location, with special dimensions and safety features. Before buying a new battery, ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility what batteries are suitable with regard to electro-magnetic compatibility, dimensions, required maintenance, performance, and safety specifications. Have the battery replaced by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Only use maintenance-free vehicle batteries meeting standards TL 825 06 and VW 7 50 73. These standards must date from April 2008 or later.

Disconnecting the vehicle battery

If the battery must be disconnected from the vehicle's electrical system, note the following:

- Switch off all electrical systems and devices and the ignition.
- Unlock the vehicle before disconnecting the battery; otherwise the alarm system will go off.
- First disconnect the negative cable and then the positive cable ⇒ ⚠.

Connecting the vehicle battery

- Prior to reconnecting the battery, switch off all electrical systems and devices and the ignition.
- Connect the positive cable first and then the negative cable ⇒ ⚠.

After the battery is connected and the ignition is switched on, different indicator lights may light up. They should go out after you drive a short distance at 10 – 12 mph (15 – 20 km/h). If the indicator lights do not go out , contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility and have the vehicle checked.

If the battery was disconnected for a long time, the next scheduled service may not be correctly calculated and displayed ⇒ page 16 The maximum permissible service and maintenance intervals are shown in the ⇒ Booklet *Warranty and Maintenance booklet.*

Vehicles with KESSY (⇒ page 41): If the ignition cannot be switched on after connecting the vehicle battery, lock and unlock the vehicle from the outside. Then try to start the ignition again. If the ignition cannot be switched on, get expert assistance.

Automatic electrical load deactivation

If the vehicle battery drain is high, the intelligent onboard electrical system management automatically takes steps to help prevent battery drain.

- The idle speed is increased so that the alternator provides more power.
- The power to devices that consume a lot of electricity is cut back or switched off completely.
- When the engine is started, power supply of the 12-volt sockets and the cigarette lighter is temporarily interrupted.

The onboard electrical system management cannot always keep the battery from being drained. For example, the battery will drain if the engine is not running, but the ignition is switched on for a long time or the parking lights are left on for a long time.

What drains the battery?

- Long periods when the engine is not running, especially when the ignition is on.
- Using electrical systems or devices when the engine is switched off.

⚠ WARNING

Failure to use the proper battery with proper mounting and connections may cause short circuits, fires, and serious personal injuries.

- **Always use only maintenance-free or cycle-free, leak-proof batteries with the same specifications and dimensions as the original equipment battery. Specifications are listed on the battery housing.**

⚠ WARNING

When the battery is charged, it produces highly explosive hydrogen gas.

- **Charge vehicle batteries only in well-ventilated areas.**

⚠ WARNING (continued)

- Never charge a frozen or thawed battery. A discharged battery can freeze at temperatures around +32 °F (0 °C).
- You must replace the vehicle battery if it was frozen.
- Incorrectly connected cables can cause a short-circuit. First connect the positive cable and then the negative cable.

ⓘ Note

- Never disconnect the vehicle battery when the ignition is switched on or the engine is running, as the electrical system or electronic components can be damaged.

ⓘ Note (continued)

- Never connect power-generating equipment, such as a solar panel or battery charger, to the 12-volt socket or the cigarette lighter in order to charge the vehicle battery. This can damage the vehicle's electrical system.

Dispose of the vehicle battery according to regulations. Vehicle batteries may contain toxic substances such as sulfuric acid and lead.

Battery acid can pollute the environment. Operating fluids must be collected and disposed of properly, following all applicable environmental regulations. ◀

Vehicle care and maintenance

Exterior care and cleaning

Introduction

In this section you'll find information on the following:

Washing the vehicle 263
Washing with a power washer 264
Cleaning windows and outside mirrors 265
Cleaning and changing the windshield wiper blades 266
Waxing and polishing vehicle paint 267
Cleaning chrome parts 267
Cleaning and care of anodized trim 267
Cleaning wheel rims 268
Care of rubber door and window seals 268
De-icing door lock cylinders 268
Undercoating 268
Cleaning the engine compartment 269

Regular and expert care helps to **preserve the value** of your vehicle. Such expert care may also be one of the requirements of your New Vehicle Limited Warranty if corrosion repair or repainting is necessary.

Vehicle care products are available from your authorized Volkswagen dealer or Authorized Volkswagen Service Facility.

More information:

- Interior care and cleaning ⇒ page 270
- Preparations for working in the engine compartment ⇒ page 242
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Vehicle care products can be dangerous. Improper use can cause accidents, burns, poisoning, or other serious personal injuries.

- **Always store vehicle care products only in original containers that are securely closed.**
- **Always read and heed all the instructions and all WARNINGS on the package.**

⚠ WARNING (continued)

- **To reduce the risk of poisoning, never use empty food or beverage containers that might mislead someone into drinking from them.**
- **Always keep vehicle care products out of the reach of children.**
- **Harmful vapors may be released during application. Therefore, only use such product outdoors or in well-ventilated rooms.**
- **Never use fuel, turpentine, engine oil, nail polish remover or other volatile fluids for vehicle care. They are poisonous and highly flammable.**

⚠ WARNING

Improper care and cleaning of vehicle components can impact the safety features of the vehicle and cause serious personal injury.

- **Always clean and maintain vehicle components according to manufacturer's instructions.**
- **Only use approved or recommended cleaners.**

ⓘ Note

Vehicle care products containing solvents can damage plastics and other vehicle the materials.

Wash the vehicle only at specifically designated wash locations to prevent water contaminated with oil, grease and fuel from entering the storm drain sewer system. In some areas it is against the law to wash motor vehicles anywhere than other than at specified designated car washing locations.

When buying vehicle care products, try to choose those that are not harmful to the environment.

Never throw out vehicle care products with ordinary household waste. Always read and heed all the instructions and all WARNINGS on the package. ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

The longer insect splatter, bird droppings, tree sap, road dirt, industrial deposits, tar, soot, road salt, and other aggressive materials stay on your vehicle, the more damage they do to the paint finish. High temperatures (including strong sunlight) increase the corrosive effects. The vehicle **underbody** should also be washed regularly and thoroughly.

Car wash

Pay close attention to the information provided by the car wash operator. Before going through a car wash, be sure to take the usual precautions to avoid damage, such as closing the windows, folding back the outside mirrors, etc. If you have installed additional accessories on the vehicle, such as a spoiler, a roof rack, or an antenna, always ask the car wash operator if this poses a problem ⇒ ⓘ.

The paint finish is tough enough that the vehicle can normally be washed without problems in an automatic car wash. However, the effect on the paint depends to a large extent on the type of car wash. Volkswagen recommends using brushless car wash facilities.

To remove wax residue from the windows and avoid jerky windshield wiper movement, heed the following tips ⇒ page 265, *Cleaning windows and outside mirrors.*

Washing by hand

When washing by hand, first soften the dirt with plenty of water and then rinse off as much dirt as possible.

Then clean the vehicle with a soft **sponge**, a **washing glove** or **brush** using only light pressure. Start on the roof and work down. Use special **shampoo** only on hard-to-remove dirt or grime.

Rinse the sponge or glove thoroughly and often.

Clean the wheels and under the door sills last. Use a different sponge or wash mitt.

⚠ WARNING

Sharp edges under the vehicle can cut exposed skin.

- **Always protect your hands and arms from cuts on sharp metal edges when cleaning the under-body, the inside of the wheel housings, etc.**

⚠ WARNING

After the vehicle has been washed, the wet brakes or, in winter, brake discs or pads coated with ice, 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.**

ⓘ Note

- **The water temperature must not be more than +140 °F (+60 °C).**
- **To help prevent damage to the paint, do not wash the vehicle in direct sunlight.**
- **Do not use insect sponges, abrasive kitchen sponges or similar things to clean the vehicle. These can damage the paint finish.**
- **Never clean headlights with a dry cloth or sponge. Always use a wet cloth or sponge. For best results use soapy water.**
- **When washing or rinsing the vehicle in cold weather, do not let water get into the lock cylinders or point the hose at gaps around the doors, hood or rear hatch. The water could freeze on the locks and seals and make it difficult to open the vehicle!**

ⓘ Note

To help prevent vehicle damage in a car wash:

- **Compare the vehicle track width with the dimensions of the guide rails in the car wash to help prevent damage to wheel rims and tires!**
- **Switch off the rain sensor before driving through a car wash.**
- **Make sure there is enough clearance for the height and width of the vehicle.**
- **Fold the outside mirrors toward the vehicle body. Do not fold power mirrors manually!** ▶

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Note (continued)

- To help prevent paint damage to the engine hood, place wiper blades against the windshield after they have dried. Do not let them snap back into place.

Note (continued)

- Lock the rear hatch to prevent unintentional opening in the car wash. ◀

Washing with a power washer

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Always follow the instructions for the power washer. This especially applies to the **pressure** and **spraying distance** ⇒ ⚠.

Make sure there is enough distance to soft materials such as rubber hoses or insulating material as well as the sensors of the Park Distance Control system. The Park Distance Control system sensors can be found in the rear and, if applicable, front bumper ⇒ ⓘ.

Never use **concentrated jet nozzles** or **dirt blasters** ⇒ ⚠.

⚠ WARNING

Improper use of power washers can cause serious invisible permanent damage leading to tire failure and loss of vehicle control. This can cause accidents and serious personal injury.

- Keep sufficient distance between water jet and tires. Never wash tires with a nozzle that sprays the water out in a direct stream regardless of the distance to the tire and even for a very short time.
- Never use "dirt blasters." to clean tires. Even a relatively long spraying distance and very short application time can do visible or invisible damage to tires.

⚠ WARNING

After the vehicle has been washed, the wet brakes or, in winter, brake discs or pads coated with ice, 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.

ⓘ Note

- Water temperature should not be more than +140 °F (+60 °C).
- To help prevent damage to the paint, do not wash the vehicle in direct sunlight.
- In order for Park Distance Control and Park Assist to work correctly, the sensors in the rear bumper must be kept clean and clear of snow and ice. When using a power washer or steam cleaner, only spray the sensors directly for a short period of time and always keep the nozzle at least 4 inches (10 cm) from the sensor.
- Do not clean icy or snow-covered windows with a power washer.
- When washing or rinsing the vehicle in cold weather, do not let water get into the lock cylinders or point the hose at gaps around the doors, hood or rear hatch. The water could freeze on the locks and seals and make it difficult to open the vehicle! ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Cleaning windows and outside mirrors

Spray windows and outside mirrors with a commercially available alcohol-based window cleaner.

Dry windows and mirrors with a clean chamois or a lint-free cloth. Do not use a chamois that has been used to wipe painted surfaces because it will have absorbed an oily residue that will smear the glass surfaces.

Use window cleaner or a silicone remover to remove rubber, oil, grease and silicone deposits ⇒ ⓘ.

Removing wax residue

Automatic car washes and vehicle care products can leave a **wax residue** on all glass surfaces. These wax residues can only be removed with special cleaners or cleaning cloths. Wax residue left on the windshield can cause the windshield wipers to grab and squeak instead of gliding smoothly. We recommend that after every car wash you remove any wax residue left on the windshield with a cleaning cloth.

Windshield wiper squeak and grab can be reduced by filling the windshield washer fluid tank with a wiper fluid containing wax-removing agents. Make sure to maintain the proper mixing ratio when refilling the washer fluid tank. Grease-removing cleaning agents cannot remove wax residue ⇒ ⓘ.

Special cleaners or cleaning cloths are available from your authorized Volkswagen dealer and authorized Volkswagen Service Facility. For the removal of wax residue, Volkswagen recommends the following cleaners:

- For the warmer months, Scheibenklar Sommer G 052 184 A1 or equivalent. Mixing ratio 1:100 (1 part concentrate to 100 parts water) in the windshield washer reservoir.
- All-season Scheibenklar G 052 164 A2 or equivalent. Mixing ratio in winter to -0.4 °F (-18 °C) approx. 1:2 (1 part concentrate to 2 parts water), otherwise mixing ratio 1:4 in windshield washer reservoir.
- Window cleaning cloths / chamois G 052 522 A1 or equivalent for all windows and outside mirrors.

Removing snow

Remove snow from all windows and outside mirrors with an appropriate brush.

Removing ice

The best way to remove ice is with a de-icer spray. When using an ice scraper always scrape in one direction, **never** back and forth. Dirt can scratch the window when moving the scraper backward.

⚠ WARNING

Dirty or fogged up windows reduce visibility and increase the risk of accidents and serious personal injury.

- **Don't drive until you have clear visibility through all windows.**
- **Remove ice, snow and condensation from all inside and outside window surfaces.**

ⓘ Note

- **Never mix recommended cleaning agents with other cleaning agents in the windshield washer reservoir. If you do, this could cause sediments or other by-products that can clog the windshield wiper nozzles.**
- **Never use warm or hot water to remove snow and ice from windows and mirrors. This could cause the glass to crack!**
- **The heating elements for the rear defogger are on the inside of the rear window. Do not put stickers over the heating elements on the inside of the rear window and never clean the inside of the windows with corrosive or acidic cleaning agents or other chemicals that could damage the heating elements.**
- **Antennas installed on the insides of windows can be damaged by abrasive objects or by corrosive or acidic cleaning agents or other chemicals. Do not place any stickers on the windshield-integrated antenna and never clean the antenna with corrosive or acidic cleaning agents or other chemicals.** ◀

Cleaning and changing the windshield wiper blades

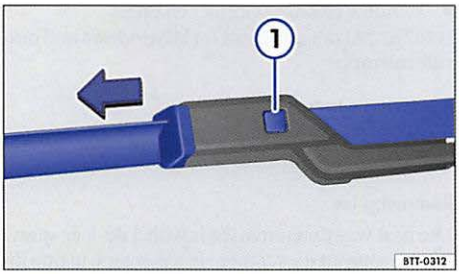


Fig. 158 Changing the windshield wiper blades.

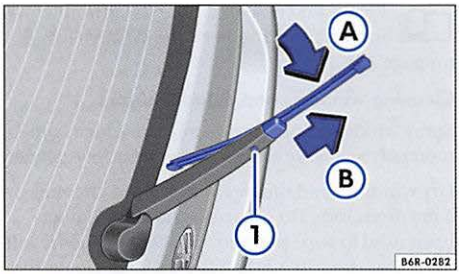


Fig. 159 Changing the rear window wiper blades.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Factory-installed wiper blades have a graphite coating. The graphite coating lets the wiper blades glide smoothly over the windshield. If this coating is worn or damaged, the wipers may grab or squeak.

Check all wiper blades regularly. **Wiper blades that grab and squeak** must be replaced if worn or damaged and cleaned if dirty ⇒ ⓘ.

Replace worn or damaged wiper blades immediately. Replacement blades may be purchased from any authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Lifting and tilting windshield wiper arms

When lifting or replacing a wiper blade on a window, grip it **only** by its mounting and not by the blade itself.

For windshield wipers please note: Move the wiper arms into the service position prior to lifting them away from the windshield ⇒ page 128.

Cleaning the wiper blades

- Lift and tilt the wiper arm(s) away from the windshield / rear window.
- Using a soft cloth, carefully remove dust and dirt from the wiper blades.
- If the blades are very dirty, carefully clean them with a sponge or cloth ⇒ ⓘ.

Changing the wiper blades on the windshield

- Lift and tilt the wiper arm(s) away from the windshield / rear window.
- Press and hold the release button ⇒ fig. 158 ① and pull the wiper blade off in the direction of the arrow.
- Push a new wiper blade of the **same length and type** onto the wiper arm until it latches.
- Lower the arm back onto the windshield.

Changing the rear window wiper blade

- Lift and tilt the wiper arm away from the window.
- Press and hold the release button ⇒ fig. 159 ①.
- While tilting the wiper blade in the direction of the wiper arm ⇒ fig. 159 (arrow Ⓐ), pull off the wiper blade in the direction of the arrow Ⓑ. This may require a moderately great force.
- Install a new wiper blade of the **same length and type** onto the wiper arm by pushing in the opposite direction of the arrow Ⓑ until it latches. The wiper blade must be in the folded-away position (arrow Ⓐ).
- Lower the arm back onto the rear window.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious personal injury.

- **Always change wiper blades if they are damaged or worn, or if they cannot clean the windows sufficiently.**

ⓘ Note

- **Damaged or dirty wiper blades can scratch the window.**
- **Solvents, abrasive sponges and sharp-edged objects will damage the graphite coating on the wiper blades.**

Note (continued)

- **Do not clean the windows with gasoline, nail polish remover, paint thinner or similar fluids.** ◀

Waxing and polishing vehicle paint

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Waxing

A good coat of wax helps to protect the vehicle paint. When water no longer forms small drops and **runs off** when the paint is *clean*, apply a new coat of good **hard wax** to protect the vehicle again.

Even if a **wax solution** is used regularly at the car wash, Volkswagen recommends applying a coat of hard wax at least twice a year to protect the paint.

Polishing

Polish your vehicle if the paint has lost its shine and the gloss cannot be brought back with wax.

The vehicle must be waxed after polishing if the polish used does not contain wax compounds to seal the paint.

Note

- **To help prevent damage, do not use hard wax or polish on matte-finished parts, plastic parts, headlights or taillights.**
- **Do not wax or polish your vehicle if it is dirty, or in a sandy or dusty place.** ◀

Cleaning chrome parts

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Clean chrome parts with a damp cloth. Volkswagen recommends removing surface spots or residue with a chrome care product. Polish chrome parts with a soft, dry cloth.

Note

To help prevent scratching chrome surfaces:

- **Do not use abrasive cleaners or abrasive sponges.**
- **Do not clean or polish chrome parts or other vehicle surfaces in a sandy or dusty place.**
- **Do not polish surfaces that are dirty.** ◀

Cleaning and care of anodized trim

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

It is difficult to visually differentiate between anodized surfaces and aluminum, such as an anodized radiator grille frame. The surfaces should not be treated like aluminum, however.
Never use insect removing sponges, rough kitchen sponges or similar abrasive items.

- Clean anodized surfaces with a clean, damp, lint-free cloth.
- If the surfaces are very dirty, use a special **solvent-free** cleaner.

Note

To help prevent damage to anodized surfaces:

- **Never use solvents, or abrasive sponges or cleaners.**
- **Never use polish or hard wax.**
- **Do not use abrasive cleaners or abrasive sponges.**
- **Do not polish anodized surfaces in sandy or dusty places.**
- **Do not polish surfaces that are dirty.** ◀

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Cleaning wheel rims

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Cleaning steel wheels

Stubborn brake dust can be removed with an industrial cleaner. Clean steel wheels regularly with a separate sponge.

Repair any paint damage on steel wheels before rust begins to form.

Cleaning alloy wheels

Every two weeks: Wash road salt and brake dust off alloy wheels, and clean the wheels with an acid-free detergent. **Every three months:** Volkswagen recommends applying a hard wax compound to the wheels.

If road salt and brake dust are not removed regularly, they can corrode the metal.

Use an acid-free detergent specifically designed for alloy wheels. Do not use car polish or other abrasive products.

If the protective coating is damaged, for example by stone impact, repair the damaged area right away. ◀

Care of rubber door and window seals

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

The rubber seals around the doors and windows will stay soft and flexible, seal better and last longer if the seals are treated regularly with a suitable rubber care product.

Before applying the treatment, use a soft cloth to remove dust and dirt from the rubber seals. ◀

De-icing door lock cylinders

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

Volkswagen recommends using only genuine Volkswagen spray with lubricating and anti-corrosive properties to de-ice door lock cylinders.

ⓘ Note

Lock de-icers that contain grease solvents can cause the lock cylinder to rust. ◀

Undercoating

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

The vehicle underbody is coated to help protect it from corrosion and damage. The undercoating could be damaged during normal use. We therefore recommend that you have the protective coatings on the underbody and suspension inspected regularly, and repaired if necessary.

⚠ CAUTION

Undercoating and rust-proofing products can catch fire on the hot exhaust system or any other hot engine component.

- **Never apply additional undercoating or rust proofing on or near the exhaust manifold, the exhaust pipes, the catalytic converter, the heat shields, or any other hot vehicle component** ◀

Cleaning the engine compartment

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 262.

The engine compartment of a vehicle is a dangerous area ⇒ page 242.

If necessary, the engine compartment should be cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Incorrect cleaning procedures could remove corrosion protection and damage electrical components, among other things. In addition, water could enter directly into the vehicle interior through the plenum chamber ⇒ ⓘ.

If the engine compartment is extremely dirty, have it cleaned professionally by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Plenum chamber

The plenum chamber is located in the engine compartment between windshield and engine, under a perforated cover. Outside air is taken into the vehicle interior from the plenum chamber via the heating and air conditioning system.

Regularly remove leaves and other loose objects from the plenum chamber cover by hand or with a vacuum cleaner.

⚠ WARNING

Injuries, scalding, accident and fire hazards can occur while working on the engine or in the engine compartment!

- **Before working in the engine compartment, be sure to familiarize yourself with the necessary procedures and generally accepted safety precautions ⇒ page 242.**
- **Volkswagen recommends having the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

ⓘ Note

Spraying or pouring water (e.g. with power washer) into the plenum chamber can cause severe damage to the vehicle.

Wash the engine compartment only in special wash bays so that the oily dirt and fuel residue that are washed off the vehicle will not enter the water sewage system. In some areas it illegal to wash the engine compartment anywhere other than at such specified locations. ◀

Interior care and cleaning

Introduction

In this section you'll find information on the following:

Caring for upholstery 271
Cleaning upholstery, fabric trim and Alcantara® . 271
Care and cleaning of leather upholstery 272
Cleaning leatherette 273
Cleaning storage compartments, cup holders and ashtrays 274
Care and cleaning of plastic components, wood trim and instrument panel 274
Cleaning the safety belts 275

Modern clothing fabrics such as dark denim may not be completely colorfast. Even with normal use, dye from these and other fabrics can rub off on seat upholstery and leave visible discolorations (especially on light-colored seat upholstery). This is caused by a lack of colorfastness in the clothing fabric, not by any fault in the seat upholstery fabric. To help prevent damage to the seat upholstery, always make sure your clothing is colorfast. Volkswagen recommends having a qualified specialist remove any discolorations from the seat upholstery.

More information:

- Exterior care and cleaning ⇒ page 262
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Vehicle care products can be dangerous. Improper use can cause accidents, burns, poisoning, or other serious personal injuries.

- **Always store vehicle care products only in original containers that are securely closed.**

⚠ WARNING (continued)

- **Always read and heed all the instructions and all WARNINGS on the package.**
- **To reduce the risk of poisoning, never use empty food or beverage containers that might mislead someone into drinking from them.**
- **Always keep vehicle care products out of the reach of children.**
- **Harmful vapors may be released during application. Therefore, only use such product outdoors or in well-ventilated rooms.**
- **Never use fuel, turpentine, engine oil, nail polish remover or other volatile fluids for vehicle care. They are poisonous and highly flammable.**

⚠ WARNING

Improper care and cleaning of vehicle components can compromise the vehicle's safety features and cause serious personal injury.

- **Always clean and maintain vehicle components according to manufacturer's instructions.**
- **Only use approved or recommended cleaners.**

ⓘ Note

- **Vehicle care products containing solvents can damage plastics and other vehicle the materials.**
- **To help prevent damage, have stubborn stains removed by a professional who has the necessary expertise and experience.**

Suitable care products are available from authorized Volkswagen dealers and authorized Volkswagen Service Facilities. ◀

Caring for upholstery

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

Checklist

Please note the following when it comes to the care and preservation of the upholstery ⇒ ⓘ:

✓ Open Velcro® fasteners can damage upholstery fabric. Before you get into the vehicle, close all Velcro® fasteners that could come into contact with upholstery fabrics and cloth trim.

✓ Sharp-edged objects and items on clothing and belts (such as belt clips, cell phone cases, zippers, rivets, and rhinestones) can damage upholstery material and fabric trim. To help prevent damage, do not let such items come into direct contact with the upholstery and fabric trim.

✓ Dust and dirt particles in pores, folds, and seams can have a "scouring" effect on material and damage the surface. Remove dust and dirt regularly to help prevent permanent surface damage.

✓ Check clothing for color-fastness to help prevent upholstery discoloration, especially to light-colored upholstery.

ⓘ Note

Disregarding the upholstery-related checklist may lead to damage or discoloration of upholstery and fabric trim.

- **Please note and follow the points listed in the checklist.**

Volkswagen recommends having any discoloration removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀

Cleaning upholstery, fabric trim and Alcantara®

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

Normal cleaning

- Before using any cleaning agent, familiarize yourself with instructions and warnings on the packaging.
- Vacuum upholstery, fabric trim, Alcantara® upholstery, and carpeting regularly with the brush attachment.
- A soft sponge or a commercially available lint-free microfiber cloth may be used for general cleaning⇒ ⓘ.
- Clean Alcantara® surfaces with a damp cotton or wool cloth or a commercially available lint-free microfiber cloth ⇒ ⓘ.

Upholstery and fabric trim with light generalized soiling can be cleaned with a commercially available dry-foam cleaner.

Upholstery and trim with heavy generalized soiling should be cleaned by specialists.

Stain removal

When removing stains, it may be necessary to clean the area around the stain as well as the stained spot itself. This is especially true if the surrounding area is darkened by generalized soiling. Otherwise, the treated area may be lighter than the untreated area. ▶

Type of stain	Cleaning
Water-based stains, such as coffee or fruit juice.	▷ Apply a mild detergent solution with a sponge. ▷ Dab dry with an absorbent cloth.
Persistent stains, such as chocolate or make-up.	Apply ▷ detergent paste[a] directly to the stain. Rub the paste into the fabric. ▷ Apply clear water using a cloth or sponge to remove detergent residue ▷ Dab dry with an absorbent cloth.
Grease-based stains, such as oil, lipstick, etc.	Apply ▷ soap or detergent paste[a] and rub it into the fabric. ▷ Dab off dissolved grease and color residue with an absorbent cloth. ▷ Then wipe with clear water. Do not soak upholstery.

[a] Soap such as bile soap can be used as a detergent paste.

ⓘ Note

Use brushes to clean carpeting and floor mats only! Brushes may damage other fabric surfaces.

ⓘ Note

Do not use a steam cleaner, because dirt will penetrate deeper into the fabric.

ⓘ Note

- **Do not soak Alcantara®.**
- **Do not treat Alcantara® with leather care products, solvents, floor wax, shoe polish, stain remover or similar products.**
- **Do not use brushes for damp cleaning, because they can damage upholstery surfaces.**
- **Do not use a steam cleaner, because dirt will penetrate deeper into the fabric.** ◀

Care and cleaning of leather upholstery

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

If you have questions regarding the care and cleaning of the leather upholstery in the vehicle, please contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Care and treatment

Natural leather requires special attention and care. Volkswagen offers a wide range of leather for your vehicle. This primarily includes various kinds and colors of napa leather, which has a smooth surface. The intensity of the color application determines the leather's appearance and texture. If you can see the leather grain and other natural characteristics, this is an untreated napa leather that will provide very comfortable seating. Delicate veins, closed scars, insect bites, folds, and a slightly clouded color remain visible and represent authentic characteristics of the natural material. Untreated napa leather has no protective coating. It is therefore more susceptible to damage. You should keep this in mind if the leather is going to be exposed to severe wear from children, animals, or other factors. By contrast, leather that has a protective coating is more robust. This has a positive effect on the leather's durability in daily use. The typical natural characteristics are hardly visible or no longer visible at all, but that has no impact on the quality of the leather itself. The typical characteristics of untreated leather are much more distinctive than those of a surface-treated leather.

- After each cleaning, apply cream that waterproofs the leather and protects it against the sun. Such creams also nourish the leather, let it breathe, keep it flexible and moisturized. At the same time it protects the surface.
- Clean leather every two to three months and remove any new stains.
- Treat leather with a suitable leather-care product twice a year ⇒ ⓘ.
- Apply cleaning and care products extremely sparingly.
- Remove fresh stains such as ballpoint pen, lipstick, ink, shoe polish, etc. as soon as possible. ▶

- Preserve the leather's color. If necessary, refresh fading spots with a specially-colored leather cream.
- Wipe the leather with a soft cloth.

Cleaning

Volkswagen recommends using a slightly moistened cotton or wool cloth for general cleaning.

It is important not to let water soak through the leather or penetrate into seams.

Type of stain	Cleaning
Severe stains	▷ Apply a mild soap solution using a damp cloth[a]. ▷ Dab dry with an absorbent cloth.
Water-based stains, such as coffee, tea, juice, or blood.	▷ Remove fresh stains with an absorbent cloth. ▷ If the stains are already dry, use an appropriate cleaning agent ⇒ ⓘ.
Grease-based stains, such as oil, lipstick, etc.	▷ Remove fresh stains with an absorbent cloth. ▷ If stains have not penetrated the surface yet, use an appropriate cleaning agent ⇒ ⓘ. ▷ Treat dried stains with a grease-dissolving spray ⇒ ⓘ.
Special stains, such as ballpoint pen, marker, nail polish, latex paint, or shoe polish.	▷ Dab dry with an absorbent cloth. ▷ Clean with a special stain remover designed for leather.

a) Mild soap solution: Two tablespoons of liquid soap in one quart of water.

ⓘ Note

- **Never treat leather with solvents, floor wax, shoe polish, stain remover or similar products.**
- **Wipe up spilled liquids immediately using an absorbent cloth, as liquid penetrates leather surfaces within a few seconds.**

ⓘ Note

If the vehicle is left in the sun for a long time, cover the upholstery to protect the leather from direct sunlight and to help prevent fading and discoloration.

Slight discoloration caused by wear and tear is normal. ◀

Cleaning leatherette

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

Clean leatherette upholstery only with water and a mild soap solution.

ⓘ Note

- **Do not clean leatherette with solvents, floor wax, shoe polish, stain remover, or similar products.**
- **These can cause cause the material to become brittle and break. Sharp-edged objects and items on clothing and belts (such as belt clips, cell phone cases, zippers, rivets, and rhinestones) can damage upholstery material and fabric trim.**
- **If the vehicle is left in the sun for a long time, cover the upholstery to protect the leatherette from direct sunlight and to help prevent fading or discoloration.** ◀

Cleaning storage compartments, cup holders and ashtrays

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

Cleaning storage compartments and cup holders

Some storage compartments and cup holders have a removable rubber insert at the bottom.

- Moisten a clean, lint-free cloth with water and clean the parts.
- If this is not sufficient, then use a special **solvent-free** care and cleaning product designed for plastics.

Cleaning the ashtray

- Remove and empty the ashtray.
- Wipe clean with a paper towel.

Use a toothpick or similar object to remove ash residue from the extinguisher tab. ◀

Care and cleaning of plastic components, wood trim and instrument panel

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

- Moisten a clean, lint-free cloth with water and clean the parts.
- Clean *plastic components (inside and outside of the vehicle) and the instrument panel only* with a **solvent-free** care and cleaning product that is specifically designed for plastics and approved by Volkswagen ⇒ ⚠.
- Clean *wood trim* with a mild soap solution.

⚠ WARNING

Using solvents or other improper cleaning products on surfaces where airbags are located can change the way airbags deploy in a crash.

- **Products containing solvents will change the properties of the plastics and may cause plastic parts to break and fly around when the airbag deploys in a crash, causing injury.**
- **Never use solvents or cleaners on the steering wheel horn pad or on the instrument panel because they can damage the airbag cover or change the stiffness or strength of the material so that the airbag cannot deploy and protect properly. When cleaning the horn pad and instrument panel, use only a soft, dry cloth or a cloth moistened with plain water.** ◀

Cleaning the safety belts

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 270.

If a safety belt is dirty, this can prevent the belt from working properly. Keep safety belts clean and regularly check all safety belts for damage.

Safety belts must never be taken apart for cleaning.

- Remove coarse dirt with a soft brush ⇒ ⚠.
- Carefully pull the dirty safety belt out of the retractor and keep it out.
- Clean the safety belt with a *mild* soap solution.
- After cleaning, always give the safety belts time to dry thoroughly before letting them retract. This helps prevent damage to the retractor.
- Do not let the safety belts retract until they are completely dry.

⚠ WARNING

Check the condition of all safety belts regularly. If you notice that the belt webbing, hardware, retractor, buckle, or any other part of the safety belts is damaged, immediately have an authorized Volkswagen dealer or authorized Volkswagen Service Facility replace the safety belt with the correct replacement belt for your vehicle model and model year. 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 use chemical cleaning agents, solvents, or any substance that may damage or weaken the safety belt webbing or any other parts of the safety belt. Never let the belts come into contact with corrosive fluids or sharp objects. Otherwise, the belt webbing will be significantly weakened.**

⚠ WARNING (continued)

- **After cleaning, always give the safety belts time to dry completely before letting them retract. The moisture can damage the retractor and keep it from working properly.**
- **Never let foreign objects or liquids get into the safety belt latch. This could prevent the belt buckles and safety belts from working properly.**
- **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.**
- **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 by an authorized Volkswagen dealer or 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.** ◀

Introduction

In this section you'll find information on the following:

Tire and wheel handling 278
Wheel rims 280
New and replacement tires 281
Tire inflation pressure 283
Tire inflation pressure in cold tires . 285
Tread depth and tread wear indicators 286
Tire wear and damage 286
Spare wheel or compact spare wheel 288
Tire labeling 290
Winter tires 294
Snow chains 295
Glossary of tire and loading terminology 296
Tires and vehicle load limits 300
Determining the correct load limit . 302

Volkswagen recommends that all work on tires and wheels be done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. They are familiar with the technical requirements and recommended procedures, have the necessary special tools and spare parts, and can properly dispose of old tires.

More information:

- Transporting ⇒ page 137
- Trailer towing ⇒ page 152
- Braking, stopping and parking ⇒ page 188
- Tire Pressure Monitoring System ⇒ page 220
- Exterior care and cleaning ⇒ page 262
- Consumer information ⇒ page 311
- Wheel covers ⇒ page 328
- Changing a wheel ⇒ page 330
- Tire mobility set ⇒ page 336

⚠ WARNING

New tires or tires that are old, worn or damaged cannot provide maximum control and braking performance.

- **Improper care and handling of wheels and tires can reduce driving safety and cause accidents and severe injuries.**
- **Install radial tires only of same make, same dimensions (rolling circumference), and similar tread profile onto all four wheels.**
- **New tires must be broken in because new tires do not have full traction and braking performance. Always drive with special care for the first 350 miles (560 km) to help reduce the risk of losing control, a collision, and serious personal injuries.**

⚠ WARNING (continued)

- Check tire inflation pressure regularly when the tires are cold and always maintain the prescribed tire pressure. Low tire pressure can cause tires to get too hot, resulting in tread separation, sudden loss of pressure, and blowouts. This is because tires with excessively low pressure undergo more flexing, which can cause the tire to overheat and destroy the tire.
- Never drive with worn or damaged tires (for example, tires with punctures, cuts, cracks, blisters, or bumps).
- Driving with worn or damaged tires can lead to loss of vehicle control, sudden tire failure including blowouts and sudden deflation, crashes, and serious personal injuries.
- Have worn or damaged tires replaced immediately.
- Never exceed the permissible maximum speed and load rating of the tires on your vehicle.
- The effectiveness of the driver assistance systems and the braking support systems depends on the tire traction.

⚠ WARNING (continued)

- If you notice unusual vibration or if the vehicle pulls to one side when driving, always stop as soon as it is safe to do so and check the tires and wheels for damage.
- To reduce the risk of losing control, crashes and serious personal injuries, never loosen the bolts on wheels with bolted rim rings.
- Never mount used tires on your vehicle if you are not sure of their past use. Used tires and wheels may have damage that cannot be seen that can lead to sudden tire failure and loss of vehicle control.
- Tires age even if they are not being used and can fail suddenly, especially at high speeds, causing loss of vehicle control, accidents, and severe personal injuries. Tires that are more than 6 years old can be used only in an emergency and then only with special care and at low speed.

For technical reasons it is usually not possible to use wheel rims from other vehicles. Even wheel rims from the same model may not fit properly. Check with with an authorized Volkswagen dealer or authorized Volkswagen Service Facility if necessary. ◀

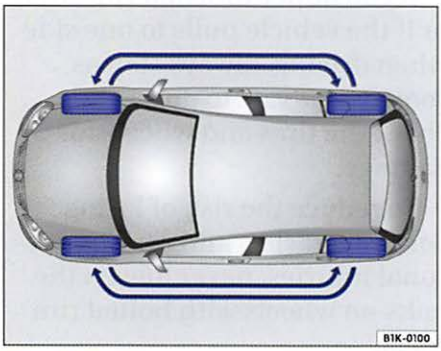


Fig. 160 Tire rotation diagram.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Tires may be the least appreciated and most abused parts of a motor vehicle. Tires are very important, since their small patches of rubber are the only contact between your vehicle and the road.

Maintaining correct tire pressure, making sure that your vehicle and its tires do not have to carry more weight than they can safely handle, and regularly inspecting tires for damage (such as cuts, slashes, irregular wear, and overall condition) are the most important things that you can do to help avoid sudden tire failure, including tread separation and blowout.

The tires and wheels are essential parts of the vehicle's design. The tires and wheels approved by Volkswagen are specially matched to the characteristics of the vehicle for good road holding and safe handling when in good condition and properly inflated.

Avoiding tire damage

- If you must drive over a curb or other obstacle, drive very slowly and as much as possible at a right angle to the curb.
- Regularly check tires for damage, such as punctures, cuts, tears and blisters.
- Remove embedded material in the tread profile that **has not yet penetrated the inside of the tire**⇒ page 286.
- Heed all warning messages from the Tire Pressure Monitoring System.
- Replace worn or damaged tires immediately ⇒ page 286.
- Damage to tires and wheels is often not readily visible. If you notice unusual vibration or the vehicle pulls to one side, this may indicate that one of the tires is damaged. The tires must be checked immediately for **hidden damage** by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. See also ⇒ page 286.
- Never exceed the load and permissible maximum speed rating of the tires ⇒ page 290. ▶

- Always keep aggressive chemicals including grease, oil, gasoline and brake fluid off the tires, including the spare tire ⇒ ⚠.
- Replace missing valve caps immediately.

Unidirectional tires

Unidirectional tires are designed to rotate only in one direction. Unidirectional tires have arrows on the sidewalls that show the direction of rotation ⇒ page 290. Unidirectional tires must always be mounted according to the specified direction of rotation in order to deliver their best grip, braking performance, low road noise, and good wear as well as good hydroplaning resistance.

If you have to mount a tire opposite to its proper direction of rotation, you must drive more carefully, since the tire is no longer being used as designed. This is particularly important on wet roads. You must replace or remount the tire as soon as possible in order to restore the correct direction of rotation.

Rotating tires

To help ensure even wear on all tires, regular tire rotation according to the diagram ⇒ page 278, fig. 160 is recommended. In this way all tires can have about the same service life.

Volkswagen recommends that you have your tires rotated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tires more than 6 years old

Tires age even if they are not being used. Physical and chemical processes reduce tire strength and performance and cause them to harden and become brittle. Old tires can fail suddenly and without warning.

Volkswagen recommends replacing tires that are 6 years and older. This also applies to tires that look new (an unused spare) or that seem to still be usable with tread depth that has not yet reached the legal minimum depth ⇒ ⚠.

The age of each tire can be determined with the manufacturing date that is part of the tire identification number (TIN) ⇒ page 290.

Tire storage

Mark tires before removing them to help make sure that the previous location (left, right, front, rear) and rolling direction can be maintained when remounting them. Store tires in a cool, dry and preferably dark place. Do**not** store tires mounted on wheels standing up.

Tires not mounted on wheels should be covered to help protect them from dirt and stored vertically (sitting on the tread). ▶

⚠ WARNING

Aggressive fluids and materials can cause visible and invisible tire damage that can cause tire blowouts.

- **Always keep chemicals, oils, grease, fuels, braking fluids and other aggressive substances away from tires.**

⚠ WARNING

Tires age even if they are not being used and can fail suddenly, especially at high speeds, causing loss of vehicle control, accidents, and severe personal injuries.

- **Tires that are more than 6 years old can be used only in an emergency and then only with special care and at low speed.**

Always dispose of old tires in accordance with legal requirements. ◀

Wheel rims

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

The design of the wheel bolts is matched to the factory-installed wheels. If different wheels are installed, wheel bolts with the right length and bolt head shape must be used. This helps to ensure that wheels can be mounted securely and that the brakes will work correctly ⇒ page 330.

In most cases, you cannot use wheel bolts from a different vehicle. Even wheel rims from the same model may not fit properly.

Tires and wheel rims approved by Volkswagen have been matched precisely to your vehicle model and contribute considerably to good handling and safe vehicle performance.

Tightening torque

Wheel bolts must always be installed with the correct tightening torque ⇒ page 330. The required tightening torque for the wheel bolts is **88 ft-lbs (120 Nm)**. After changing a wheel, the bolt torque must be checked as soon as possible with an accurate torque wrench by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Wheel rims with bolted rim rings

Wheel rims with bolted rim rings have several parts. The parts are bolted together with special screws in a special process. This helps to ensure that they will work properly, prevent leaks, run true and safely. Damaged wheel rims must be replaced, and you must never take them apart or try to repair them yourself. Have an authorized Volkswagen dealer or authorized Volkswagen Service Facility repair them for you ⇒ ⚠.

Wheel rims with bolted decorative covers

Light-alloy wheels may have interchangeable decorative covers attached to the rim with self-locking screws. If you want to replace damaged wheel covers, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ ⚠.

⚠ WARNING

Using improper or damaged wheel rims can affect driving safety, cause accidents and serious personal injury.

- **Use only wheel rims approved for the vehicle.**
- **Regularly check wheel rims for damage and replace them if necessary.** ▶

⚠ WARNING

Improper loosening and tightening of the bolts on wheel rims with bolted rim rings can cause accidents and serious personal injury.

- Never loosen bolted connections on wheel rims with bolted rim rings.

⚠ WARNING (continued)

- Have all work on wheel rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀

New and replacement tires

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

New tires

- Drive a vehicle with new tires especially carefully for the first 350 miles (560 km) because the tires must first be *broken in*. Tires that are not broken in have reduced traction ⇒ ⚠ and braking performance ⇒ ⚠.
- Install radial tires only of same make, same dimensions (rolling circumference), and similar tread profile onto all four wheels.
- The tread depth of new tires can differ between tire models and manufacturers because of different design features and tread design.

Replacing tires

- Tires should be replaced in pairs and not individually (both front tires or both rear tires at the same time) ⇒ ⚠.
- Replace tires only with tires that have the same specifications, including width and diameter, load and top speed rating as the tires approved by Volkswagen for your vehicle and model.
- Never use tires that are larger or wider than the dimensions of the tires approved by Volkswagen for your vehicle and model. Larger tires could scrape and rub on the vehicle body or other parts of the vehicle.

⚠ WARNING

New tires must be broken in because new tires do not have full traction and braking performance.

- **Always drive with special care for the first 350 miles (560 km) to help reduce the risk of losing control, a collision, and serious personal injuries.** ▶

⚠ WARNING

Tires must have the required clearance. Tires that do not have enough clearance can rub against parts of the vehicle body, suspension, and brake system, causing brake system failure, tread delamination, and sudden blowouts.

- **Always make sure that new tires are not larger than the tires approved for your vehicle and that the new tires do not rub against parts of the vehicle.**

ⓘ Note

- **When switching to different tires, make certain the valves and sensors are not damaged.**
- **Never drive without valve stem caps. The valves and sensors of the Tire Pressure Monitoring System could be damaged.**

ⓘ Note (continued)

- **If the sensor on the Tire Pressure Monitoring System must be replaced, the valve must be replaced at the same time.**
- **The sensors must be replaced at scheduled intervals ⇒ Booklet *Warranty and Maintenance booklet.***

Always dispose of old tires in accordance with legal requirements.

If the spare is different from the tires that you have mounted on your vehicle (for example, winter tires or wider, low-profile tires), then use the spare wheel for a short time only, and drive cautiously.

- Replace it with a tire matching the others on your vehicle as soon as possible.

Although tire size specifications can be the same, the actual dimensions may differ from those nominal values for different tire makes, or the tire contours may be significantly different. ◀

Tire inflation pressure

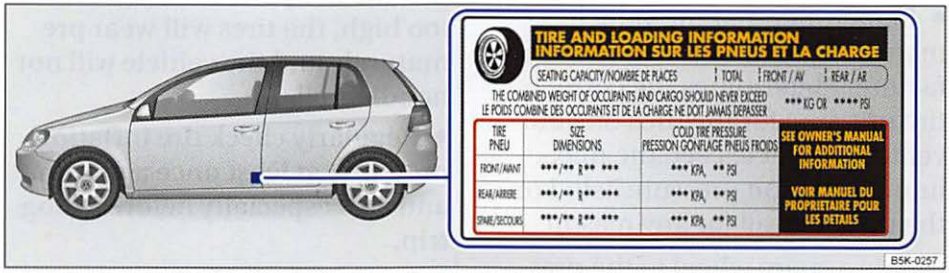


Fig. 161 Location of the tire inflation pressure label.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

The correct tire inflation pressure for factory-installed tires is listed on a label and applies to summer and winter tires. The label ⇒ fig. 161 is on the driver door pillar

Under- or over-inflation significantly shortens the service life of your tires and affects the handling of the vehicle ⇒ ⚠. The correct tire pressure is very important, particularly when the vehicle is driven at **high speeds**. Incorrect tire pressure causes increased wear and even sudden tire failure and blowouts.

Therefore, tire pressure should be checked at least once a month and always before long trips.

The specified tire inflation pressure applies to a **cold tire**. When tires are warm, the pressure will be higher than when the tires are cold.

Do not reduce the tire pressure on warm tires to match the required cold tire inflation pressure. The tire inflation pressure would then be too low and could cause sudden tire failure and blowout.

Checking tire inflation pressure

Check the tire pressure only if the tires have been driven no more than a couple of miles (kilometers) at low speed within the last three hours.

- Check tire inflation pressure regularly and on cold tires. Check all the tires, including the spare. In colder climates tire pressure should be checked more often, but only when the tires are cold. Always use an accurate tire pressure gauge.
- After adjusting the tire inflation pressures, make sure that the valve caps are installed and please read information and messages about programming/resetting the Tire ▶

Pressure Monitoring System ⇒ page 220.

- Remember that the vehicle manufacturer, not the tire manufacturer, determines the correct tire pressure for the tires on your vehicle. Never exceed the maximum inflation pressure listed on the tire sidewall for any reason.

Inflate a **spare wheel** to the pressure specified for the vehicle's road wheels on the tire pressure label; inflate a **compact spare wheel** to the pressure specified for the compact spare on the tire pressure label or on a separate label for the compact spare, if there is one.

⚠ WARNING

Incorrect tire pressure can cause a sudden tire failure or blowout, loss of control, collision, serious personal injury, and even death.

- **Always inflate tires to the recommended and correct cold tire pressure before driving off.**
- **Low tire pressure can cause tires to get too hot, resulting in tread separation, sudden loss of pressure, and blowouts. This is because tires with excessively low pressure undergo more flexing, which can cause the tire to overheat and destroy the tire.**
- **Excessive speed and/or overloading can cause heat build-up, sudden tire failure including a blowout and tread separation and loss of control.**

⚠ WARNING (continued)

- **If the tire pressure is too low or too high, the tires will wear prematurely and the vehicle will not handle well.**
- **Regularly check tire inflation pressure, at least once a month, and also especially before a long trip.**
- **Never reduce air pressure in warm tires to match cold tire inflation pressure.**

ⓘ Note

- **Make sure not to jam the tire pressure gauge into the valve stem. Otherwise damage to the tire valve and the tire inflation pressure sensor can occur.**
- **Missing, inadequate or improperly screwed-on valve caps can cause damage to the tire valve and the sensors on the Tire Pressure Monitoring System. Therefore, make sure your valve caps conform to the specifications of those originally installed on the vehicle and that they are always tightly and properly screwed on to the valves.**

Under-inflation increases fuel consumption.

There may be differences between the pressure readings from a tire pressure gauge and the pressures registered by the Tire Pressure Monitoring System. The electronic Tire Pressure Monitoring System is more accurate. ▶

When the Tire Pressure Monitoring System warns that the pressure in at least one tire is too low, check the tire pressure in all four tires with an accurate tire pressure gauge. Low tire pressure usually cannot be spotted by looking at the tire. This is especially true for low-profile tires. ◀

Tire inflation pressure in cold tires

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Model	Engine	Tire dimensions	Tire pressure	
			PSI	kPa
Golf	2.5 l / 170 hp (125 kW)	195/65 R 15 91 H	34	238
		205/55 R 16 91 H	34	238
		225/45 R 17 91 H	34	238
Golf	2.0 l / 200 hp (147 kW)	–[a]	–[a]	–[a]
Golf	2.0 l / 140 hp (103 kW)	–[a]	–[a]	–[a]
The Tire Pressure Monitoring System is configured at the factory with the correct tire inflation pressure applicable for the vehicle model, engine and factory-installed tires. This tire inflation pressure is also listed on the sticker inside the driver door ⇒ page 283. The tire inflation pressure are listed for all tires and the compact spare wheel. If different tires are installed, the Tire Pressure Monitoring System cannot properly monitor tire inflation pressures unless the TPMS is reset to the new tire pressures ⇒ page 220. ◀				

[a] Information not available at time of printing.

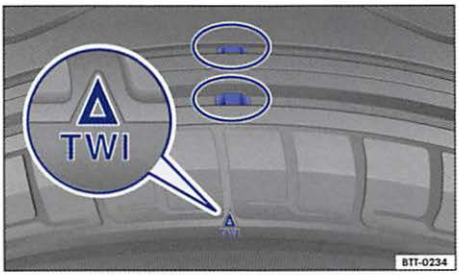


Fig. 162 Tread pattern: Wear indicator.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Tread depth

Most driving situations require as much tread depth as possible and similar tread depth for the tires on the front and rear wheels. This is especially true when driving in winter weather, at low temperatures and under wet conditions ⇒ ⚠.

In most countries the legally permissible minimum tread depth is .06 in (1/16 in; 1.6 mm), as measured in tread grooves next to the wear indicators. Please be sure to obey country-specific legal requirements.

Winter tires are no longer suitable for winter operation once the tread pattern is worn down to a depth of 1/16 in (1.6 mm)

The tread depth of new tires can differ between tire models and manufacturers because of the different design features and tread patterns.

Tread wear indicator (TWI) in the tire

The 1/16 in (1.6 mm) high wear indicators are molded into the bottom of the tread grooves of the original tires running across the treads ⇒ fig. 162. Several wear indicators are evenly spaced around the tire. Markings on the sides of the tires (for example "TWI" or symbols) show the position of the wear indicators.

Wear indicators show when the tires are worn down. The tires must be replaced no later than when the tread pattern is worn down to the wear indicators.

⚠ WARNING

Worn tires are dangerous and can cause loss of vehicle control including serious personal injuries.

- **Never drive a vehicle when the tread on any tire is worn down to the wear indicators, replace them sooner.**
- **Worn tires do not grip the road properly, especially on wet roads, increasing your risk of "hydroplaning" and loss of control.**
- **Worn tires reduce the ability of your vehicle to handle well in normal and difficult driving situations and increase braking distances and the risk of skidding.** ◀

Tire wear and damage

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Wheel rim and tire damage is often difficult to see. Unusual **vibrations** or **pulling to one-side** can be an indication of tire damage ⇒ ⚠.

- If you suspect tire damage, immediately reduce speed!
- Check tires and wheel rims for damage.
- Stop driving if a tire is damaged and get expert assistance.
- If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility or other qualified workshop and have the vehicle checked. ▶

Objects embedded in the tire

- If embedded objects have penetrated to the inside tire, do not remove them!
- Get help immediately.

Tire wear

Tire wear depends on several factors, including:

- Driving style.
- Unbalanced wheels.
- Wheel alignment.

Driving style – Fast cornering, hard acceleration and braking increase tire wear. If you experience increased tire wear under normal driving conditions, have the vehicle suspension checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Unbalanced wheels – The wheels on a new vehicle are balanced. When driving, however, various conditions can cause a wheel to become unbalanced. Unbalanced wheels can cause wear to the steering and suspension systems. Have all wheels rebalanced. A wheel must always be rebalanced if a new tire has been mounted.

Wheel alignment – Incorrect wheel alignment causes excessive and uneven tire wear, impairing vehicle safety. If you notice excessive or uneven tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Unusual vibrations or pulling to one side can indicate tire damage.

- **Reduce speed immediately and stop when it is safe to do so.**
- **Check tires and wheel rims for damage.**
- **Never drive with a damaged tire or rim. Get expert assistance instead.**
- **If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility or other qualified workshop and have the vehicle checked.** ◀

Spare wheel or compact spare wheel



Fig. 163 In the luggage compartment: Hand wheel holding spare wheel in place.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Removing the spare wheel

- Open the rear hatch, lift up the floor covering and hook it on the upper edge of the luggage compartment.
- Unscrew the hand wheel in the center of the spare wheel ⇒ fig. 163 counter-clockwise and remove the spare wheel.

Stowing the replaced wheel

- Hook the floor covering on the upper edge of the luggage compartment.
- Put the wheel you took off the vehicle into the spare wheel well so that the center hole of the rim is aligned with the threaded pin.
- Turn the hand wheel clockwise until the wheel replaced is securely in place.
- Return the vehicle tool kit to its location in the luggage compartment.
- Unhook the floor covering and fold it back down onto the floor of the luggage compartment.
- Close the rear hatch.

If the spare wheel is different from the road wheels

If the spare is different from the road wheels, a compact spare wheel, for example, or if the road wheels are winter tires, use the spare wheel for a short time only, and with special care ⇒ ⚠.

Replace it with a tire matching the others on your vehicle as soon as possible.

Please heed the following:

- Do not drive faster than 50 mph (80 km/h)!
- Avoid full-throttle acceleration, hard braking and fast cornering!
- Do not use snow chains on the compact spare wheel ⇒ page 295.
- After installing the compact spare wheel, the tire pressure must be checked as soon as possible ⇒ page 283.

Check the tire inflation pressure of the spare or compact spare whenever you check the tire pressure of ▶

the road wheels, at least once a month. Inflate a **spare wheel** to the cold tire pressure specified for the vehicle's road wheels on the tire pressure label; inflate a **compact spare wheel** to the cold tire pressure specified for the compact spare on the tire pressure label or on a separate label for the compact spare, if there is one.

⚠ WARNING

Improper use of a spare wheel or a compact spare wheel can cause loss of vehicle control, a crash or other accident and serious personal injury.

- **Do not use a spare wheel or compact spare wheel if it is damaged or worn down to the wear indicators.**
- **In some vehicles, the spare wheel is smaller than the original tire. A smaller spare wheel is identified with a sticker and the words "50 mph" or "80 km/h". These words identify the maximum permissible speed for driving with this tire.**
- **Never drive faster than 50 mph (80 km/h). Avoid full-throttle acceleration, heavy braking, and fast cornering!**
- **Never drive more than 124 miles (200 km) if a 16" compact spare wheel is installed on the front axle (drive axle).**

⚠ WARNING (continued)

- **Replace the compact spare wheel with a normal wheel as soon as possible, since the compact spare wheel is only meant to serve as a temporary, short-term replacement.**
- **Check the age of the compact spare wheel with the Tire Identification Number (TIN) ⇒ page 290. Tires age even if they are not being used and can fail suddenly, especially at higher speeds. Tires that are more than 6 years old can only be used in an emergency and then with special care and at lower speeds.**
- **The compact spare wheel must always be secured with the wheel bolts provided by the factory.**
- **Never drive using more than one compact spare wheel.**
- **After installing the compact spare wheel, the tire pressure must be checked as soon as possible ⇒ page 283.**
- **Snow chains cannot be used on the compact spare wheel. If you must use snow chains and have a compact spare wheel mounted, move the compact spare wheel to the rear axle if a front tire has to be replaced. Install that rear wheel in place of the damaged front wheel. Be sure to maintain the tire's direction of rotation. Install the snow chains on the full-sized road wheel.**

If possible, secure the spare wheel, compact spare wheel or the wheel replaced safely in the luggage compartment. In vehicles equipped with a tire mobility set, the replaced tire **cannot** be secured. ◀

Tire labeling

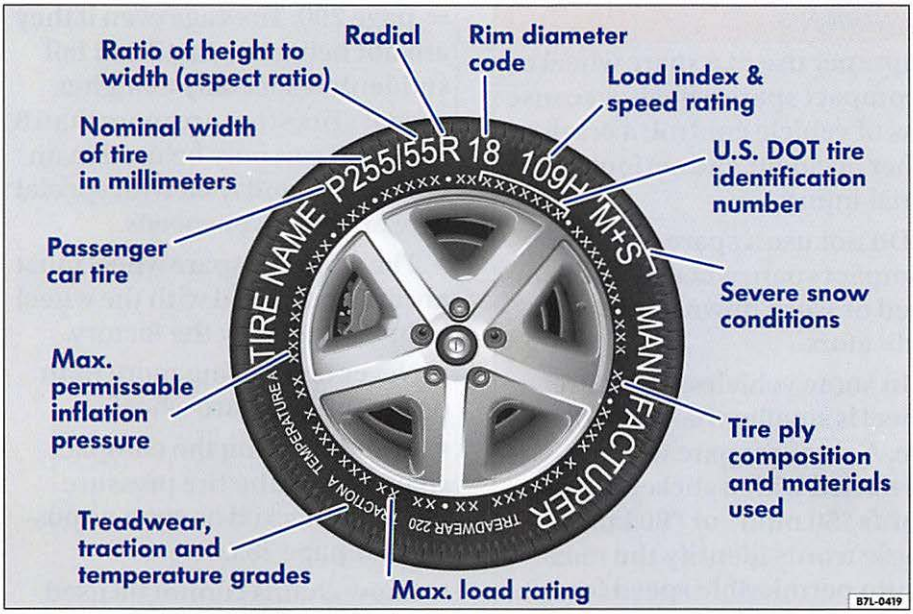


Fig. 164 International tire labeling.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Knowing about tire specifications makes it easier to choose the correct replacement tires. Radial tires have specifications marked on the sidewall. ▶

Tire labeling (example)	Meaning	
Brand, Logo	*Manufacturer*	
Tire name	Individual tire designation of the manufacturer.	
205 / 55 R 16	Dimensions:	
	P	Tire application: Passenger car
	205	Nominal sidewall to sidewall width of tire in millimeters.
	55	Ratio of height to width (aspect ratio)
	R	Tire belt design letter code for radial.
	16	Rim diameter (in inches)
91 H	Load rating code ⇒ page 293 and speed rating code ⇒ page 293.	
XL	Indicates "reinforced" tire (heavy-duty)	
M+S *or* M/S	Indicates Mud and Snow capability (also M/S) ⇒ page 294.	
SSR *or* DSST, Eufonia, RFT, ROF, RSC, ZP	Manufacturer-dependent labeling for run-flat tires.	
RADIAL TUBELESS	Tubeless radial tire.	
E4 ...	Labeling according to international regulations (E) including number of the approving country. The multi-digit approval number is listed next.	

Tire labeling (example)	Meaning	
DOT BT RA TY5 1709	Tire identification number (TIN[a] – in some cases only on one side of the tire) and the manufacturing date:	
	DOT	The tire complies with the requirements of the United States Department of Transportation, responsible for issuing safety standards.
	BT	Identification letter of the manufacturing site.
	RA	Manufacturer information regarding tire dimensions.
	TY5	Tire characteristics provided by the manufacturer.
	1709	Manufacturing date: 17th week in 2009.
TWI	Marks the position of the tread wear indicator ⇒ page 286.	
Made in Germany	Country of manufacture.	
MAX LOAD 615 KG (1356 LBS)	United States maximum load rating per wheel.	
MAX INFLATION 350 KPA (51 PSI)	United States maximum permissible inflation pressure.	
SIDEWALL 1 PLY RAYON	Tire ply composition and materials used: 1 layer of rayon.	
TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Tire tread composition and materials used: In this example there are 4 layers under the tread: 1 layer of rayon, 2 layers of steel belt and 1 layer of nylon.	
Consumer information regarding comparison to specified base tires (standardized test procedure) ⇒ page 313:		
TREADWEAR 280	Relative service life expectancy of the tire referenced to a US-specific standard test.	
TRACTION AA	Traction rating under wet conditions (AA, A, B or C).	

Tire labeling (example)	Meaning
TEMPERATURE A	Temperature stability of the tire at increased test bench speeds (A, B or C).
Additional numbers found on the tire could either be tire manufacturer internal labels or country-specific labels (e.g. for Brazil and China).	

[a] TIN represents the serial number of the tire.

Unidirectional tires

Unidirectional tires are designed to rotate only in one direction. Unidirectional tires have arrows on the sidewalls that show the direction of rotation. Unidirectional tires must always be mounted according to the specified direction of rotation in order to deliver their best grip, braking performance, low road noise, and good wear as well as good hydroplaning resistance.

Load rating code

The load index indicates the maximum permissible load per individual tire in pounds (kg).

91 1,356 lbs (615 kg)
93 1,433 lbs (650 kg)
95 1,521 lbs (690 kg)
97 1,609 lbs (730 kg)
99 1,709 lbs (775 kg)

Speed rating code letter

The speed rating code letter indicates the maximum permissible road speed of the tires.

P up to 93 mph (150 km/h)
Q up to 99 mph (160 km/h)
R up to 106 mph (170 km/h)
S up to 112 mph (180 km/h)
T up to 118 mph (190 km/h)
U up to 124 mph (200 km/h)
H up to 130 mph (210 km/h)
V up to 149 mph (240 km/h)
Z over 149 mph (240 km/h)
W up to 168 mph (270 km/h)
Y up to 186 mph (300 km/h)

Some tire manufacturers label tires with a maximum permissible road speed above 149 mph (240 km/h) with the letter combination "ZR".

⚠ WARNING

Using incorrect or unmatched tires and/or wheels or improper tire and wheel combinations can lead to loss of control, collision and serious personal injury.

- **Always use tires, wheels and wheel bolts that meet the specifications of the original factory-installed tires or other combinations that have been specifically approved by the vehicle manufacturer.**

⚠ WARNING (continued)

- All four wheels must be fitted with radial tires of the same type, size (rolling circumference) and the same tread pattern. Driving with different tires reduces the vehicle handling and can lead to a loss of control.

⚠ WARNING (continued)

- Never drive faster than the maximum speed for which the winter or other tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.
- Over-loading tires can cause heat build-up, sudden tire failure, including a blowout and sudden deflation and loss of control.
- Temperature grades apply to tires that are properly inflated and not over- or under-inflated. ◀

Winter tires

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Winter tires improve the handling characteristics of your vehicle significantly when driving under wintry road conditions. Summer tires have less traction on snow and ice because of their design (width, rubber composition, tread design). Volkswagen strongly recommends that you always have winter tires or all-season tires installed on all four wheels on your vehicle, especially when winter road conditions are expected. Winter tires also improve the vehicle's braking performance and help reduce stopping distances during winter weather. Volkswagen recommends installing winter tires once temperatures are below +45°F (+7°C).

Winter tires are no longer suitable for winter driving once the **tread pattern** is worn down to a depth of 1/16 in (4 mm). In addition, winter tire performance decreases with **age** – independently of the tread profile depth.

When using winter tires:

- Obey state and country-specific legal requirements.
- Install winter tires on all four wheels.
- Use winter tires only under wintry road conditions.
- Use only winter tires with dimensions approved for the vehicle.
- Use only winter tires of the same tire belt design, dimensions (rolling circumference) and tread design.
- Follow speed restrictions according to the winter tire's speed rating code letter ⇒ ⚠.

Speed restrictions

Winter tires are certified up to a top speed identified by speed rating code letters on the side wall ⇒ page 293.

In some vehicle models it is possible to set a speed warning with the **multi-function display** in the instrument cluster ⇒ page 21.

Top speed rating and tire inflation pressure for V **winter tires** depend on the engine installed in your vehicle. Be sure to ask you authorized Volkswagen dealer or authorized Volkswagen Service Facility about the maximum permissible speed and the required tire inflation pressure for the winter tires that you plan to use. ▶

⚠ WARNING

Driving faster than the maximum speed for which the winter tires on your vehicle were designed can cause sudden tire failure including a blowout and sudden deflation, loss of control, crashes and serious personal injuries.

- **Winter tires have maximum speed rating that may be lower than your vehicle's maximum speed.**
- **Never drive faster than the maximum speed for which the winter or other tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.**

⚠ WARNING (continued)

- **Never exceed the maximum load rating for the winter tires installed on your vehicle.**

Install summer tires promptly in the spring. Summer tires offer better handling characteristics for temperatures above +45°F (+7°C). They are quieter, do not wear as quickly, and reduce fuel consumption.

In vehicles with an indirect Tire Pressure Monitoring System, the system must be "reset" after each tire change ⇒ page 222.

If necessary, ask your authorized Volkswagen dealer or authorized Volkswagen Service Facility about permissible winter tire dimensions. ◀

Snow chains

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Obey local regulations as well as the applicable speed limits when driving with snow chains.

Snow chains improve forward motion, traction and braking characteristics under wintry conditions.

Snow chains may be used **only on the front wheels** and **only in the following tire and wheel combinations:**

Tire dimensions	Rim
195/65 R15	6 J x 15 ET 47
195/65 R15	6 1/2 J x 15 ET 50
205/60 R15	6 J x 15 ET 47
205/55 R16	6 J x 16 ET 50
205/50 R17	6 J x 17 ET 48.5 a)

a) Use only chains with low profile links that are not thicker than 0.32 in (8 mm) including the tensioner.

Please contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility about appropriate wheel, tire and snow chain dimensions.

If possible, use only chains with low profile links that are not thicker than 37/64 in (15 mm) including the tensioner.

Remove hubcaps and decorative rim rings before installing snow chains ⇒ ⓘ. However, for safety reasons, caps must be installed on the wheel bolts. These are available from authorized Volkswagen dealers and authorized Volkswagen Service Facilities.

Compact spare wheel

For technical reasons, snow chains cannot be used on the compact spare ⇒ page 288.

If you must use snow chains and have a compact spare wheel mounted, move the compact spare wheel to the rear axle if a front tire has to be replaced. Install that rear wheel in place of the damaged front wheel. Be sure to install the unidirectional tires so that they will run in the proper direction. Volkswagen recommends installing the snow chains before mounting the wheel to the vehicle.

⚠ WARNING

Using the wrong snow chains or installing snow chains improperly can cause accidents and serious personal injuries.

- **Always use the proper snow chains.**
- **Follow the installation instructions provided by the snow chain manufacturer.**
- **Never exceed the permissible speed limit when driving with snow chains.**
- **Never use snow chains on "run-flat" tires.** ▶

Note

- Remove snow chains when roads are free of snow. Otherwise, the chains can damage the tires, impair vehicle handling and can be quickly worn down.

Note (continued)

- Snow chains can scratch or damage wheel rims if they have direct contact with the rims. Volkswagen recommends using coated snow chains.

Snow chains are available in different sizes for each vehicle model. ◀

Glossary of tire and loading terminology

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Accessory weight

The combined weight (in excess of those standard items which may be replaced) of automatic transmission, electro-mechnical power steering, power brakes, power windows, power seats, radio, and heater, to the extent that these items are available as factory-installed equipment (whether installed or not).

Aspect ratio

The ratio of sidewall height to tire width, expressed as a percentage. A number of 70 (0.7:1 or 70%) or lower indicates a low-profile tire with a shorter sidewall for improved steering response and better overall handling on dry pavement.

Bead

The part of a tire made of steel wires, wrapped or reinforced by ply cords, with the shape and structure to ensure proper fit to the wheel rim.

Bead separation

A breakdown of the bond between components in the bead.

Carcass

The tire structure, except tread and sidewall rubber which, when inflated, bears the load.

Chunking

The breaking away of pieces of the tread or sidewall.

Cord

The strands of material forming the plies in the tire.

Cord seperation

The parting of cords from adjacent rubber compounds.

Cracking

Any parting within the tread, sidewall, or inner liner of the tire extending to cord material.

Cold tire inflation pressure

The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more than a couple of miles (kilometers) at low speeds in the three hour period before the tire pressure is measured or adjusted. ▶

Curb weight

The weight of a motor vehicle with standard equipment including the maximum capacity of fuel, oil, and coolant, air conditioner, and additional weight of optional equipment.

Extra load tire

A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Gross Axle Weight Rating (GAWR)

The load-carrying capacity of a single axle system, measured where the tire contacts the ground.

Gross Vehicle Weight Rating (GVWR)

The maximum loaded weight of the vehicle.

Groove

The space between two adjacent tread ribs.

Load rating (code)

The maximum load that a tire is rated to carry for a given inflation pressure. You may not find this information on all tires because it is not required by law.

Maximum load rating

The load rating for a tire at the maximum permissible inflation pressure for that tire.

Maximum loaded vehicle weight

The total of:

- Curb weight
- Accessory weight
- Vehicle capacity weight
- Production options weight

Maximum (permissible) inflation pressure

The maximum cold inflation pressure to which a tire may be inflated. Also called "maximum inflation pressure."

Normal occupant weight

Means 150 lbs (68 kilograms) times the number of occupants seated in the vehicle up to the total seating capacity of your vehicle.

Occupant distribution

The placement of passengers in a vehicle.

Outer diameter

The diameter of a new, properly inflated tire.

Overall width

Total width measured at the exterior sidewalls of an inflated tire, including the additional width of labeling, decorations, or protective bands or ribs.

Passenger car tire

A Tire intended for use on passenger cars, multipurpose passenger vehicles, and trucks, that have a gross vehicle weight rating (GVWR) of 10,000 pounds or less.

Ply

A layer of rubber-coated parallel cords.

Ply separation

A parting of rubber compound between adjacent plies. ▶

Pneumatic tire

A mechanical device made of rubber, chemicals, fabric, and steel or other materials, that, when mounted on an automotive wheel provides the traction and contains the gas or fluid that sustains the load.

Production options weight

The combined weight of installed regular production options weighing over 5 lbs (2.3 kg) more then the standard items they replace, and not previously considered as curb weight or accessory weight. These include, for example, heavy-duty brakes, ride levelers, roof rack, heavy-duty battery, and special trim.

Radial ply tires

A pneumatic tire in which the ply cords that extend to the beads are laid at substantially 90 degrees to the centerline of the tread.

Recommended inflation pressure

The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more than a couple of miles (kilometers) at low speeds in the three hour period before the tire pressure is measured or adjusted.

Reinforced tire

A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Rim

The outer edge of a wheel upon which the tire beads are seated.

Rim diameter

The nominal diameter of the wheel's tire bead seating surface. If you change your wheel size, to wheels of a different diameter, you will have to purchase new tires to match the new wheels.

Rim size

Designation means rim diameter and width.

Rim type designation

The industry or manufacturer's designation for a rim by style or code.

Rim width

The nominal distance between wheel rim flanges.

Section width

The linear distance between the exteriors of the sidewalls of an inflated tire, excluding elevations due to labeling decoration, or protective bands.

Sidewall

The portion of a tire between the bead and the tread.

Sidewall separation

The parting of the rubber compound from the cord material in the sidewall.

Speed rating (letter code)

A standardized letter code indicating the maximum speed at which a tire is designed to be driven for extended periods of time. The ratings range from 93 mph or 150 km/h ("P") to 186 mph or (300 km/h) "Y". ▶

The speed rating letter code, where applicable, is molded on the tire sidewall ⇒ page 293, *Speed rating code letter.* You may not find this information on all tires because it is not required by law.

Tire Pressure Monitoring System

A system that detects when at least one of a vehicle's tires is under-in-flated and illuminates a low tire-pressure warning light.

Tread

The portion of a tire that normally touches the road.

Tread rib

A tread section running circumferentially around a tire.

Tread separation

Tire failure caused by the tread pulling away from the tire carcass.

Tread wear indicators (TWI)

Raised areas within the main tread grooves that show, visually, when tires are worn and near the end of their useful life ⇒ page 286, *Tread depth and tread wear indicators.*

Uniform Tire Quality Grading (UTQG)

A tire information system developed by the U.S. National Highway Traffic Safety Administration (NHTSA) that is designed to help buyers compare tires. UTQG is not a safety rating, nor is it a guarantee that a tire will last for a certain number of miles or perform a certain way. It gives tire buyers more information to compare with factors such as price, brand loyalty and dealer recommendations. Under UTQG, tires are graded by the tire manufacturers in three areas: tread wear, traction and temperature resistance. UTQG information is molded into the tire sidewalls.

U.S. DOT Tire Identification Number (TIN)

A tire's serial number. It begins with the letters "DOT" ("Department of Transportation") and indicates that the tire meets all federal standards. The next two numbers or letters indicate the plant where the tire was manufactured. The last four numbers represent the week and year of manufacture.

For example, the numbers 1801 mean that the tire was produced in the 18th week of 2001. Any other numbers are marketing codes used by the tire manufacturer. This information is used to help identify affected consumers if a tire defect requires a recall.

Vehicle capacity weight

The total rated cargo, luggage and passenger load. Passenger load is 150 lbs (68 kilograms) times the vehicle's total seating capacity (as listed on the label inside the driver's door).

Vehicle maximum load on the tire

The load on an individual tire that is determined by taking each axle's share of the maximum loaded vehicle weight (GAWR) and dividing by two. ▶

Vehicle normal load on the tire

The load on an individual tire that is determined by taking each axle's share of the curb weight, accessory weight, and normal occupant weight (distributed according to the table below) and dividing by two.

Wheel size designation

Wheel rim diameter and width. ◀

Tires and vehicle load limits

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

There are limits to the load any vehicle or any tire can carry. A vehicle that is overloaded will not handle well and is more difficult to stop. Overloading can damage important parts of the vehicle. Overloading can also lead to blowout, sudden loss of pressure or other tire failure that can cause loss of control.

Your safety and the safety of your passengers depends on making sure that load limits are not exceeded. Vehicle load includes everybody and everything in and on the vehicle. These load limits are technically referred to as the vehicle's **Gross Vehicle Weight Rating (GVWR)**.

The GVWR includes the weight of the basic vehicle, all factory-installed and other accessories, a full tank of fuel, oil, coolant and other fluids plus maximum load. The maximum load includes the number of passengers that the vehicle is intended to carry (seating capacity) with an assumed weight of 150 lbs (68 kg) for each passenger at a designated seating position and the total weight of any luggage in the vehicle. If you tow a trailer, the weight of the trailer hitch and the tongue weight of the loaded trailer must be included as part of the vehicle weight. At altitudes above 3,000 ft (1,000 m), combined towing weight (vehicle plus trailer) must be reduced by 10% for every additional 3,000 ft (1,000 m).

The Gross Axle Weight Rating (GAWR) is the maximum load that can be carried at each of the vehicle's two axles (by the front or rear tires). GVWR and GAWR are listed on the safety compliance label on the driver's door latch pillar. Your vehicle has five total seating positions: two in the front and three in back. Each seating position has a safety belt. Because there is an upper limit to your vehicle's total weight (GVWR), the weight of whatever is being carried ▶

(including the weight of a trailer hitch and the tongue weight of the loaded trailer) is also limited. More passengers, or passengers who are heavier than the assumed 150 lbs (68 kg), mean that less weight can be carried as luggage or other cargo. The tire pressure label on your Volkswagen also lists the maximum combined weight of all of the occupants and luggage or other cargo that the vehicle can carry. For Canadian vehicles, there is also tire pressure information in French on the inside of the fuel filler flap.

⚠ WARNING

Overloading a vehicle can cause loss of vehicle control, a crash or other accident, serious personal injury, and even death.

- **Carrying more weight than your vehicle was designed to carry will prevent the vehicle from handling properly and increase the risk of the loss of vehicle control.**

⚠ WARNING (continued)

- **The brakes on a vehicle that has been overloaded may not be able to stop the vehicle in a safe distance.**
- **Tires on a vehicle that has been overloaded can fail suddenly, including a blowout and sudden deflation, causing loss of control and a crash.**
- **Always make sure that the total load being transported – including the weight of a trailer hitch and the tongue weight of a loaded trailer – does not make the vehicle heavier than the vehicle's Gross Vehicle Weight Rating.** ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 276.

Do not overload tires. The following example illustrates how to determine the combined weight of all vehicle occupants and luggage or other vehicle payloads. Never overload the vehicle!

Steps for Determining Correct Load Limit:

1. Locate the statement "THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED XXX KG OR XXX LBS" on your vehicle's placard (tire inflation pressure label) ⇒ page 283.
2. Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3. Subtract the combined weight of the driver and passengers from XXX kg or XXX lbs.
4. The resulting figure equals the available amount of cargo and luggage load capacity.
   For example, if the "XXX" amount equals 1400 lbs and there will be five 150-lb passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lbs (1400-750 (5 x 150) = 650 lbs.)
5. Determine the combined weight of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.
6. If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this Manual to determine how this reduces the available cargo and luggage capacity of your vehicle. ◀

Parts, accessories, repairs and modifications

Introduction

In this section you'll find information on the following:

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Parts and accessories 304
Operating fluids and equipment 304
Repairs and technical modifications 305
Repairs and other things that can affect Advanced Airbag performance 305
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⚠ WARNING

Inappropriate spare parts and accessories as well as improperly performed work, modifications and repairs can cause vehicle damage, accidents and serious personal injuries.

- **Volkswagen strongly recommends to only use accessories approved by Volkswagen and Genuine Volkswagen Parts®. These parts and accessories have been evaluated by Volkswagen for their suitability, reliability and safety.**

⚠ WARNING (continued)

- **Have repairs and vehicle modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic equipment, repair information, and trained personnel.**
- **Only install parts on the vehicle that are consistent with factory-installed parts with respect to design and characteristics.**
- **Never store, mount or attach objects, such as cup or phone holders, on or next to the airbag module covers or within the airbags deployment zone.**
- **Only use wheel rim / tire combinations approved by Volkswagen for the respective vehicle type.** ◀

Break-in period

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Note applicable requirements for breaking in new parts.

Breaking in a new engine

A new engine must be carefully broken in during the first 1,000 miles (1,600 kilometers). During the first few hours of driving, the engine's internal friction is higher than later when all moving parts have been broken in.

The driving style used in the first 1,000 miles (1,600 kilometers) will also affect the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate engine speeds in order to reduce engine wear and to increase the mileage the engine can cover. Do not drive at engine speeds which are too low. Always downshift if the engine is no longer running "smoothly". **For the first 600 miles (1,000 kilometers):**

- Do not use full throttle.
- Do not drive the vehicle at more than 2/3 of the top engine speed.
- Do not tow a trailer.

From 600 to 1,000 miles (1,000 to 1,600 km): Speed may *gradually* be increased to maximum permissible road and engine speed.

New tires and brake pads

- New tires and replacing tires ⇒ page 276
- Brakes ⇒ page 192 ▶

Breaking in a new engine gently, will increase service life and reduce oil consumption. ◀

Parts and accessories

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Volkswagen recommends that you consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing accessories, spare parts or other equipment. Always do so if you want to install additional accessories or replace parts. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information about legal requirements and factory-recommended accessories, spare parts, and other equipment.

⚠ WARNING

Improper vehicle modifications and repairs affect the performance of the airbag system and cause malfunctions and serious personal injuries.

- **Never attach anything, including accessories (for example, cup holders or telephone brackets) to the airbag covers or within the airbag deployment zone.**
- **Objects on or near the surface where airbags are located can come loose and cause serious personal injury if the airbag deploys. ◀**

Operating fluids and equipment

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

All operating fluids and equipment undergo continuous development, including timing belts, tires, engine coolants, engine oils, as well as spark plugs and vehicle batteries. Therefore, have operating fluids and equipment changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen dealers and Service Facilities are always up-to-date regarding new developments and changes.

⚠ WARNING

Improper use of operating fluids and equipment can cause accidents, serious personal injuries, burns and/or poisoning.

- **Always store vehicle care products in a safe place in original-containers that are securely closed.**
- **To reduce the risk of poisoning, never use empty food or beverage containers that might mislead someone into drinking from them.**
- **Always keep vehicle care products out of the reach of children.**
- **Always read and heed all the instructions and all WARNINGS on the package before using vehicle care products.**

⚠ WARNING (continued)

- **When using products that give off harmful fumes, always work outdoors or in a well ventilated area.**
- **Never use fuel, turpentine, engine oil, nail polish remover or other volatile fluids for vehicle care. They are poisonous and highly flammable. They could cause fires and explosions!**

ⓘ Note

- **Only refill with suitable operating fluids. When changing or topping off fluids, make sure that you pour the fluids into the correct reservoirs. Adding incorrect fluids will cause serious malfunctions and engine damage! Under no circumstances should you mix up operating fluids. Otherwise serious malfunctions and engine damage can occur!**
- **Accessories and other things installed in front of the cooling air intakes impair the efficiency of the engine coolant. The engine can overheat under high ambient temperatures or under high engine loads!**

Leaking operating fluids can pollute the environment. Collect leaking operating fluids in suitable containers and dispose of them properly in accordance with applicable environmental laws and regulations. ◀

Repairs and technical modifications

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Volkswagen guidelines for repairs and technical modifications must be followed ⇒ ⚠!

Changes to electronic components and related software can cause malfunctions. These malfunctions can also directly affect other systems connected to the component. In other words, the vehicle's operational safety can be seriously jeopardized, increased vehicle component wear can occur.

Volkswagen recommends having all repairs and technical modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility using **Genuine Volkswagen Parts®**.

⚠ WARNING

Improperly performed repairs and modifications can cause vehicle damage and malfunctions, and can impair the efficiency of driver assistance systems. This can lead to accidents and serious personal injuries.

- **Have repairs and vehicle modifications done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◀**

Repairs and other things that can affect Advanced Airbag performance

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Repairs and modifications of front bumpers, doors, front seats, headliners and the chassis can affect proper airbag performance and should be performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Components of the airbag system can be damaged during removal, assembly and repair activities on the airbag system itself or related components. Damage to airbag parts can prevent the system from working properly in a collision.

Changing the vehicle's suspension system can change the way that the airbag system works in a crash. For example, using tire-rim combinations not approved by Volkswagen, lowering the vehicle, changing the stiffness of the suspension, including the springs, suspension struts, shock absorbers etc. can change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some suspension changes can, for example, increase the force levels measured by the sensors and make the airbag system deploy in crashes in which it would not deploy if the changes had not been made. Other kinds of changes may reduce the force levels measured by the sensors and prevent the airbag from deploying when it should.

⚠ WARNING

Changing the vehicle's suspension including use of unapproved tire-rim combinations can change airbag performance and increase the risk of serious personal injury in a crash.

- **Never install suspension components that do not have the same performance characteristics as the components originally installed on your vehicle.**
- **Never use tire-rim combinations that have not been approved by Volkswagen.**

⚠ WARNING

Leaving the optional safety belt extender attached to the safety belt buckle on the front passenger seat when the safety belt is not being used will prevent the Advanced Airbag System from working properly and can increase the risk of serious personal injury in a collision.

- **Always remove the safety belt extender when it is not needed and stow it safely. ▶**

⚠ WARNING (continued)

- 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 obtained for your vehicle for any other vehicle, regardless of make, model, or model year.

⚠ WARNING

Items stored between the safety belt buckle and the center console can cause safety belt buckle to send the wrong information to the airbag control unit and prevent the Advanced Airbag System from working properly.

- Always make sure that nothing can interfere with the safety belt buckles and that they are not obstructed.

⚠ WARNING

Improper care, servicing and repair procedures can increase the risk of personal injury and death by preventing an airbag from deploying when needed or deploying an airbag unexpectedly:

- Never repair, adjust, or change any parts of the airbag system.
- All work on the steering wheel, instrument panel, front seats or electrical system (including the installation of audio equipment, cellular telephones and CB radios, etc.) should be performed by authorized Volkswagen dealers or authorized Volkswagen Service Facilities. They have the necessary manuals, training, and special equipment.
- All work on the airbag system should also be done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- The airbag system can be activated only once. After an airbag has inflated, it must be replaced.
- Use only original equipment airbags approved by Volkswagen. Have them installed by a trained technician who has the necessary tools and diagnostic equipment to properly replace any airbag in your vehicle and assure system effectiveness in a crash.
- Never permit salvaged or recycled airbags to be installed in your vehicle.

ⓘ Note

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.

ⓘ Note

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.

Undeployed airbag modules and pretensioners are classified as Perchlorate Material – special handling may apply. Observe all legal requirements regarding handling and disposal of these components – see www.dtsc.ca.gov/hazardouswaste/perchlorate. Obey all applicable legal requirements when scrapping 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. ◀

CB radio equipment

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

An outside antenna is required for the operation of radio equipment in the vehicle.

Volkswagen approves the operation of radio equipment in the vehicle under the following conditions:

- Professionally installed outside antenna.
- Maximum transmission power 10 watts.

Optimal device coverage can only be assured when an outside antenna is properly installed.

Consult with an authorized Volkswagen dealer or authorized Volkswagen Service Facility if you would like to use a radio with transmission power higher than 10 watts. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities are familiar with technical possibilities for the installation of aftermarket equipment or can advise you where equipment can be professionally installed. Obey legal requirements as well as instructions and operational guidelines provided by the equipment manufacturer in the operating manuals for the radio equipment.

⚠ WARNING

Loose or improperly installed radio equipment can be thrown around the passenger compartment during sudden driving or braking maneuvers or a crash and cause serious personal injuries.

- **Always install radio equipment properly and securely outside of the airbag deployment zones.**

⚠ CAUTION

Using a radio device in the vehicle without connection to an outside antenna can exceed electromagnetic radiation thresholds. This also applies if the outside antenna is not installed properly.

- **Use a CB radio in the vehicle only with a professionally installed and connected outside antenna.** ◀

Notice about data recorded by vehicle control modules

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Your vehicle is **not equipped** with an Event Data Recorder (EDR).

EDRs, sometimes called "crash recorders," are installed by some manufacturers for the express purpose of capturing data for retrieval after an accident or crash event.

Some state laws restrict the retrieval or downloading of data stored by EDRs installed in a vehicle for the express purpose of retrieving data after an accident or crash event without the owner's consent.

Although your vehicle is not equipped with an EDR, it is equipped with a number of electronic control modules for various vehicle systems, such as engine management, emission control, airbags, and safety belts.

These electronic control modules also record data during normal vehicle operation for diagnostic and repair purposes. Their recording capability is limited to data (no sound is recorded). Only a small amount of data is actually recorded over a very limited period of time, or stored when a system fault is detected by a control module. Some of the data stored may relate to vehicle speed, direction, or braking, as well as restraint system use and performance in the event of a crash. Stored data can only be read and downloaded with special equipment. ◀

Using a cellular phone in a motor vehicle when it is not connected to the vehicle telephone antenna

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

Mobile or cellular telephones send and receive radio waves, sometimes called "radiofrequency energy" (RF energy), both when they are being used and when they are in stand-by mode. Current scientific literature indicates that radio waves that exceed a certain level can have effects on the human body. Limits and guidelines have been established by governmental authorities and international committees in an effort to keep the electromagnetic radiation from cellular phones at levels that will not cause health problems. However, there is no scientifically based proof that wireless phones are absolutely safe.

Therefore some experts recommend a precautionary approach regarding the use of cellular phones by taking measures that lower the personal exposure to electromagnetic fields. When using a cellular telephone inside a motor vehicle without a proper connection to an integrated vehicle telephone antenna, your personal exposure to electromagnetic fields will be higher than when using the cellular telephone while properly connected to an integrated or other outside vehicle telephone antenna.

Your vehicle may be equipped with an optional hands-free system that will permit many of the features of a compatible Bluetooth® enabled cellular telephones to be used for greater convenience and is consistent with the laws of an increasing number of states and localities that prohibit the use of cellular telephones without some kind of hands-free device.

The hands-free system in your vehicle can be used with certain cell phones that are connected by wire and hardware connector or via compatible Bluetooth® -enabled phones with a cradle that is designed to fit your cellular telephone. The special cradle offers several advantages: The phone cradle must be safely secured to the base plate. Your phone is firmly attached to the instrument panel and is within reach at all times. Placing the phone in its cradle permits it to be charged, but more importantly connects the cellular phone to the vehicle's outside antenna. A cellular telephone that is properly connected to the integrated or other outside vehicle telephone antenna will lower your personal exposure to electromagnetic fields. You should also experience a better quality of service. Although a cellular telephone can be used inside your vehicle without a cradle, the phone will not be securely attached to the vehicle, will not be charged through the cradle wiring, and more importantly will not be connected to the vehicle's integrated telephone antenna. Also, you might experience more dropped calls and an overall impaired quality of the connection.

Therefore, we strongly recommend that you use your cellular telephone in your vehicle only when it is properly attached to an appropriate cradle mounted on a base plate on the instrument panel. Because of the large number and variety of cellular telephones on the market and the frequency with which new models are introduced, Volkswagen does not offer cradles for cellular telephones. Please check with the manufacturer of the cellular telephone that you plan to use.

⚠ 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 place or attach accessories or other objects (such as cup holders, telephone brackets, note pads, navigation systems, large, heavy or bulky objects) on the doors, on the windshield, over or near the area marked "AIRBAG" on the steering wheel, dashboard, backrests or between these areas and the occupant. Such objects could cause serious injury in a collision, especially when the airbags inflate.**

⚠ WARNING

Using a cell phone or CB radio inside the vehicle without a properly installed and separate outside antenna can be dangerous to your health and that of your passengers because the electromagnetic radiation energy that cell phones and CB radios emit may be above established limits. This also applies if the outside antenna is not installed properly.

- **Always keep the cell phone antenna at least 8 inches (20 cm) away from pacemakers. Heart specialists advise that cell phones can adversely affect the way pacemakers work.**

⚠ WARNING (continued)

- Never carry a cell phone that is switched on in the breast pocket directly over a pacemaker.

⚠ WARNING (continued)

- If you suspect there may be interference with a pacemaker or other medical device, switch the cell phone off immediately. ◀

Lift points for the vehicle

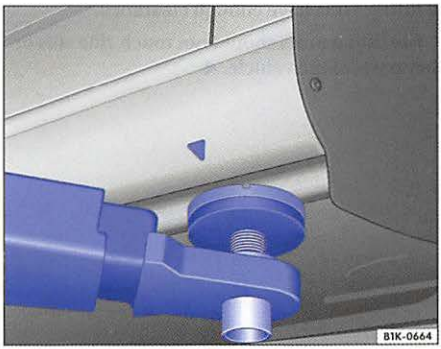


Fig. 165 Front lift point for workshop hoist or floor jack.

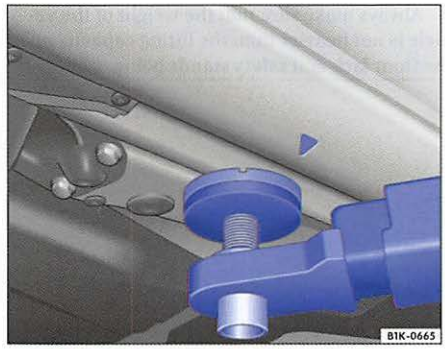


Fig. 166 Rear lift points for workshop hoist or floor jack.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 303.

The vehicle may only be raised at the lift points shown in illustrations ⇒ fig. 165 and ⇒ fig. 166. If the vehicle is lifted at different points, vehicle damage ⇒ ⓘ and serious injuries may occur ⇒ ⚠.

Workshop hoists that use fluid cushions (receiving platforms) must not be used for lifting the vehicle.

There are many precautions that have to be followed when lifting a vehicle on a workshop hoist or floor jack. Do not try to lift a vehicle on a workshop hoist or floor jack unless you have the training, knowledge and experience to be able to do so safely.

Information about lifting with the vehicle jack ⇒ page 333.

⚠ WARNING

Improperly lifting your vehicle with workshop hoist or a floor jack can cause the vehicle to fall off the floor jack and cause serious personal injury.

- **Always read and heed the operating instructions from the floor jack manufacturer and legal regulations if necessary before using the floor jack to lift the vehicle.**
- **Never let anyone stay in the vehicle when it is being lifted or when it is off the ground.**
- **Always lift your vehicle only at the designated lift points shown in the illustrations ⇒ fig. 165 and ⇒ fig. 166. Not using the designated lift points can cause the vehicle to fall off the floor jack when heavy parts such as the engine or transmission are removed.**
- **Always make sure that the vehicle's lift points lie as flat as possible and centered on the carrier plates of the floor jack.**
- **Never start the engine when you have raised the vehicle on the floor jack. The engine vibrations and vehicle movements could knock the vehicle off the floor jack.** ▶

⚠ WARNING (continued)

- 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.
- Never use the floor jack as a ladder or step ladder.
- Always make sure that the weight of the vehicle is not heavier than the lifting capacity of the floor jack and safety stands being used.

ⓘ Note

- To help prevent serious vehicle damage, never lift the vehicle by the engine oil pan, transmission housing, or by the front or rear axles or suspension.
- To help prevent damage to the underbody or chassis, always insert a rubber pad between the hoist and the lifting points. In addition make sure the lifting arms have enough clearance.
- The lifting arms should not touch side sills or other parts of the vehicle. ◀

Consumer Information

Introduction

In this section you'll find information on the following:

Stickers and labels 311
Operating your vehicle outside of the U.S.A. or Canada 312
Radio antenna and reception 312
Reporting Safety Defects 312
UTQG classification 313
Volkswagen service information 314
Declaration of Compliance, Telecommunications and Electronic Systems 314

More information:

- Starting assistance systems ⇒ page 204
- Parts, accessories, repairs and modifications ⇒ page 303

⚠ WARNING

Improper handling of the vehicle increases the risk of accidents and injuries.

- **Obey all applicable legal requirements.**
- **Read your Owner's Manual and heed all WARNINGS.**

ⓘ Note

Improper handling of the vehicle can result in damage to the vehicle.

- **Obey all applicable legal requirements.**
- **Perform service according to the specifications in the Warranty and Maintenance booklet.**
- **Read your Owner's Manual and heed all WARNINGS.** ◀

Stickers and labels

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

Factory-installed safety certificates, stickers and signs containing important information regarding vehicle operation can be found in the engine compartment and on certain vehicle components, such as inside the fuel filler flap, on the passenger sun visor, in the driver door pillar or on the luggage compartment floor.

- Do not remove, alter or render unusable or illegible any safety certificates, stickers and labels.
- If vehicle components bearing safety certificates, stickers, or labels are replaced, make certain that the firm doing the work attaches new conforming certificates, stickers, or labels to the same part of the new components.

Safety Compliance Certification Label

A safety certificate affixed to the door pillar in the driver door confirms that at time of production all necessary safety standards and requirements of the traffic safety agency of the respective country were met. The month and year of production as well as the vehicle identification number may be listed as well.

High voltage warning sticker

A warning sticker cautioning against the high voltage of the electrical system is located in the engine compartment next to the engine hood release lever. The vehicle ignition system complies with the Canadian standard ICES-002. ◀

Operating your vehicle outside of the U.S.A. or Canada

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

Government regulations in the United States and Canada require that automobiles meet specific emission regulations and safety standards. Therefore, vehicles built for the U.S. and Canada differ from vehicles sold in other countries.

If you plan to take your vehicle outside the continental limits of the United States or Canada, there is the possibility that:

- Unleaded fuels for vehicles with catalytic converters may not be available.
- Ultra Low Sulphur Diesel (ULSD) fuel No. 2 that your diesel engine requires may not be available.
- Fuel may have a considerably lower octane rating and may cause engine damage.
- Service may be inadequate due to lack of proper service facilities, tools or testing equipment.
- Replacement parts may not be readily available.
- DVD navigation systems for vehicles built for the United States and Canada will not necessarily work in Europe, and may not work in other countries outside of North America.

ⓘ Note

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

Radio antenna and reception

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

If the radio and navigation systems were installed at the factory, the radio antenna may be installed in different locations in the vehicle:

- On the inside of the rear window with the rear window defogger,
- On the inside of the rear side windows,
- On the inside of the windshield,
- On the vehicle roof.

Antennas on the insides of windows are thin wires.

ⓘ Note

Antennas installed on the insides of windows can be damaged by abrasive objects or by corrosive or acidic cleaning agents or other chemicals. Do not place any stickers over the windshield-integrated antenna and never clean the antenna with corrosive or acidic cleaning agents or other chemicals.

If electrical devices are operated close to the integrated windshield antenna, interference with AM radio reception may occur. ◀

Reporting Safety Defects

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Volkswagen of America, Inc. 3800 Hamlin Road, Auburn Hills, MI 48326.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA ▶

cannot become involved in individual problems between you, your dealer, or Volkswagen of America, Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153);

go to http://www.safercar.gov;

or write to:

Administrator
NHTSA
1200 New Jersey Avenue, SE.
Washington, D.C. 20590

You can also obtain other information about motor vehicle safety from http://www.safercar.gov. ◀

UTQG classification

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

Uniform Tire Quality Grading (UTQG): Quality grades can be found where applicable on the tire sidewall between the tread shoulder and maximum section width. Example:

- Treadwear (number)
- Traction: AA, A, B or C
- Temperature: A, B or C

For example: Treadwear 200, Traction AA Temperatur A

All passenger car tires must conform to Federal Safety Requirements in addition to these grades.

Tread wear (TREADWEAR)

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course.

For example, a tire graded 150 (Treadwear-value 150) would wear one-and-one-half (1 1/2) times as well on the government course as a tire graded 100.

The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices and differences in road characteristics and climate.

Traction (TRACTION)

The traction grades, from highest to lowest, are AA, A, B and C. Those grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance ⇒ ⚠.

Temperature resistance (TEMPERATURE)

The temperature grades are A (the highest), B, and C representing the tire's resistance to the generation of heat, and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure.

The grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law ⇒ ⚠.

⚠ WARNING

The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

⚠ WARNING

The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure. ◀

Volkswagen service information

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

Volkswagen service information is published as soon as possible after model introduction.

To order service information contact:

Volkswagen Technical Literature Ordering Center

www.vw.techliterature.com

⚠ WARNING

Improperly performed repairs and modifications can cause vehicle damage and malfunctions, and can impair the efficiency of driver assistance systems and the airbag system. This can lead to accidents and serious personal injuries.

- **Have repairs and vehicle modifications performed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.** ◀

Declaration of Compliance, Telecommunications and Electronic Systems

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 311.

Radio Frequency Devices and Radio Communication Equipment User Manual Notice.

Radio-based equipment

- Cell phone package
- Electronic immobilizer.
- HomeLink® Universal Transmitter.
- Remote control key.
- Tire Pressure Monitoring System.

These devices comply with:

FCC Part 15.19

These devices comply with **Part 15 of the FCC Rules**. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authorization to operate the equipment.

These devices comply with **RSS-210 of Industry Canada**.

Operation is subject to the following two conditions:

(1) this device cannot cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. ◀

Engine control and emission control system

Introduction

In this section you'll find information on the following:

Indicator lights 315
Catalytic converter 316
Diesel particulate filter 317

More information:

- Shifting gears ⇒ page 179
- Refueling ⇒ page 234
- Fuel ⇒ page 239
- Engine oil ⇒ page 247
- Vehicle battery ⇒ page 257
- Notice about data recorded by vehicle control module ⇒ page 303
- Towing and tow-starting ⇒ page 357

⚠ WARNING

The vehicle exhaust system and the catalytic converter or diesel particulate filter get very hot and can cause a fire and serious personal injury.

- **Never park where parts of the hot exhaust system and 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

California Proposition 65 Warning

- **Engine exhaust, some of its constituents, and certain vehicle components contain or emit chemicals known to the State of California to cause cancer and birth defects and reproductive harm. In addition, certain fluids contained in vehicles and certain products of component wear contain or emit chemicals known to the State of California to cause cancer and birth defects and reproductive harm.** ◀

Indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 315.

Lights up	Possible cause	Proper response
EPC	Engine control malfunction (Electronic Power Control).	Have engine checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
	Diesel engine preheating before engine start-up.	⇒ page 172

Lights up	Possible cause	Proper response
	Catalytic converter malfunction.	Ease off the accelerator. Carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Have engine checked.
	Diesel particulate filter clogged with soot.	Drive about 15 minutes in 4th gear (manual transmission) or in D Drive (automatic transmission) and a speed of about 45 mph (70 km/h). Obey speed limits ⇒ ⚠. Visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility if the indicator light is still on.

Flashes	Possible cause	Proper response
	Engine control malfunction (diesel engine).	Have engine checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
	Misfire, which can damage the catalytic converter.	Ease off the accelerator. Carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Have engine 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

Obey all applicable legal requirements when cleaning the diesel particulate filter.

- **Clean diesel particulate filter as recommended only when visibility, weather, road, and traffic conditions permit.**

⚠ WARNING (continued)

- **Do not put others at risk.**

ⓘ Note

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

As long as the indicator lights  ,  or **EPC** are on, expect engine malfunctions, increased fuel consumption and loss of engine efficiency. ◀

Catalytic converter

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 315.

The catalytic converter provides exhaust gas aftertreatment to help reduce pollutants in the exhaust gas. To help ensure long service life of the exhaust system and gasoline engine catalytic converter:

- Only use unleaded fuel.
- Never completely empty the fuel tank.
- Do not exceed the correct oil level ⇒ page 247.
- Do not tow-start the vehicle; jump-start instead ⇒ page 353.

If you experience misfires, loss of power or the engine is not running smoothly while driving, reduce speed immediately and have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, gasoline could reach the exhaust system and get into the atmosphere. The catalytic converter could also be damaged by overheating! ▶

Under certain engine conditions, you may smell a sulfur odor. This is not an indication of a malfunctioning emission control system. This depends upon the sulfur content of the diesel fuel. ◀

Diesel particulate filter

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 315.

The diesel particulate filter helps take soot particles out of the exhaust. The soot particles are collected and burned in the filter. Volkswagen recommends frequently driving longer distances to help clean the filter.

- Use only Ultra Low Sulphur Diesel (ULSD) fuel No. 2 ⇒ page 239.
- Never refuel with gasoline or fuel oil or biodiesel.
- Do not exceed the correct oil level ⇒ page 247.
- Do not tow-start the vehicle; jump-start instead ⇒ page 353.

On vehicles with automatic transmissions, increase the engine speed slightly while driving to automatically start cleaning the diesel particulate filter. This helps to minimize clogging of the filter. The indicator light will not come on.

Under certain engine conditions, you may smell a sulfur odor. This is not an indication of a malfunctioning emission control system. This depends upon the sulfur content of the diesel fuel. ◀

Practical tips

Frequently asked questions

If you suspect a malfunction or vehicle damage, read and follow the following advice **before** contacting an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. In addition, the keyword entries "Special considerations" or "Checklist" may help.

Description	Possible causes among others	Possible remedy
Engine does not start.	Vehicle battery dead.	▷ Perform jump start ⇒ page 353. ▷ Charge vehicle battery ⇒ page 257.
	The wrong vehicle key is used.	Use a valid vehicle key ⇒ page 34.
	Fuel level too low.	Refuel ⇒ page 234.
Vehicle cannot be locked or unlocked using vehicle key.	▷ Battery in vehicle key dead. ▷ Too far away from vehicle. ▷ Buttons pressed outside operating range.	▷ Replace battery ⇒ page 34. ▷ Move closer to vehicle. ▷ Synchronize vehicle key ⇒ page 34. ▷ Lock or unlock vehicle manually ⇒ page 322.
Unusual noises.	Cold engine, braking assist systems, electronic steering column lock.	Check the "Noises" entry in the keyword index.
Odd driving behavior.	Assistance systems activated.	Check the "Assistance systems" entry in the keyword index.
Exterior mirrors move when unlocked.	Convenience settings are stored.	Correct convenience settings ⇒ page 65.
Front seats cannot be adjusted with power controls.	Vehicle battery dead.	Charge vehicle battery ⇒ page 257.
	Fuse blown.	Check fuse and replace if necessary ⇒ page 341.
No jack, spare tire or tire mobility set in vehicle.	Equipment differs depending on vehicle.	No direct corrective action possible because this depends on the equipment. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance ⇒ page 326.
Functions differ from the description in the operating manual.	Settings were adjusted in the Volkswagen Information System.	Check and reset to factory settings if necessary ⇒ page 21.
The road is not illuminated correctly.	▷ Headlights adjusted too high. ▷ Light bulbs burned out. ▷ Low beams not switched on.	▷Adjust headlight range ⇒ page 120. ▷ Change light bulbs ⇒ page 344. ▷ Switch on low beams ⇒ page 120
Electrical appliances do not function.	Vehicle battery charge too low.	Charge vehicle battery ⇒ page 257.
	Remaining fuel level too low.	Refuel ⇒ page 234.
	Fuse blown.	Check fuse and replace if necessary ⇒ page 341.

Description	Possible causes among others	Possible remedy
Fuel consumption higher than indicated.	▷ Short hauls. ▷ "Jumpy gas pedal".	▷ Avoid traveling short distances. ▷ Drive defensively. ▷ Accelerate smoothly.
	Electrical loads switched on.	Switch off unnecessary loads.
	Engine control malfunctioning.	Have the malfunction corrected ⇒ page 315.
	Tire pressure too low.	Adjust tire pressure ⇒ page 276.
	Driving in the mountains.	No direct corrective action possible.
	Towing a trailer or driving with a roof rack.	▷ Check use. ▷ Remove if not in use.
	Driving with heavy payload.	No direct corrective action possible.
	Driving at high engine speed.	Select a higher gear. ◀

In an emergency

Introduction

In this section you'll find information on the following:

Protecting yourself and the vehicle 320

More information:

- Braking, stopping and parking ⇒ page 188
- Emergency closing and opening ⇒ page 322
- Vehicle tool kit ⇒ page 326
- Changing a wheel ⇒ page 330

⚠ WARNING

A vehicle breakdown in traffic is dangerous and creates a great risk for you, your passengers, and others.

- **Always stop the vehicle as soon as it is safe to do so and move the vehicle a safe distance off the road where it is safe to lock all doors in an emergency. Turn on the emergency flasher and set up another warning device about 25 yards (25 meters) behind the vehicle to warn approaching traffic.**
- **Never leave children, disabled persons, or anyone who cannot help themselves alone in the vehicle when locking the doors. 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.** ◀

Protecting yourself and the vehicle



Fig. 167 In the center of the instrument panel: Switch for emergency flashers.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

Obey all applicable legal requirements regarding securing a broken-down vehicle.

Checklist

For your own safety and that of your passengers, carry out the following steps in the order listed ⇒ ⚠:

1. Park the vehicle at a safe distance from traffic and on a suitable surface⇒ ⚠.
2. Switch on emergency flashers by pressing the ⚠ switch ⇒ fig. 167.
3. Apply the parking brake, prevent the vehicle from moving ⇒ page 188.
4. Shift the transmission into Park (P) (automatic) or Neutral (manual only) ⇒ page 179.
5. Stop the engine and remove the key from the ignition switch ⇒ page 172. ▶

6. Have all passengers exit and go to a safe location away from moving traffic, such as behind the guard rail.
7. Take all vehicle keys with you when leaving your vehicle.
8. Set up a warning triangle or other warning device in order to alert other motorists and cyclists.
9. Let the engine cool down and get expert assistance if necessary.

If the emergency flashers are on, use the turn signal lever to indicate a direction or lane change, for example when the vehicle is being towed. This temporarily interrupts the warning flashers.

Switch on the emergency flashers when:

- Traffic suddenly slows down or stops in front of you to warn those approaching from behind.
- In the case of an emergency.
- If the vehicle breaks down.
- When being tow-started or being towed.

Always obey traffic laws that govern the use of emergency flashers where you are driving.

If the emergency flashers are not working, a different method – as permitted by law – must be used to alert other motorists and cyclists to the breakdown.

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.**

⚠ WARNING

The vehicle exhaust system and the catalytic converter or diesel particulate filter get very hot and can cause a fire and serious personal injury.

- **Never park where parts of the hot exhaust system or catalytic converter could ignite flammable materials, such as dry grass, brush, leaves, spilled fuel, etc.**

The vehicle battery will be drained if the emergency flashers are on for a long time – even if the ignition is switched off.

To alert the traffic behind you, the brake lights on some vehicles start to flash if you brake hard when traveling at a speed greater than about 50 mph (80 km/h). If the brakes continue to be applied, the emergency flashers switch on automatically at speeds below around 6 mph (10 km/h). The brake light remains steady. Accelerating automatically deactivates the emergency flashers.

To alert the traffic behind you, the emergency flashers on some vehicles come on if you brake hard when traveling at a speed greater than about 50 mph (80 km/h). Upon accelerating or continuing to drive at a speed above about 25 mph (40 km/h), the emergency flashers automatically switch off. ◀

Emergency closing and opening

Introduction

In this section you'll find information on the following:

Manually unlocking and locking the driver door .. 323
Manually locking the passenger door and rear doors 323
Emergency unlocking of the rear hatch 324
Emergency closing of the power sunroof 324
Emergency releasing of the selector lever lock ... 325

If the vehicle key or the power locking system will not work or there is another malfunction, there is a manual procedure for locking or closing the doors, the rear hatch, and the power sunroof.

More information:

- Vehicle key set ⇒ page 34
- Power locking and closing system ⇒ page 38
- Doors ⇒ page 43
- Rear hatch ⇒ page 45
- Power sunroof ⇒ page 51
- In an emergency ⇒ page 320

⚠ WARNING

Serious injuries can result if the emergency closing and opening procedures are used carelessly.

⚠ WARNING (continued)

- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control key. This could result in people being trapped in the vehicle in an emergency.**
- **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.**

⚠ WARNING

Careless opening or closing of doors, the rear hatch, and the power sunroof is dangerous and can cause serious personal injury.

- **Open or close doors, the rear hatch, and the power sunroof only when no one is in the way.**

ⓘ Note

To help prevent vehicle damage, carefully remove and properly re-install parts when performing emergency locking or unlocking. ◀

Manually unlocking and locking the driver door

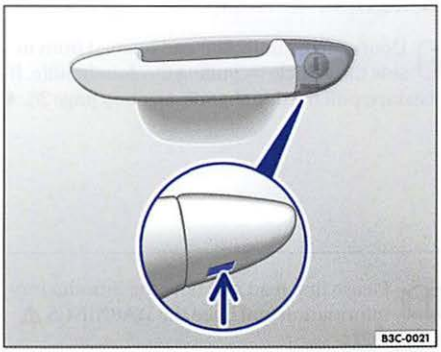


Fig. 168 Door handle on driver door: Concealed lock cylinder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 322.

When locking the vehicle manually, all doors are locked. When the vehicle is unlocked manually, only the driver door is unlocked. Note the instructions for the anti-theft alarm system ⇒ page 38.

- Unfold the key bit from the vehicle key fob ⇒ page 34.
- Insert the key bit from below into the opening of the cover cap on the driver door ⇒ fig. 168 (arrow) and lift the cover cap off.
- Insert the key bit into the lock cylinder of the driver door and unlock the door or lock it.

Special considerations when unlocking:

- The anti-theft alarm system remains activated for the unlocked vehicle. But the alarm is not triggered ⇒ page 38.
- The alarm is triggered when the driver door is opened.
- Switch on the ignition. The electronic immobilizer recognizes a valid remote control key when the ignition is switched on and deactivates the anti-theft alarm system.

The anti-theft alarm system is not activated when the vehicle is locked manually with the key bit ⇒ page 38. ◀

Manually locking the passenger door and rear doors



Fig. 169 Emergency lock (covered by a rubber plug) in the edge of the right rear door:

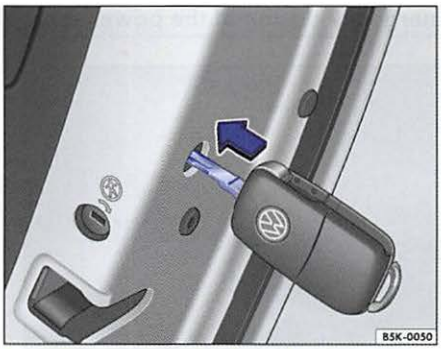


Fig. 170 Using the vehicle key to lock the vehicle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 322.

The passenger door and rear doors can each be locked manually. This will **not** activate the anti-theft alarm system.

- Open the door.
- On the end of the door, gently pry out the rubber plug that is marked with a lock symbol 🔒 ⇒ fig. 169.
- Unfold the key bit from the vehicle key fob ⇒ page 34. ▶

- Insert the key bit horizontally into the slot and press the small colored lever forward ⇒ page 323, fig. 170.
- Re-insert the rubber plug and completely close the door.
- Make sure that the door is locked.
- Repeat the procedure for other doors if necessary.
- Have the vehicle checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Doors can be unlocked and opened from inside the vehicle by pulling the door handle. If necessary, pull the door handle again ⇒ page 38. ◀

Emergency unlocking of the rear hatch

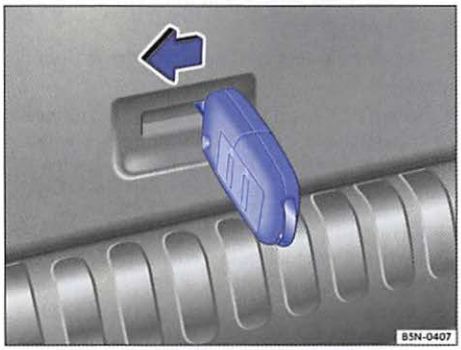


Fig. 171 View from luggage compartment: Emergency unlocking rear hatch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 322.

- If necessary, fold the rear seat backrest forward ⇒ page 65.
- Remove luggage in order to reach the rear hatch from the inside.
- Unfold the key bit from the vehicle key fob ⇒ page 34.
- Insert the key into the slot on the rear hatch ⇒ fig. 171 and press the release lever in the direction of the arrow to unlock the rear hatch. ◀

Emergency closing of the power sunroof

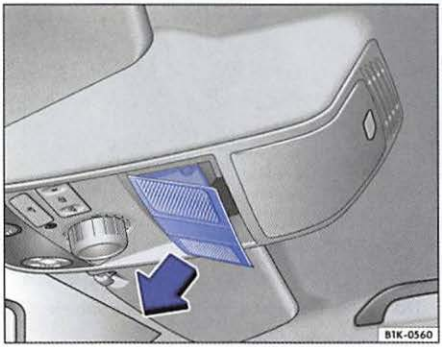


Fig. 172 In headliner: Removing cover.

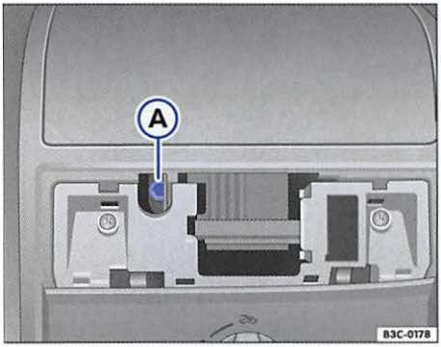


Fig. 173 Hexagon head screw for closing the power sunroof.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 322.

- Remove the cover in direction of the arrow ⇒ fig. 172.
- Insert a commercially available 4 mm hexagon socket wrench (Allen wrench) [3] into the hexagon head screw ⇒ fig. 173 Ⓐ. ▶

- Turn the socket wrench in order to close the power sunroof.
- Install the cover again.
- Have the power sunroof checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Emergency closing may cause the power sunroof and its pinch protection to malfunction. ◀

Emergency releasing of the selector lever lock



Fig. 174 Removing the selector gate cover.

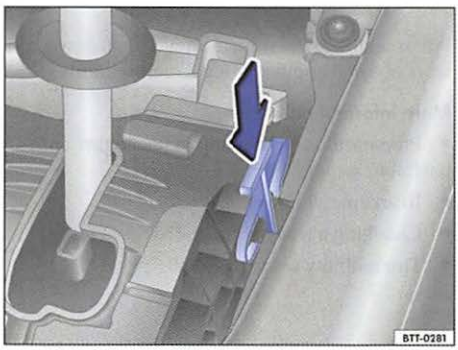


Fig. 175 Releasing the selector lever lock.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 322.

If the power supply fails (due to a dead battery, for example) and the vehicle has to be pushed or towed, the emergency release must be used to move the selector lever to N (Neutral).

The emergency release is located under the selector gate cover on the right side when viewed in the direction of travel. You will need a tool like a screwdriver to release the selector lever lock.

Preparations

- Set the parking brake.
- Switch off the ignition.

Removing the selector gate cover

- Pull upward on the cover around the selector lever sleeve ⇒ fig. 174.
- Slip the cover up and over the selector lever ⇒ ⚠.

Emergency releasing of the selector lever lock

- Push the release lever ⇒ fig. 175 in the direction of the arrow and hold it in this position.
- Press the release button ⇒ fig. 174 ① in the selector lever handle and shift the selector lever to Neutral (N).

⚠ WARNING

Never move the selector lever out of Park (P) until the parking brake has been firmly applied. Otherwise, the vehicle can start to roll unexpectedly, especially on hills or inclines, and cause an accident and serious injuries.

ⓘ Note

Even with the selector lever is in N (Neutral), the automatic transmission will be damaged if the vehicle is towed (or if you let it coast) for an extended period or at high speed with the engine shut off. ◀

[3] Not included with the vehicle tool kit.

Vehicle tool kit

Introduction

In this section you'll find information on the following:

Storage 326
Contents 327

When securing the vehicle after a breakdown, always obey all applicable legal requirements.

More information:

- Preparations for working in the engine compartment ⇒ page 242
- In an emergency ⇒ page 320
- Changing a wheel ⇒ page 330
- Tire mobility set ⇒ page 336

⚠ WARNING

Loose tools and other objects in the vehicle tool kit and tire mobility kit and a loose spare tire may be thrown through the passenger compartment if you brake suddenly or steer sharply or are involved in an accident. This can cause serious injuries.

- **Always make sure the vehicle tool kit, tire mobility kit, and spare tire (full sized or compact) are securely stowed in the luggage compartment.**

⚠ WARNING

Improper or damaged vehicle tools can lead to accidents and injury.

- **Never work with tools that are damaged or not right for the job.** ◀

Storage

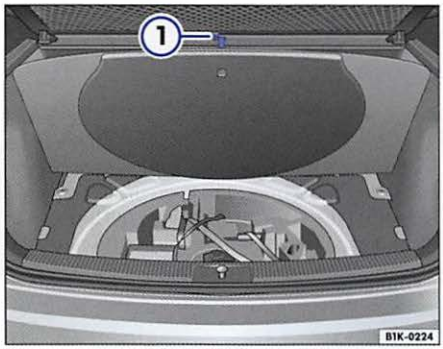


Fig. 176 In the luggage compartment: Floor covering raised and ① secured.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 326.

The vehicle tool kit, spare wheel, compact spare wheel or tire mobility set may be located in various locations in the luggage compartment.

the tire mobility set are stored in the foam insert next to the vehicle tool kit.

- If necessary, detach the luggage compartment net ⇒ page 142.
- Lift the floor covering and hang it on the hook beneath the luggage compartment cover ⇒ fig. 176 ①.

Completely retract the jack after use. Otherwise it will not fit in its compartment and cannot be stowed safely. ◀

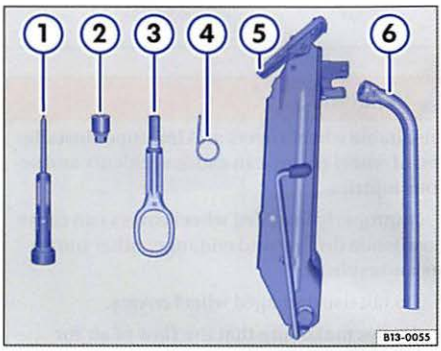


Fig. 177 Contents of the vehicle tool kit.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 326.

The contents of the vehicle tool kit depend on the vehicle's equipment. The following describes the maximum contents.

Contents of the vehicle tool kit ⇒ fig. 177

① Screw driver with a hexagon socket in the handle for removing or inserting previously loosened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stored under the lug wrench.

② Adapter for anti-theft wheel bolts. Volkswagen recommends that you always carry the adapter for the wheel bolts in the vehicle along with the vehicle tool kit. The **code number** of the wheel bolt lock is stamped into the front side of the adapter. If lost, a replacement adapter can be ordered using this number. Record the code number of the wheel bolt lock and store it separate from the vehicle.

③ Screw-in towing eye.

④ Hubcap puller clips for removing hubcaps, full wheel covers or wheel bolt caps.

⑤ Jack. Prior to storing the jack in the tool box, make sure to completely crank the jack down to its original position. The crank must then be locked against the side of the jack; otherwise, the jack will not fit and cannot be securely stowed.

⑥ Lug wrench. ◀

Wheel covers

Introduction

In this section you'll find information on the following:

Hubcap 328
Wheel cover 329
Wheel bolt caps 329

More information:

- Exterior care and cleaning ⇒ page 262
- Vehicle tool kit ⇒ page 326
- Changing a wheel ⇒ page 330
- Tire mobility set ⇒ page 336

⚠ WARNING

Unsuitable wheel covers and improper installation of wheel covers can cause accidents and serious injuries.

- **Improperly installed wheel covers can come loose while driving and endanger other motorists and cyclists.**
- **Do not use damaged wheel covers.**
- **Always make sure that the flow of air for brake system cooling is not blocked or reduced before installing wheel covers. This applies to both factory-installed wheel covers and aftermarket wheel covers. Insufficient air supply may significantly increase stopping distance.**

ⓘ Note

To help prevent damage to the vehicle, be careful when removing wheel covers and be sure to install them properly. ◀

Hubcap



Fig. 178 Pulling off hubcap.



Fig. 179 Twisting off hubcap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 328.

Depending on the vehicle model, the hubcaps can either be pulled off ⇒ fig. 178 or removed by twisting ⇒ fig. 179.

Vehicles with pull-off hubcaps

- *To remove* Take the wire clip out of vehicle tool kit and hook it into one of the holes in the hubcap ⇒ fig. 178.
- Pull the hubcap off in the direction of the arrow. ▶

- *To install* Press hubcap against the rim until it latches.

Vehicles with twist-off hubcaps

- *To remove* Twist hubcap to the left or right until it loosens from the wheel rim ⇒ page 328, fig. 179.
- Grasp behind one of the lugs and pull the hubcap off.
- *To install* Push the hubcap onto the center of the rim.
- Press the hubcap against the rim until it latches. ◀

Wheel cover

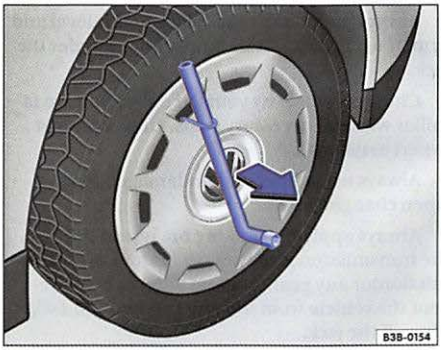


Fig. 180 Pulling the wheel cover off.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 328.

Pulling off the wheel cover

- Take the lug wrench and wire clip out of the vehicle tool kit ⇒ page 326.
- Place the wire clip hook in one of the openings of the wheel cover.
- Slide the lug wrench through the clip ⇒ fig. 180 and pull the wheel cover off in the direction of the arrow.

Installing the wheel cover

Before attaching the wheel cover, the anti-theft wheel bolt must be installed at point ⇒ page 332, fig. 183 ② or ③. Otherwise, the wheel cover cannot be installed.

Make sure that the valve cut-out is aligned with the valve ⇒ page 332, fig. 183 ①, and press the wheel cover onto the wheel rim. Make sure that the wheel cover is latched onto the rim along the entire circumference. ◀

Wheel bolt caps



Fig. 181 Pulling cover caps off wheel bolts.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 328.

- Take the wire clip out of the vehicle tool kit ⇒ page 326.
- Insert the wire clip through the opening of the cover cap ⇒ fig. 181 and pull off in the direction of the arrow.

The cover caps are designed to protect the wheel bolts and should be installed again after the wheel change.

The **anti-theft wheel bolt** has a separate cover cap. This only fits the anti-theft wheel bolt, but not the standard wheel bolts. ◀

Changing a wheel

Introduction

In this section you'll find information on the following:

Preparations for changing a wheel 331
Wheel bolts 332
Lifting the vehicle with the vehicle jack 333
Changing a wheel 335
After changing a wheel 335

Some vehicle designs and models are not delivered with a jack and lug wrench. In such cases, Volkswagen recommends having tires and wheels changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Change a wheel by yourself only if the vehicle is parked in a safe location, you are familiar with safety procedures and the technical steps, and you have proper tools available. Otherwise, get expert assistance.

More information:

- Vehicle key set ⇒ page 34
- Tires and wheels ⇒ page 276
- In an emergency ⇒ page 320
- Vehicle tool kit ⇒ page 326
- Wheel covers ⇒ page 328

⚠ WARNING

Changing a wheel, especially on the side of the road, can be dangerous. To help reduce the risk of serious personal injury:

- **Always stop the vehicle as soon as it is safe to do so and move the vehicle a safe distance off the road where it is safe to change the tire.**
- **Always make sure that all passengers, especially children, are in a safe place outside the vehicle and away from the vehicle and traffic.**

⚠ WARNING (continued)

- **Turn on the emergency flasher and set up another warning device about 25 yards (25 meters) behind the vehicle to warn approaching traffic.**
- **Always make sure that the ground is level and firm. If necessary place a sturdy board under the jack.**
- **Change a wheel by yourself only if you are familiar with the necessary steps. Otherwise, get expert assistance.**
- **Always use proper and undamaged tools when changing a tire.**
- **Always apply the parking brake and shift the transmission into Park (P) (automatic transmission)or any gear (manual only) to help prevent the vehicle from moving suddenly and slipping off the jack.**
- **Once a wheel is lifted off the ground, having the transmission in Park (P) or in gear will not prevent sudden vehicle movement.**
- **Always block the wheel diagonally opposite the wheel being changed with a chock or a similar object.**
- **If you are towing a trailer, always unhitch it from your vehicle before starting to change the wheel. Always apply the trailer brakes firmly and make sure the trailer cannot move unintentionally.**
- **Always use a jack that has been approved by the manufacturer for your vehicle. Never use other jacks, even if they have been approved for use on other Volkswagen models.**
- **To reduce the risk of losing control, crashes, and serious personal injuries, never loosen the screws on rims with threaded rim rings.**
- **After changing a wheel, have the wheel bolt tightening torque checked with an accurate torque wrench. ◀**

Preparations for changing a wheel

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

Checklist

Getting ready to change a wheel. Follow these steps in the order listed here ⇒ ⚠:

1. If you have a flat tire, move a safe distance away from the road. Park the vehicle on a firm, level surface, if possible.
2. Set the parking brake ⇒ page 188.
3. Automatic transmission: Shift the transmission into Park (P) ⇒ page 179.
4. Stop the engine and remove the key from the ignition switch ⇒ page 172.
5. Manual transmission: Engage a gear ⇒ page 179.
6. Have all passengers exit and go to a safe place, such as behind the guard rail.
7. Block the diagonally opposite wheel with a stone or another suitable object.
8. If towing a trailer: Unhitch the trailer from the vehicle and park the trailer properly.
9. If the luggage compartment is loaded: Remove the luggage.
10. Remove the spare or compact spare wheel from the luggage compartment.
11. Take off the wheel covers ⇒ page 328.

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◀



Fig. 182 Changing a wheel: Loosening wheel bolts.

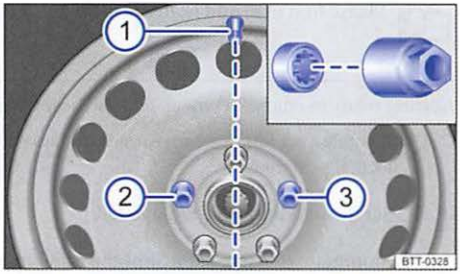


Fig. 183 Changing a wheel: Tire valve ① and installation points for the anti-theft wheel bolt ② or ③.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

Loosen the wheel bolts only with the lug wrench that was supplied with the vehicle.

Loosen the wheel bolts only about one turn before lifting the vehicle with the jack.

If a wheel bolt does not come loose, carefully push the end of the lug wrench with your foot. Make sure you are standing firmly on the ground and hold on to the vehicle for support.

Loosening the wheel bolts

- Push the lug wrench over the wheel bolt all the way ⇒ fig. 182.
- Holding the lug wrench at the end, loosen the wheel bolt by turning it counter-clockwise about *one* complete turn (360°) ⇒ ⚠.

Loosening the anti-theft wheel bolt

On a wheel with a wheel cover, the anti-theft wheel bolt must be installed at points ⇒ fig. 183 ② or ③. Otherwise, the wheel cover cannot be installed.

- Take the adapter for the anti-theft wheel bolt out of the vehicle tool kit.
- Push the adapter all the way over the anti-theft wheel bolt.
- Slide the lug wrench onto the adapter until it stops.
- Holding the lug wrench at the end, loosen the wheel bolt by turning it counter-clockwise about *one* complete turn (360°) ⇒ ⚠.

Important information regarding wheel bolts

The design of rims and wheel bolts is matched to the factory-installed wheels. If different wheels are installed, wheel bolts with the right length and bolt head shape must be used. The attachment of the wheels and function of the brake system depend on this.

It may not be possible to use wheel bolts from different vehicles of the same model.

Wheel bolt tightening torque

Correctly tightened bolts for steel and alloy wheel rims should have a torque of **88 ft lbs (120 Nm)**. After changing a wheel, have the wheel bolt tightening torque checked right away with an accurate torque wrench.

Before you check the tightening torque, replace corroded and difficult-to-turn wheel bolts and clean the threads in the wheel hub.

Never grease or oil the wheel bolts and the threads in the wheel hubs. The bolts can come loose while driving if greased or oiled, even if tightened to the required torque.

⚠ WARNING

Improperly tightened wheel bolts can come loose while driving and cause you to lose control over the vehicle, resulting in accidents and serious injuries.

- **Only use wheel bolts that belong your vehicle and to the wheel being installed.**
- **Never use different wheel bolts.**

⚠ WARNING (continued)

- Wheel bolts and wheel hub threads must always be clean, easy-to-turn and free of oil and grease.
- Only use the lug wrench that is supplied with the vehicle to loosen the wheel bolts.
- Loosen the wheel bolts only about one turn before lifting the vehicle with the jack.

⚠ WARNING (continued)

- Never grease or oil the wheel bolts and the threads in the wheel hubs. The bolts can come loose while driving if greased or oiled, even if tightened to the required torque.
- Never loosen bolted connections on wheel rims with bolted rim rings.
- If the wheel bolts are not tightened to the proper torque, the wheel can come off the vehicle when it is moving. Excessively high torque can damage the wheel bolts and/or their threads. ◀

Lifting the vehicle with the vehicle jack

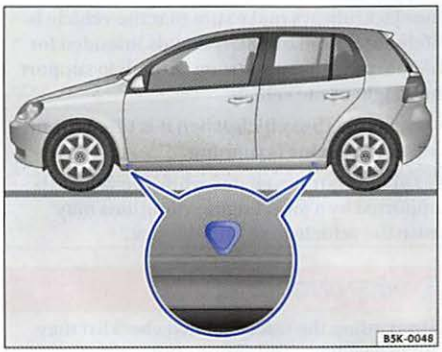


Fig. 184 Lift point for the jack.

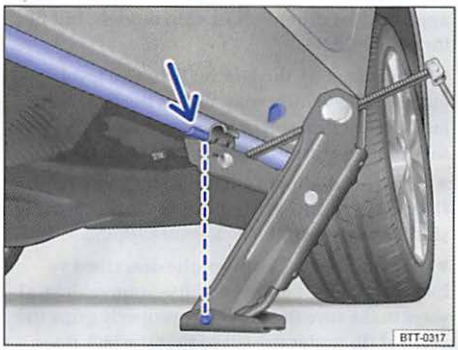


Fig. 185 Jack in position at the left rear lift point.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

The jack must be positioned at one of the four lift points marked on the vehicle body (two on each side as shown in ⇒ fig. 184). You must use the lift point closest to the wheel being changed ⇒ ⚠.

The vehicle may only be lifted by a jack positioned at one of the four jack lift points.

Checklist

For your own safety and that of your passengers, carry out the following steps in the order listed ⇒ ⚠:

1. Find a level spot on firm ground for lifting the vehicle.
2. Switch off the engine. Automatic transmission: shift the transmission into Park (P)) ⇒ page 179; Manual transmission only: shift into a gear. Then apply the parking brake ⇒ page 188.
3. If towing a trailer: Unhitch the trailer from the vehicle and park the trailer properly.
4. Loosen the wheel bolts of the wheel to be changed ⇒ page 332.
5. Find the jack lift point ⇒ fig. 184 on the vehicle frame that is closest to the wheel to be changed.
6. Crank up the jack so that it still just fits underneath the lift point. ▶

7. Position the jack so that its base is directly underneath the lift point ⇒ page 333, fig. 185, making sure that the entire base of the jack rests securely on the ground.

8. Align the jack and wind up the jack claw at the same time, until the claw cradles the vertical rib underneath the vehicle ⇒ page 333, fig. 185 (arrow).

9. Continue cranking up the jack until the wheel is just a little off the ground.

⚠ WARNING

Improper use of your vehicle jack can cause the vehicle to fall off the jack leading to serious personal injury. To help reduce the risk of serious personal injury:

- **Use only jacks approved by Volkswagen for the vehicle. Other jacks might slip, even those approved for other Volkswagen models, but not for your vehicle.**
- **Always set up the jack on firm and level ground. The vehicle may slip off the jack if the jack is resting on soft or sloping ground. If necessary place a sturdy board under the jack.**
- **On a hard, slippery surface (such as a tiled floor), use an anti-skid rubber mat or something similar to prevent the jack from slipping.**
- **Position the jack only at the described vehicle lift points. Before you raise your vehicle, always make sure the jack claw properly grips the vertical rib under the sill so that the jack does not slip off when you are raising the vehicle ⇒ page 333, fig. 185.**

⚠ WARNING (continued)

- **Never have any part of your body (such as your arm or leg) under the vehicle when it is supported by the jack. Never let other persons have any part of their body under the vehicle, either!**
- **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.**
- **Never lift the vehicle when it is tilted to one side or the engine is running.**
- **Do not start the engine while the vehicle is supported by a jack. Engine vibrations may cause the vehicle to slip off the jack.**

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◀



Fig. 186 Changing a wheel: remove previously loosened wheel bolts using the screwdriver handle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

Removing the wheel

- Review the checklist ⇒ page 331.
- Loosen the wheel bolts ⇒ page 332.
- Lift the vehicle ⇒ page 333.
- Completely unscrew and remove the previously loosened wheel bolts using the hexagonal socket in the screwdriver handle ⇒ fig. 186. Place the wheel bolts on a clean surface.
- Remove the wheel.

Installing the spare or compact spare

If the tire is a unidirectional tire, be sure to install it in the proper rolling direction ⇒ page 293, *Unidirectional tires.*

- Place the spare wheel or compact spare wheel on the axle.
- Place the anti-theft wheel bolt in position ⇒ page 332, fig. 183 ② or ③. Hand tighten it using the adapter by turning clockwise.
- Screw in all other wheel bolts clockwise and tighten them *slightly* using the hexagonal socket in the screwdriver handle.
- Lower the vehicle with the jack.
- Use the lug wrench to firmly tighten all wheel bolts (turn clockwise) ⇒ ⚠. Do not tighten them in sequence! Tighten any wheel bolt to begin, then tighten the wheel bolt diagonally opposite the first bolt, and so forth.
- Install the wheel bolt caps, center wheel hub cap, or wheel cover, if any ⇒ page 328.

⚠ WARNING

Wheel bolts that are tightened or installed improperly can come loose, causing loss of vehicle control, a crash, and serious personal injury.

- **Always keep wheel bolts and threads in the wheel hub clean and free of oil and grease. The wheel bolts must turn easily and must be tightened with the right torque.**
- **Use the hexagonal socket in the screwdriver handle only to turn the wheel bolts when they are loose, never to loosen them or tighten them firmly.** ◀

After changing a wheel

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

- Clean the tools in the vehicle tool kit if necessary and stow them in the foam insert in the luggage compartment ⇒ page 326.
- Securely store the spare wheel, compact spare wheel, or the wheel you took off the vehicle in the luggage compartment.
- Have the wheel bolt tightening torque immediately checked with a torque wrench ⇒ page 332.
- Have the damaged wheel replaced as soon as possible.

In vehicles with an indirect Tire Pressure Monitoring System, the system must be "reset" after each tire change ⇒ page 222. ◀

Tire mobility set

Introduction

In this section you'll find information on the following:

Contents of the tire mobility set 337
Preparations 338
Sealing and inflating the tire 339
Check after 10 minutes of driving 340

Tire damage caused by foreign objects or punctures up to about **3/16 in (4 mm)** in diameter can be reliably sealed using the tire mobility set. **The foreign object (screw or nail, for example) must not be removed from the tire!**

After the sealant is filled into the tire, drive for about 10 minutes and check tire pressure again.

Never use the tire mobility set to fill a tire unless you
- have parked vehicle at a safe spot,
- are familiar with all the necessary procedures and safety precautions, and
- have the correct tire mobility set.

Otherwise, get expert assistance.

Tire sealant must not be used:

- If the wheel rim is damaged.
- At outside temperatures below -4 °F (-20 °C).
- If the cut or puncture damage of the tire is greater than 3/16 in (4 mm) in diameter.
- If you were driving with very low tire pressure or a flat tire.
- If the tire inflation cylinder has passed its expiration date.

More information:

- Vehicle key set ⇒ page 34
- Braking, stopping and parking ⇒ page 188
- Tires and wheels ⇒ page 276
- In an emergency ⇒ page 320
- Wheel covers ⇒ page 328

⚠ WARNING

Using the tire mobility set on the side of the road can be dangerous. To help reduce the risk of serious personal injury:

- **Always stop the vehicle as soon as it is safe to do so and move the vehicle a safe distance off the road where it is safe to use the tire mobility set.**
- **Always make sure that the ground is level and firm.**
- **All passengers and especially children must stay a safe distance away from you while you are working and keep out of the area you are working in.**
- **Turn on the emergency flashers and set up another warning device about 25 yards (25 meters) behind the vehicle to warn approaching traffic.**
- **Use the tire mobility set only if you are familiar with the necessary steps. Otherwise, get expert assistance.**
- **Use the tire mobility set only in emergencies and only until you can get professional help.**
- **Immediately replace a tire repaired with the tire mobility set.**
- **Sealant is harmful and must immediately be removed in case of skin contact.**
- **Always store the tire mobility set out of reach of children.**
- **Never use a vehicle jack, even if the jack is approved for use with your vehicle.**
- **Always apply the parking brake and shift the transmission into Park (P) (automatic transmission) or any gear (manual only) to help prevent the vehicle from moving suddenly.**

⚠ WARNING

Improper use of the tire mobility set can cause a temporary tire to fail and lead to loss of vehicle control and serious personal injuries.

- Always remember that a tire filled with sealant does not handle as well as an undamaged tire without sealant.
- Never drive faster than 50 mph (80 km/h) with a sealed tire.
- Never use the tire mobility set if the outside temperature is below –4 °F (–20°C)
- Never drive with a tire that has cuts or punctures, especially when they are larger than3/16 in (4 mm).
- Use the tire mobility set only for emergencies until you can get professional help.
- If the tire cannot be inflated to at least 36 psi (2.5 bar), do not drive the vehicle. Contact the nearest authorized Volkswagen dealer, authorized Volkswagen Service Facility, or qualified workshop.
- If the tire inflation pressure drops below 26 psi (1.8 bar) after driving for 10 minutes, do not drive the vehicle any farther. Contact the nearest authorized Volkswagen dealer, authorized Volkswagen Service Facility, or qualified workshop.

⚠ WARNING (continued)

- Always replace a tire repaired with the tire mobility set immediately. Do not drive a tire that has been repaired with the tire mobility set longer or farther than is absolutely necessary.
- Avoid full throttle acceleration, hard, braking, and fast cornering.
- Drive at slow speed for 10 minutes. Then get out and check the air pressure and condition of the sealed tire.

Obey all legal requirements when disposing of used or expired sealant.

New tire inflation cylinders are available from authorized Volkswagen dealers and authorized Volkswagen Service Facilities.

Read the separate user manual of the manufacturer of the tire mobility set. ◀

Contents of the tire mobility set

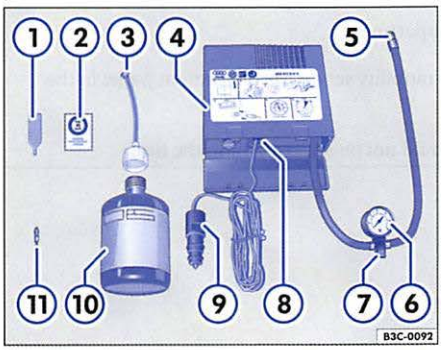


Fig. 187 Basic diagram: Contents of the tire mobility set.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 336.

The tire mobility set is stored in the luggage compartment under the floor covering. It contains the following ⇒ fig. 187:

① Valve core wrench
② Label with speed declaration "max. 80 km/h" or "max. 50 mph"
③ Filling hose with sealing plug
④ Air compressor
⑤ Tire inflation hose
⑥ Tire pressure gauge[4)]
⑦ Air release valve[5)]
⑧ ON and OFF switch
⑨ 12-volt cable plug ▶

4) May also be integrated in the compressor.

5) Instead of this, a button may be included in the compressor.

⑩ Tire inflation cylinder with sealant[4)]
⑪ Replacement valve core

The **valve core wrench** ① has a slit on the lower end which fits the valve core. This is the only way to unscrew the valve core from the tire valve and to screw it in again. This also applies for the replacement valve core ⑪. ◀

Preparations

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 336.

Checklist

Carry out the following steps in the order listed before starting to inflate a tire ⇒ ⚠:

1. If you have a flat tire, move it as far away from traffic as possible. Park the vehicle on a flat, level surface at a safe spot.
2. Set the parking brake ⇒ page 188.
3. Automatic transmission: Shift the transmission into Park (P) ⇒ page 179.
4. Stop the engine and remove the key from the ignition switch ⇒ page 172.
5. Manual transmission: Engage a gear ⇒ page 179.
6. Have all passengers exit and go to a safe place, such as behind the guard rail.
7. Switch on emergency flashers and put up the warning triangle ⇒ page 320. Observe all legal requirements.
8. Check whether a repair with the tire mobility set is possible ⇒ page 336.
9. If towing a trailer: Unhitch the trailer from the vehicle and park the trailer properly.
10. If the luggage compartment is loaded: Remove the luggage.
11. Remove the tire mobility set from the luggage compartment.
12. Affix the label ⇒ page 337, fig. 187 ② from the tire mobility set on the instrument panel in the driver's field of vision.
13. The foreign object (screw or nail, for example) should **not** be removed from the tire!

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◀

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 336.

Sealing the tire

- Unscrew the valve cap from the tire valve.
- Unscrew the valve core from the tire valve using the valve core wrench ⇒ page 337, fig. 187 ① and place it on a clean surface.
- Vigorously shake the tire inflation cylinder ⇒ page 337, fig. 187 ⑩ a few times back and forth.
- Tightly screw the filling hose ⇒ page 337, fig. 187 ③ to the tire inflation bottle (turn clockwise). The foil on the seal is automatically pierced.
- Remove the sealing plug from the filling hose ⇒ page 337, fig. 187 ③ and slide the open end all the way onto the tire valve.
- Hold the cylinder with the bottom pointing up and fill the **entire** contents of the tire inflation cylinder into the tire.
- Detach the empty tire inflation cylinder from the valve.
- Using the valve core wrench ⇒ page 337, fig. 187 ① screw the valve core back into the tire valve.

Inflating the tire

- Screw the tire inflation hose ⇒ page 337, fig. 187 ⑤ of the air compressor tightly to the tire valve.
- Check whether the air release valve ⇒ page 337, fig. 187 ⑦ is screwed on tightly.
- Start the vehicle engine and let it run.
- Insert the cable plug ⇒ page 337, fig. 187 ⑨ into a 12-volt socket of the vehicle ⇒ page 170.
- Switch the air compressor on using the ON /OFF switch ⇒ page 337, fig. 187 ⑧.
- Let the air compressor run until a pressure of 29 – 36 psi (2.0 – 2.5) bar is reached ⇒ ⚠. **Maximum run time 8 minutes** ⇒ ⓘ.
- Switch off the air compressor.
- If an air pressure of 29 – 36 psi (2.0 – 2.5 bar) **cannot be reached**, unscrew the tire inflation hose from the tire valve.
- Drive about 30 feet (10 meters) backwards or forwards so that the sealant can be distributed inside the tire.
- Connect the tire inflation hose of the air compressor again to the tire valve and repeat the inflation process.
- If the required tire pressure still cannot be reached, the tire is too badly damaged. The tire cannot be sealed using the tire mobility set. Do not drive the vehicle. Get expert assistance ⇒ ⚠.
- Disconnect the air compressor and unscrew the tire inflation hose from the tire valve.
- If a tire pressure of 29 – 36 psi (2.0 – 2.5) bar is reached, continue driving right away and drive at a speed of no more than 50 mph (80 km/h).
- Check tire pressure after **10 minutes** of driving ⇒ page 340.

⚠ WARNING

The tire inflation hose and air compressor can get hot during inflation.

- **Protect hands and skin from hot parts.**
- **Do not place the hot tire inflation hose or hot air compressor on flammable material.**
- **Let the equipment cool off almost completely before stowing it.**
- **If the tire cannot be inflated to at least 29 psi (2.0 bar), the damage is too great to be repaired with the tire mobility set. The sealant is not able to seal the tire. Do not drive the vehicle. Get expert assistance.**

ⓘ Note

Do not let the compressor run for more than 8 minutes to help prevent overheating and damage. Let the compressor cool down for a few minutes before switching it on again. Let it cool down almost completely before stowing it in the repair kit. ◀

Check after 10 minutes of driving

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 336.

Connect the tire inflation hose ⇒ page 337, fig. 187 ⑤ again and read the tire pressure on the tire pressure gauge ⑥.

19 psi (1.3 bar) and less:

- **Stop!** The tire cannot be sealed sufficiently using the tire mobility set.
- Get expert assistance ⇒ ⚠.

20 psi (1.4 bar) and more:

- Correct the tire pressure again to the proper value ⇒ page 276.
- Carefully drive on to the next service center at a speed of not more than 50 mph (80 km/h).
- Have the damaged tire replaced.

⚠ WARNING

Driving with a tire that cannot be sealed is dangerous and can cause accidents and serious injuries.

- **Do not continue driving if the tire pressure is 19 psi (1.3 bar) or less.**
- **Get expert assistance.** ◀

Fuses

Introduction

In this section you'll find information on the following:

Fuses in the vehicle 342
Replacing blown fuses 343

Due to ongoing development of the vehicle, equipment-dependent allocation of fuses and the combined fuse protection of multiple loads using one fuse, an up-to-date overview of the fuse location per load is not possible at the time of printing. Detailed information regarding fuse box layout is available from authorized Volkswagen dealers and authorized Volkswagen Service Facilities.

In general, one fuse can protect several loads. One load can also be protected by several fuses.

Replace fuses only if the cause of the malfunction was corrected. If a newly replaced fuse blows again after a short time, the electrical system should be checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

More information:

- Preparations for working in the engine compartment ⇒ page 242

⚠ WARNING

High voltage systems in the engine compartment can cause electrical shocks, severe burns, and even death!

- **Never touch ignition cables. Never touch other components of the high voltage electronic ignition system.**

⚠ WARNING (continued)

- **Avoid short circuits in the electrical system.**

⚠ WARNING

Using the wrong fuse, using a blown fuse that has been repaired, and using metal objects in place of fuses to complete the electrical connection in the circuit can cause fires and serious injuries.

- **Never replace a fuse with one that has a higher amp rating. Replace a blown fuse only with a fuse of the same amperage (same color and same imprint) and same overall size.**
- **Never repair fuses.**
- **Never replace fuses with a metal strip, a paper clip, or a similar object.**

ⓘ Note

- **To help prevent damage to the electrical system, switch off all lights and accessories, switch off the ignition, and remove the key from the ignition switch before replacing a fuse.**
- **If a fuse is replaced with a fuse with higher amperage, this can also cause damage at different locations in the electrical system.**
- **Open fuse boxes must be protected from dirt and moisture. Dirt and moisture in fuse boxes can cause damage to the electrical system.**

A single load (a single electrical component) may be protected by several fuses.

One fuse may protect several loads (several electrical components). ◀

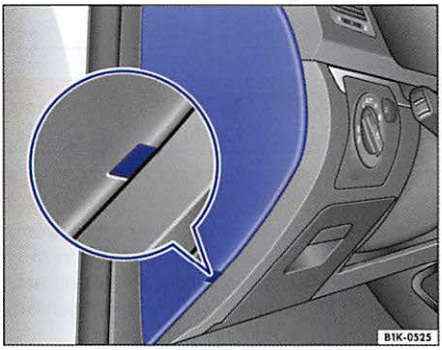


Fig. 188 On the driver side in the instrument panel: Fuse box cover.

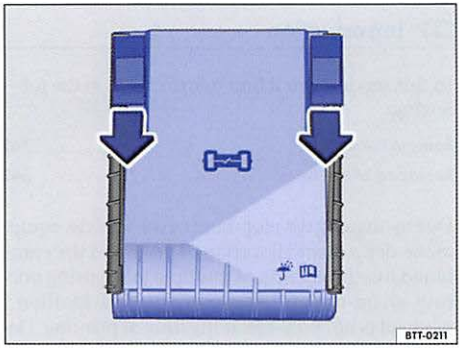


Fig. 189 In the engine compartment: Fuse box cover.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 341.

Replace a blown fuse only with a fuse of the same amperage (same color and same imprint) and same overall size.

Fuse color coding

Color	Current strength in amps
Purple	3
Light brown	5
Brown	7,5
Red	10
Blue	15
Yellow	20
White or clear	25
Green	30
Orange	40

Opening the fuse box in the instrument panel

- Insert a flat object, such as a screwdriver from the vehicle tool kit, into the opening ⇒ fig. 188 (magnified view) and carefully lift off the cover.

Opening the fuse box in the engine compartment

- Open the engine hood ⚠ ⇒ page 242.
- Slide the release buttons forward in the direction of the arrow to unlock the fuse box cover ⇒ fig. 189.
- Remove the cover upward.
- To **install** place the cover on the fuse box. Slide release buttons back opposite the direction of the arrow, until they audibly latch.

ⓘ Note

- **To help prevent vehicle damage, be careful when removing fuse box covers and be sure to re-install them properly.**
- **Open fuse boxes must be protected from dirt and moisture. Dirt and moisture in fuse boxes can cause damage to the electrical system.**

The vehicle contains other fuses in addition to those mentioned in this chapter. Have these fuses replaced by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ◀

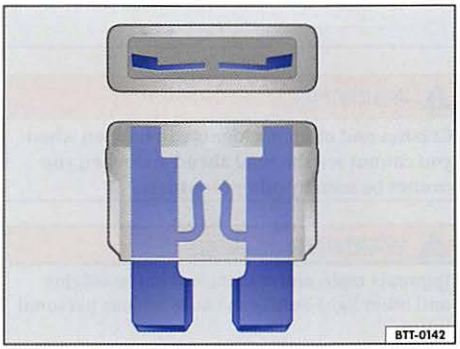


Fig. 190 Illustration of a blown fuse.

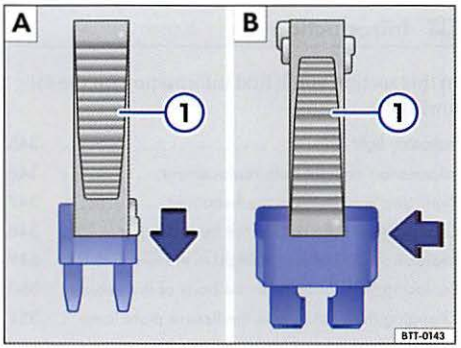


Fig. 191 Removing or inserting a fuse.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 341.

Preparations

- Switch off the headlights, the ignition, and all electrical consumers.
- Open the appropriate fuse box ⇒ page 342.

Identifying blown fuses

A blown fuse can be recognized by the burned metal strip ⇒ fig. 190.

Shine a flashlight on the fuse. This makes it easier to recognize a blown fuse.

Replacing the fuse

- If needed, remove the plastic tweezers from the fuse box cover.
- For *small fuses*, slide the clamp onto the fuse from the top ⇒ fig. 191 Ⓐ.
- For *larger fuses*, slide the clamp onto the fuse from the side Ⓑ.
- Pull out the blown fuse.
- If the fuse is blown, replace the fuse with a new fuse of the *same* amperage (same color and same imprint) and *same* overall size ⇒ ⓘ.
- Replace the cover.

ⓘ Note

If a fuse is replaced with a fuse with higher amperage, then damage can occur at various places in the electrical system. ◀

Changing light bulbs

Introduction

In this section you'll find information on the following:

Indicator light 345
Information on light bulb replacement 346
Replacing light bulbs in the headlight 347
Changing the light bulb in the front bumper 348
Replacing light bulbs in taillight in the rear hatch . 349
Replacing taillight bulbs in the body of the vehicle 350
Changing the light bulb in the license plate lamp . 351

Changing a light bulb requires a certain amount of skill. If you are uncertain about how to proceed, Volkswagen recommends having the light bulb changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Special training and knowledge are generally required when other vehicle parts must be disassembled to replace a bulb, or when gas discharge lamps must be replaced.

You should always keep a box in the vehicle with all the replacement bulbs required for traffic safety. Replacement bulbs are available from your authorized Volkswagen dealer or Authorized Volkswagen Service Facility. The laws of some countries explicitly require you to have replacement bulbs in the vehicle.

Driving with outside lights that do not work may be against the law.

Additional light bulb specifications

Some factory-installed light bulbs in the headlights or the taillights may have different specifications than conventional light bulbs. Specifications are on the glass bulb or on the metal base.

More information:

- Lights and Vision ⇒ page 120
- Preparations for working in the engine compartment ⇒ page 242
- Vehicle tool kit ⇒ page 326
- Fuses ⇒ page 341

⚠ WARNING

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

⚠ WARNING (continued)

Improper replacement of burned out headlights and other light bulbs can cause serious personal injury.

- Stop! Always read and heed the WARNINGS before doing any work in the engine compartment ⇒ page 242. The engine compartment of any motor vehicle is a potentially dangerous area, and work in this area can lead to serious personal injury.
- Gas discharge lamps (Xenon) get power from a high voltage source that can cause severe personal injury and even death if handled improperly.
- H7 bulbs and gas discharge lamps are under high pressure and can explode if handled improperly.
- Always let a burned out light bulb cool down before replacing it.
- Never replace a light bulb unless you are familiar with all of the necessary procedures. In particular, never remove a headlight unless you know exactly how to carry out the job and have the correct tools and light bulbs.
- 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 gas discharge lamps (Xenon) and HO7 bulbs replaced by a qualified technician.
- Do not touch the glass of light bulbs with your bare hands. Fingerprints left on the bulb evaporate due to the heat when the bulb is switched on and cause the reflector to "cloud".
- There are sharp edges on and around the headlamp housing in the engine compartment and the taillight housing. Wear hand protection if you replace bulbs.

Note

After replacing a headlight bulb or other light bulb, always make sure that the rubber covers or plastic caps have been properly and securely reinstalled to help prevent water from getting into the electrical connections and headlight housing and damaging the electrical system. ◀

Indicator light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Lights up	Possible cause	Proper response
	Light bulb of the exterior vehicle lighting not working.	Replace the light bulb.

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.**

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

Note

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

Information on light bulb replacement

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Checklist

Steps for replacing a light bulb. Please carry out these steps only in the order listed ⇒ ⚠.

1. Stop the vehicle in a safe place on level and firm ground at a safe distance from traffic.
2. Apply the parking brake, prevent the vehicle from moving ⇒ page 188.
3. Turn the light switch to **0** position ⇒ page 120.
4. Move the turn signal lever to neutral position ⇒ page 120.
5. Automatic transmission: Shift the transmission into Park (P) ⇒ page 179.
6. Stop the engine and remove the key from the ignition switch ⇒ page 172.
7. Manual transmission: Engage a gear ⇒ page 179.
8. Let orientation lighting go out ⇒ page 120.
9. Let the burned out light bulb cool down.
10. Check if the fuse is blown ⇒ page 341.
11. Replace the burned out light bulb according to instructions ⇒ ⓘ. Always replace a burned-out light bulb with a good bulb with the same specifications. Specifications are on the glass bulb or on the metal base.
12. Never touch the glass of the light bulb with your bare hands. Fingerprints can cloud the outer surface of the light bulb when heated, affecting the lighting power, clouding the reflector, and reducing the brightness.
13. Always make sure that the new bulb works. If the bulb does not work, it may not be installed correctly; the connector may not be completely seated; the corresponding fuse may be burned out; or the bulb may be bad.
14. Always have the headlights adjusted by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility after a headlight bulb has been replaced.

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.**

ⓘ Note

Always insert and remove lamps carefully to avoid damage to the vehicle paint or to other parts of the vehicle. ◀

Replacing light bulbs in the headlight

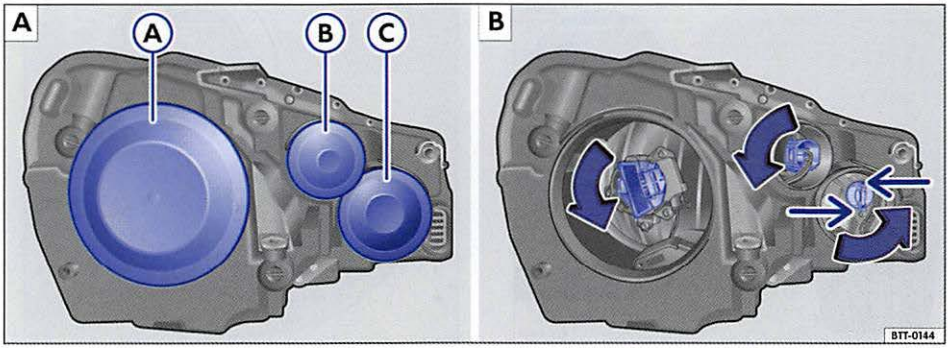


Fig. 192 In the engine compartment: Covers in the left headlight assembly. Ⓐ Low beam, Ⓑ Turn signal indicator, Ⓒ High beam and parking light as well as daytime running light.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

It is not necessary to dismantle the headlight to replace a light bulb.

Please carry out each step only in the order specified:

fig. 192	Ⓐ Low beam	Ⓑ Front turn signal indicator	Ⓒ High beam / daytime running light	Ⓒ Parking light (small bulb holder)
1.	Review and follow the checklist ⇒ page 346.			
2.	Open the engine hood ⚠ ⇒ page 242.			
3.	Pull off the respective rubber cover on the rear of the headlight. Depending on the model, a plastic cover with a securing clip might be used. Press the securing clip upward and remove the cover.			
4.	Rotate the bulb holder as far as it goes to the left and pull out with the light bulb facing rearward.			Pull out the bulb holder with the light bulb facing rearward.
5.	Pull the light bulb straight out of the bulb holder. If necessary, press the lock on the bulb holder.			
6.	Replace the burned out light bulb with a new bulb of the same type.			
7.	Insert the bulb holder into the headlight and turn as far as it goes to the right.			Insert the bulb holder into the headlight and slide it in completely.
8.	Attach the rubber or plastic cover. If applicable push down the securing clip.			

The illustrations show the left headlight from the rear. The right headlight is the mirror image. ◀

Changing the light bulb in the front bumper

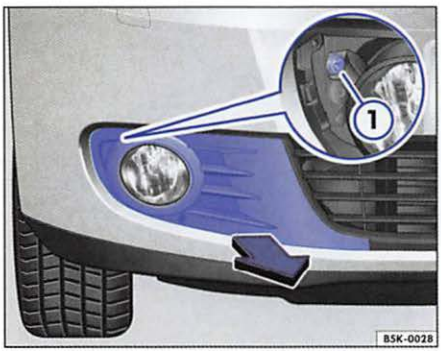


Fig. 193 In front right bumper: Dismantling headlight assembly.

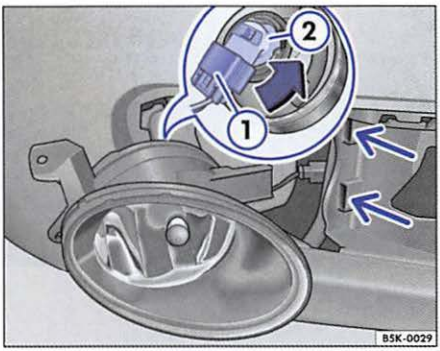


Fig. 194 Replacing light bulb in headlight.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Please carry out each step only in the order specified:

1.	Review and follow the checklist ⇒ page 346.
2.	Pull the cover forward in the direction of the arrow ⇒ fig. 193.
3.	Unscrew the fastening screw ① with the screwdriver from the vehicle tool kit ⇒ page 326.
4.	Fold the headlight assembly slightly forward and pull out of the mounts ⇒ fig. 194 (small arrows).
5.	Release the connector ① and pull it off.
6.	Rotate the bulb holder ② as far as it goes to the left and pull it out with the light bulb to the rear.
7.	Replace the burned out light bulb with a new bulb of the same type.
8.	Insert the bulb holder into the headlight and turn as far as it goes to the right.
9.	Attach the connector ① to the bulb holder ②. The connector must latch audibly.
10.	Slip the headlight into the mounts ⇒ fig. 194 (small arrows) and fold rearward.
11.	Screw the fastening screw ⇒ fig. 193 ① tightly with the screwdriver.
12.	Insert the cover into the bumper ⇒ fig. 193. ◀

Replacing light bulbs in taillight in the rear hatch

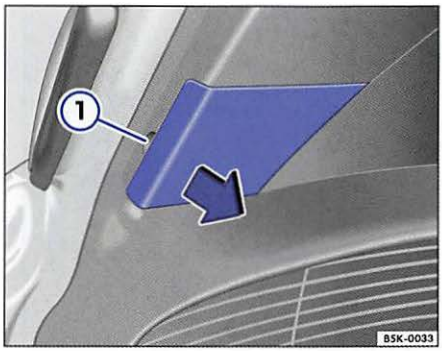


Fig. 195 In the rear hatch: Removing cover.

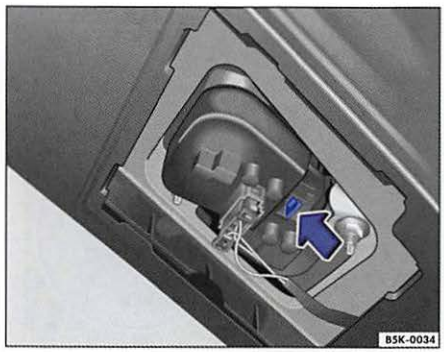


Fig. 196 In the rear hatch: Removing the bulb holder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Please carry out each step only in the order specified:

1.	Review and follow the checklist ⇒ page 346.
2.	Open the rear hatch ⇒ page 45.
3.	With the flat blade of the screwdriver from the vehicle tool kit (⇒ page 326) carefully pry off the cover at the slot ⇒ fig. 195 ①.
4.	Push the locking lug in direction of the arrow ⇒ fig. 196 and remove the bulb holder.
5.	Replace the burned out light bulb with a new bulb of the same type.
6.	Replace the bulb holder. The locking lug must latch audibly.
7.	Attach the cover. The cover must latch tightly.

Taillights with LEDs have a "standard" light bulb for the backup light. This bulb can be replaced. ◀

Replacing taillight bulbs in the body of the vehicle

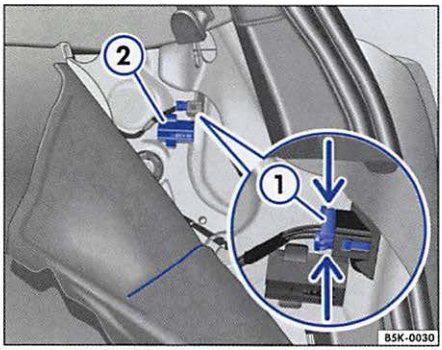


Fig. 197 To the side in the luggage compartment: Removing the taillight. ① Pulling off connector, ② Securing screw.

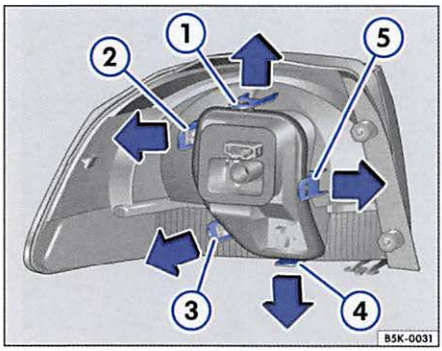


Fig. 198 Taillight in the body of the vehicle: Removing bulb holder. ① to ⑤: Locking lugs.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Please carry out each step only in the order specified.

Removing the taillight

1.	Review and follow the checklist ⇒ page 346.
2.	Open the rear hatch ⇒ page 45.
3.	Reach into the opening of the side interior trim of the luggage compartment (slot ⇒ fig. 197) and pull the trim forward.
4.	Squeeze the release of the connector ① together in the direction of the arrows and pull the connector off.
5.	Unscrew the securing screw by hand ②.
6.	Carefully remove the taillight rearward from the body and place it on a clean, smooth surface.

Changing the light bulb

7.	To unlock the bulb holder, press the locking lugs ⇒ fig. 198 ① to ⑤ in direction of the arrow.
8.	Remove the bulb holder from the taillight.
9.	Replace the burned out light bulb with a new bulb of the same type.
10.	Insert the bulb holder into the taillight. The locking lugs must latch audibly.

Installing the taillight

11.	Carefully insert the taillight into the opening in the body.
12.	Hold the taillight with one hand in the installation position and with the other hand, tighten the securing screw ⇒ fig. 197 ②.

13.	Check for proper installation and secure fit of the taillight.
14.	Attach the connector ⇒ page 350, fig. 197 ① to the bulb holder.
15.	Replace the side interior trim of the luggage compartment.
16.	Close the rear hatch ⇒ page 45.

Due to different versions of the taillight, the location of the light bulb might differ from the representation in the illustrations.

Taillights with LEDs have a "standard" light bulb for the turn signal. This bulb can be replaced. ◀

Changing the light bulb in the license plate lamp

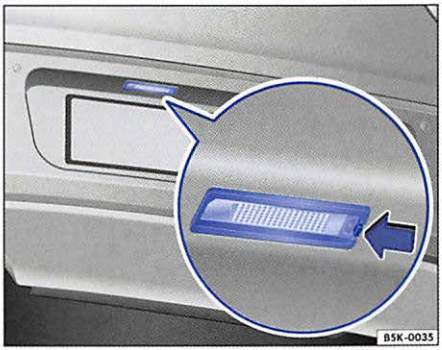


Fig. 199 In rear bumper: License plate lamp.

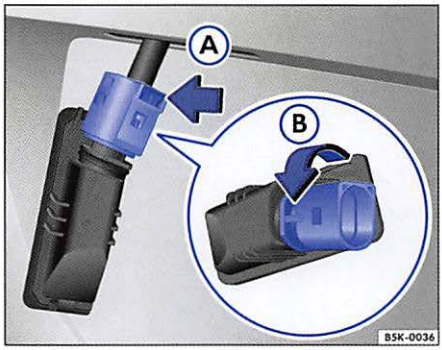


Fig. 200 License plate lamp: Removing bulb holder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 344.

Please carry out each step only in the order specified:

	Clamped license plate lamp	Screwed license plate lamp
1.	Review and follow the checklist ⇒ page 346.	
2.	With the flat blade of the screwdriver from the vehicle tool kit (⇒ page 326) carefully push in direction of the arrow into the opening in the license plate lamp assembly ⇒ fig. 199.	Remove the screws of the license plate lamp with the screwdriver from the vehicle tool kit (⇒ page 326).
3.	Pull out the license plate lamp slightly.	
4.	Press on the connector release in the direction of the arrow ⇒ fig. 200 Ⓐ and pull the connector plug off.	Press apart the securing clip on the rear of the license plate lamp assembly.
5.	Turn bulb holder in the direction of the arrow Ⓑ and pull it out together with the light bulb.	Remove the bulb holder from the license plate lamp.
6.	Replace the burned out light bulb with a new bulb of the same type.	

Please carry out each step only in the order specified:

	Clamped license plate lamp	Screwed license plate lamp
7.	Insert the bulb holder into the license plate lamp and turn opposite the direction of the arrow ⇒ page 351, fig. 200 Ⓑ as far as it goes.	Insert the bulb holder into the license plate lamp.
8.	Slide the connector onto the bulb holder.	Press the securing clips together. The bulb holder must be tightly connected to the license plate lamp.
9.	Carefully insert the license plate lamp into the opening in the bumper. Ensure that the license plate lamp is installed in the correct direction.	
10.	Press the license plate lamp into the bumper until it audibly latches.	Tighten the securing screws of the license plate lamp with the screwdriver. ◀

Emergency starting (Jump starting)

Introduction

In this section you'll find information on the following:

Using jumper cables 355

If your engine does not start because the vehicle battery is dead, your vehicle's battery can be connected to the battery of another vehicle to start your engine (jump-starting). Check the battery charge window before jump-starting ⇒ page 257.

You must use jumper cables that meet recognized industrial standards (check information provided by the jumper cable manufacturer). For vehicles with **gasoline engines**, the cross-section of the jumper cable wire must be at least 0.038 in^2 (25 mm^2), or about 3 ga. (AWG). For vehicles with **diesel engines**, the cross-section must be at least 0.054 in^2 (35 mm^2), or about 2 ga. (AWG).

More information:

- Starting assistance systems ⇒ page 204
- Preparations for working in the engine compartment ⇒ page 242
- Vehicle battery ⇒ page 257

⚠ WARNING

Working on the batteries or the electrical system in your vehicle can cause serious acid burns, fires, or electrical shock.

- Always keep children away from battery acid and vehicle batteries in general.
- Sulfuric battery acid is very corrosive and can cause blindness and damage to unprotected skin. Never let battery acid or lead particles contact your eyes, skin, and clothing.
- Never lean over a vehicle battery. Always wear protective gloves and eye protection. To reduce your risk of injury, never tilt the batteries; acid could spill out through the vents and burn you.
- A highly explosive mixture of gases is given off when the battery is being charged.
- Always avoid fires, sparks, open flame, and smoking. Never create sparks or electrostatic charges when handling cables and electrical equipment. Never short-circuit the battery terminals. High-energy sparks can cause serious personal injury.
- If you get battery acid in your eyes or on your skin, immediately rinse with cold water for several minutes and get medical attention immediately. If you swallow any battery acid, get medical attention immediately.

⚠ WARNING

Improper use of jumper cables when jump-starting a vehicle with a dead battery can cause the battery to explode, leading to serious personal injury. To help reduce the risk of battery explosion:

- All work on the batteries or the electrical system in your vehicle can cause serious acid burns, fires, or electrical shocks. Always read and heed the following WARNINGS and safety precautions before working on the batteries or the electrical system ⇒ page 257, *Vehicle battery*.
- Always make sure that the battery providing starting assistance (the booster battery) has the same voltage as the dead battery (12 V) and about the same amperage capacity (see battery label).
- Never jump-start a vehicle with a frozen battery. The battery can explode. A discharged battery can freeze at temperatures around +32 °F (0 °C).

⚠ WARNING (continued)

- A battery that is frozen or was frozen, but has since thawed, must be replaced.
- When the vehicle battery is jump-started, it gives off hydrogen gas, which is highly explosive! Always keep fire, sparks, open flame, and smoking materials far away from vehicle batteries. Never use a cellular telephone while connecting or disconnecting jumper cables.
- Jump-start batteries only in well-ventilated areas. Batteries give off highly explosive hydrogen gas during jump-starting.
- Always route the jumper cables so that they cannot get caught in any moving parts in the engine compartment.

⚠ WARNING (continued)

- Never short out the battery terminals by connecting the positive terminal (+) and negative (–) terminals with each other.
- Never connect the negative cable from the other vehicle directly to the negative terminal of the discharged battery, as this may cause the hydrogen gas given off by the discharged battery to explode.
- Never attach the negative cable from the vehicle providing starting assistance to any part of the fuel system or to the brake hoses or brake lines.
- Never allow the non-insulated parts of the battery clamps to touch.
- Never allow the jumper cable attached to the positive battery terminal to contact metal parts of the vehicle.
- Always follow the instructions of the jumper cable manufacturer.

ⓘ Note

To avoid doing extensive damage to the vehicle electrical system, read and heed the following:

- Connecting jumper cables improperly can cause a short circuit and do expensive damage to the vehicle's electrical system.
- Do not let the vehicles touch each other while the jumper cables are connected. If they do, electrical current may flow between the vehicles when the positive (+) terminals are connected, causing electrical system damage. ◀

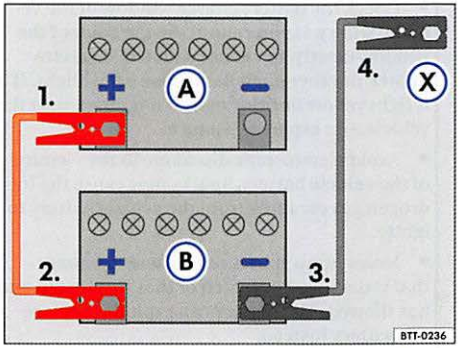


Fig. 201 Diagram for attaching the jumper cables: Dead battery Ⓐ and booster battery Ⓑ.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 353.

The dead battery must be properly connected to the vehicle's electrical system.

Make certain that the vehicles are not touching each other. Otherwise, electric current could flow as soon as the positive terminals (+) are connected. Use longer jumper cables if necessary.

The clamps on the jumper cables must have good contact to bare metal on the battery terminals.

If the engine does not start, stop the process after 10 seconds and repeat after about 1 minute.

The procedure for attaching and for removing the jumper cables is described below. Perform each of the following steps only in the order in which it is described.

Attaching the jumper cables

- Switch off the ignition in both vehicles ⇒ page 172.
- If necessary, open the battery cover in the engine compartment ⇒ page 257.
- Attach one end of the *red* jumper cable to the **positive terminal** ⇒ fig. 201 ⊕ of the dead battery: Battery Ⓐ ⇒ ⚠.
- Attach the other end of the *red* jumper cable to the **positive terminal** ⊕ of the good battery (booster battery): Battery Ⓑ.
- Attach one end of the *black* jumper cable to the **negative terminal** ⊖ of the booster battery: Battery Ⓑ ⇒ fig. 201.
- Attach the other end of the *black* jumper cable Ⓧ to a **bare metal part of the vehicle with the dead battery**. This part should be connected directly to the engine block. You may also attach the cable to the engine block itself. Attach the clamp to a point that is as far away as possible from the dead battery: Battery Ⓐ ⇒ ⚠.
- Route the jumper cables so that they cannot get caught in any moving parts in the engine compartment of either vehicle.

Starting the engine

- Start the engine of the vehicle with the good battery that is providing help and let it run at idle speed.
- Turn on the ignition of the vehicle with the dead battery. If the engine starts, wait two to three minutes until it "runs smoothly" before removing the jumper cables as described below ⇒ ⚠. If the engine does not start within about 10 seconds, turn off the ignition and wait at least 1 minute; then try again.

Removing the jumper cables

- Before you remove the jumper cables, switch off the headlights (if they are on).
- In the vehicle with the dead battery, switch on the heater fan and the rear window defogger. This helps to minimize voltage spikes when the cables are disconnected.
- With the engine running, remove the jumper cables **in reverse order** to the way they were connected. Specifically:
  - Disconnect the black (–) cable from the vehicle with the **dead** battery.
  - Disconnect the black (–) cable from the other vehicle (vehicle with the **good** battery).
  - Disconnect the red (+) cable from the other vehicle (vehicle with the **good** battery).
  - Disconnect the red (+) cable from the vehicle with the **dead** battery.
- Close the battery cover. ▶

⚠ WARNING

Improper use of jumper cables when jump-starting a vehicle with a dead battery can cause the battery to explode, leading to serious personal injury. To help reduce the risk of battery explosion:

- All work on the batteries or the electrical system in your vehicle can cause serious acid burns, fires, or electrical shocks. Always read and heed the following WARNINGS and safety precautions before working on the batteries or the electrical system ⇒ page 257, *Vehicle battery*.
- Always wear proper eye protection. Never lean over the vehicle batteries.
- Attach the jumper cables in the correct order: first the positive cable, then the negative cable.
- Never connect the negative cable from the vehicle providing starting assistance to parts of the fuel system or to the brake hoses or brake lines.
- Never allow the non-insulated parts of the battery clamps to touch. Never allow the jumper cable attached to the positive battery terminal to contact metal parts of the vehicle.

⚠ WARNING (continued)

- Check the battery charge window of the vehicle battery. If you cannot see the color of the window clearly, never use a match, cigarette lighter, or other open flame. Use a flashlight. If it is light yellow or colorless, do not jump-start the vehicle. Get expert assistance.
- Avoid electrostatic discharge in the vicinity of the vehicle battery. Sparks may cause the hydrogen gas escaping from the vehicle battery to ignite.
- Never jump start a vehicle with a battery that is damaged or frozen or that was frozen and has thawed. The battery can explode. Replace the battery instead.
- Always follow the instructions of the jumper cable manufacturer.
- Always make sure that the battery providing starting assistance has the same voltage as the dead battery (12 V) and about the same capacity (see battery label).
- Batteries give off explosive hydrogen gas. Always keep fire, sparks, open flame and smoking materials away from batteries.
- Never connect the negative cable from the other vehicle directly to the negative terminal of the dead battery. The hydrogen gas from the battery is explosive.
- Never short out the battery terminals by connecting the positive (+) and negative (–) terminals with each other. ◀

Tow-starting and towing

Introduction

In this section you'll find information on the following:

Tips on towing your vehicle 357
Installing the towing eye in the front 358
Installing the towing eye in the rear 359
Driving tips while towing 360

Observe legal regulations when tow-starting and towing.

For technical reasons:

- **A vehicle with a dead battery must never be towed;**
- **It is not possible to tow-start or push-start your vehicle.**

More information:

- Engine control and emission control system ⇒ page 315

⚠ WARNING

Never tow a vehicle without any electrical power.

- **Never remove the vehicle key from the ignition switch while the vehicle is moving. The electronic steering column lock could suddenly engage and you would not be able to steer or control the vehicle. You can lose control of the vehicle, crash, and seriously injure yourself and others.**

⚠ WARNING

Towing a vehicle changes the way it handles and brakes. To help reduce the risk of an accident and serious personal injury, note the following:

- **The driver of the vehicle that is being towed:**
  - **Since the brake booster also does not work when the engine is stopped, you will need to press harder on the brake pedal to slow down or stop. Always be alert so as not to rear-end the towing vehicle.**
  - **You will have to use considerably more force to turn the steering wheel because the power steering is not working.**
- **The driver of the vehicle that is doing the towing:**
  - **Accelerate gradually and gently and avoid jerking movements.**
  - **Do not brake hard or steer sharply.**
  - **Brake earlier and more gently than in normal driving.**

ⓘ Note

- **Be careful not to damage the paint when installing and removing the towing eye and the cover for the threaded hole behind the bumper.**
- **Unburned fuel can get into the catalytic converter during towing and damage it.** ◀

Tips on towing your vehicle

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 357.

Towing eye; tow rope or tow bar

A towing eye is included in your vehicle's tool kit. This can be inserted in a threaded hole in the front bumper and used when your vehicle is being towed by another vehicle. On most vehicles, there is another threaded hole in the rear bumper, so you can use the towing eye to tow other vehicles as well. Towing a vehicle with a tow bar is safer and easier on both vehicles than using a tow rope. A tow rope should be used only if a tow bar is not available.

The tow rope should be flexible enough to help protect both vehicles from damage. Use a synthetic fiber rope or similar rope.

Attach the tow rope or tow bar only to the towing eye included in the vehicle tool kit for this purpose, or to a trailer hitch.

Towing automatic transmission vehicles

For the towed vehicle, note the following:

- Put the transmission in Neutral (N).
- Do not tow faster than 30 mph (50 km/h).
- Do not tow more than 30 miles (50 km). ▶

- When a commercial towing truck is being used, the vehicle must only be towed with the front wheels lifted off the ground.

When not to tow your vehicle

In the following situations, the vehicle cannot be towed and must be transported on a flatbed truck or trailer:

- If transmission fluid has leaked out of the transmission.
- If there is little or no oil in the transmission because of damage to your vehicle, it must be moved with the drive wheels off the ground.
- If the front and rear wheels cannot turn.
- When the vehicle battery is discharged, since the steering may remain disabled, and it may not be possible to release the electronic steering column lock.
- If you have to tow an automatic transmission vehicle more than 30 miles (50 km).

A vehicle can be towed only if the electronic steering column lock is released. In case of a power loss or malfunctions of the electrical system, the engine may have to be jump-started in order to release the electronic steering column lock. ◀

Installing the towing eye in the front

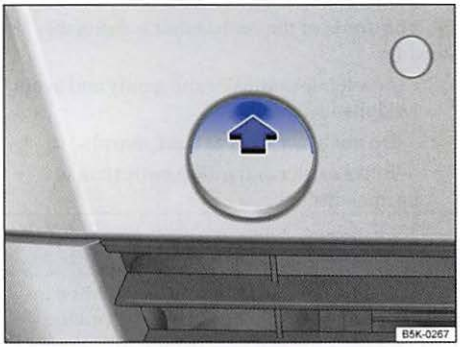


Fig. 202 In right front bumper: Remove cover.



Fig. 203 In right front bumper: Screwing in towing eye.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 357.

There is a threaded hole for the towing eye in the right front bumper ⇒ fig. 203.

Always keep the towing eye in the vehicle and stow it securely.

Follow towing instructions ⇒ page 357.

Installing the towing eye in the front

- Take the towing eye, the lug wrench, and the screwdriver out of the vehicle tool kit in the luggage compartment ⇒ page 326.
- Push on the cover at the top marking ⇒ fig. 202 (arrow) so that it pops out.
- Remove the cover and let it hang from the bumper.
- Screw the towing eye **counter-clockwise** into the threaded hole as far as it will go (arrow) ⇒ fig. 203 ⇒ ⓘ. Use the lug wrench to turn and tighten the towing eye.
- When towing is complete, unscrew the towing eye **clockwise** to remove it.
- Position the upper lip of the cover in the opening in the bumper and carefully push the lower lip carefully over the edge of the opening; if necessary press on the upper lip from below.
- Push on the lower part of the cover until the lower lip has locked into place.

ⓘ Note

Always make sure the towing eye is screwed all the way into threaded hole so that it is secure. If not, it could be pulled out while your vehicle is being towed. ◀

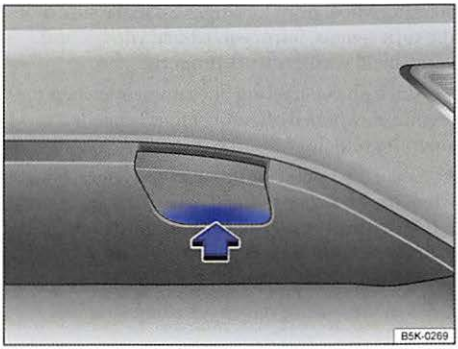


Fig. 204 In right rear bumper: Remove cover.



Fig. 205 On the right in the rear bumper: Screwed-in towing eye.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 357.

There is another threaded hole for the towing eye in the right rear bumper ⇒ fig. 205.

Follow towing instructions .

Installing the rear towing eye

- Take the towing eye, the lug wrench, and the screwdriver out of the vehicle tool kit in the luggage compartment ⇒ page 326.
- Push on the cover at the bottom marking ⇒ fig. 204 (arrow) so that it pops out.
- Remove the cover and let it hang from the bumper.
- Screw the towing eye **counter-clockwise** into the threaded hole as far as it will go (arrow) ⇒ fig. 205 ⇒ ⓘ. Use the lug wrench to turn and tighten the towing eye.
- When towing is complete, unscrew the towing eye **clockwise** to remove it.
- Position the lower lip of the cover in the opening in the bumper and carefully push the upper lip over the edge of the opening until the lower lip has locked in place.

ⓘ Note

Always make sure the towing eye is screwed all the way into threaded hole so that it is secure. If not, it could be pulled out while your vehicle is being towed. ◀

Driving tips while towing

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 357.

Towing requires some experience, especially when using a tow rope. Both drivers must be familiar with the techniques required for towing. Inexperienced drivers should not try to tow a vehicle or to drive a vehicle that is being towed.

Do not pull too hard with the towing vehicle, and avoid jerking the tow rope. When towing on an unpaved road, there is always a risk of overloading and damaging the attachment points.

If your vehicle is being towed, it can still signal turns even if the emergency flashers are activated, as long as the ignition is switched on. Use the turn signal in the normal way. The emergency flashers go off as long as the turn signal is blinking. As soon as the turn signal lever returns to its neutral position, the emergency flashers are automatically activated again.

The driver of the vehicle being towed:

- If your vehicle is the one being towed, the ignition switch must be switched on to keep the steering wheel from locking. Also make sure that the turn signals, horn, windshield wipers, and windshield washers work properly.
- Since power steering does not work when the engine is switched off, more effort is needed to steer the vehicle.
- Since the brake booster also does not work when the engine is stopped, you will need to press harder on the brake pedal to slow down or stop. Do not hit the towing vehicle.
- Read and heed the information and WARNINGS in the towing vehicle's owners manual.

The driver of the towing vehicle:

- Accelerate gradually and gently and avoid jerking movements. Do not steer sharply.
- Brake earlier and more gently than in normal driving.
- Read and heed the information and WARNINGS in the owner's manual of the vehicle being towed. ◀

Abbreviations

Abbreviation	Meaning
4MOTION	All-wheel drive
5S man	5-speed manual transmission
6S auto	6-speed automatic transmission
6S man	6-speed manual transmission
ABS	Anti-lock Brake System
AFS	Adaptive Front Lighting System
ASR	Anti-Slip Regulation
ATA	Anti-Theft Alarm system
BAS	Brake Assist System
CCS	Cruise Control System
CID	Cubic inch displacement, unit of volume for specifying engine displacement
CO_2	Carbon dioxide
cc	Cubic centimeter, unit of volume for specifying engine displacement
DCC	Dynamic Chassis Control
DIN	Deutsches Institut für Normung (German Institute for Standardization)
DPF	Diesel Particulate Filter
DRL	Daytime Running Lights
DSG®	Automatic Direct Shift Gearbox DSG®
EDL	Electronic Differential Lock
EN	European Norm
Engine code	Engine Classification Code
EPC	Engine control (Electronic Power Control)
ESP	Electronic Stabilization Program
ETC	Electronic Toll Collection system
FSI	Fuel Stratified Injection
GAWR	Gross Axle Weight Rating
GVWR	Gross Vehicle Weight Rating
g/km	Generated carbon monoxide amount in grams per kilometer driven
HP	Horsepower, unit of work used to rate engines.
KESSY	Keyless Entry Start/Stop System
kN	Kilonewton, a measure of force
kp	Kilopond, a measure of force
kW	Kilowatt, engine rating
LED	Light Emitting Diode
MFD	Multi-Function Display
Nm	Newton meter, a measure of engine torque

Abbreviation	Meaning
RON	Research Octane Number, measurement of anti-knock resistance of gasoline.
rpm	Engine revolutions per minute
TDI®	Turbocharged Direct Injection
TSI®	Twin-charged Stratified Injection
trip	Trip odometer◀

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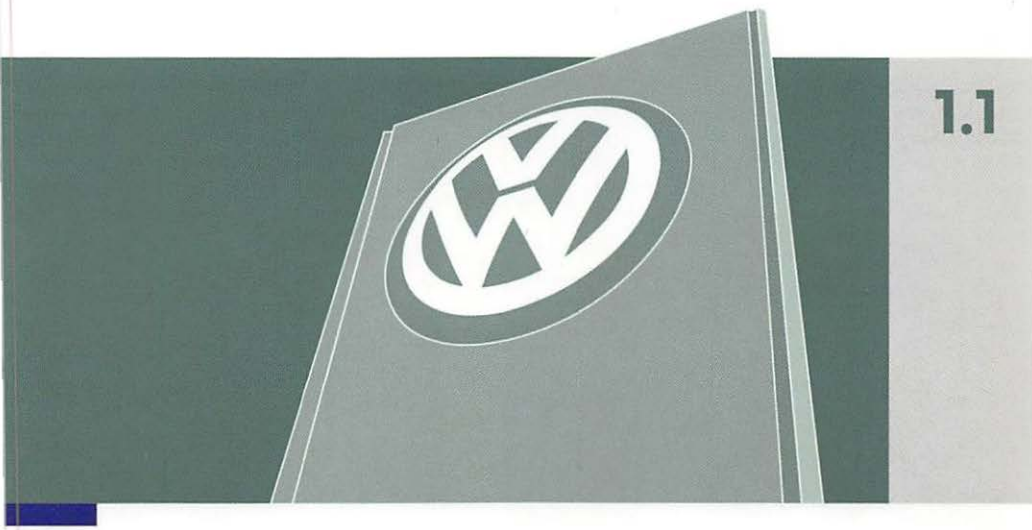


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1.1 California Emissions Warranties

Model year 2011



1.1

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Warranty

Owner's information

Dear Owner,

This supplement contains the limited California emissions warranties applicable to your new Volkswagen model. Please read these limited warranties carefully to determine your warranty rights and obligations.

Your New Vehicle Limited Warranty includes virtually bumper to bumper coverage for 3 years or 36,000 miles, whichever occurs first and powertrain limited warranty coverage for 5 years or 60,000 miles, whichever occurs first. Your vehicle has a limited warranty corrosion perforation for a period of 12 years irrespective of mileage.

In addition, your vehicle is covered by Emissions Limited Warranties mandated by Federal law. If you are a resident of the State of California, Connecticut, Maine, Maryland, New Jersey, New York, New Mexico, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania and have purchased a California emissions equipped vehicle, you may also have rights under California mandated emissions warranties. Please consult these warranties whenever a repair to your emission control system is required to determine whether it is covered by warranty. Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. Any questions concerning warranty coverage should be directed to:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309
Telephone: 1 (800) 822-8987

If you have a concern or you are not satisfied with the service that you receive from your dealer, we suggest that you discuss it with the Service Manager at your dealership. If it is not resolved through your dealership, you may call or write to the Volkswagen Customer CARE Center.

In the event that your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to address the concern to your satisfaction, you may take advantage of BBB AUTO LINE, a program administered through the Council of Better Business Bureaus. The BBB AUTO LINE program offers both mediation and arbitration services for the resolution of disputes arising while a vehicle is under warranty.

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a safety-related defect or a noncompliance with an applicable Federal motor vehicle safety standard becomes necessary. If you change your address or buy a used Volkswagen model, complete one of the postcards in the middle of the warranty and maintenance booklet. You need not use the card if you purchased your Volkswagen model through an authorized Volkswagen dealer. ◀

California Emissions Warranties

Your warranty rights and obligations

California law requires us to provide you with the following Emissions Warranty Statement

The California Air Resources Board is pleased to explain the emission control system warranty on your **model year 2010** vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Volkswagen must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts including but not limited to the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exits, Volkswagen will repair your vehicle at no cost to you including diagnosis, parts and labor.

Manufacturer's warranty coverage:

For 3 years or 50,000 miles, whichever occurs first.

If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Volkswagen to ensure that your vehicle passes the inspection. This is your Emission Control System PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Volkswagen. This is your short-term Emission Control System DEFECTS WARRANTY.

For 7 years or 70,000 miles, whichever occurs first

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Volkswagen. This is your long-term Emission Control System DEFECTS WARRANTY.

For 15 years or 150,000 miles, whichever occurs first

Some Volkswagen models may be specially equipped to meet California **Partial Zero Emission Vehicle** ("PZEV") requirements, as identified on the Vehicle Emission Control Information Label located on the hood. For these vehicles, if your Volkswagen model fails a Smog Check inspection, OR if any emission-related part is found to be defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original retail purchaser or original lessee. This represents your Emission Control System PERFORMANCE WARRANTY and DEFECTS WARRANTY.

Owner's warranty responsibilities:

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's Maintenance booklet. Volkswagen recommends that you retain all receipts covering maintenance on your vehicle, but Volkswagen cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Volkswagen dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Volkswagen may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Volkswagen Group of America, Inc.
Customer CARE
Tel.: 1 (800) 822-8987

or the ▶

California Air Resources Board
P.O. Box 8001

El Monte, CA 91734-2302 ◀

California Emissions Control System Defect Warranties

General

For 3 years / 50,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (Volkswagen), warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2010** Volkswagen vehicle imported by Volkswagen and certified for sale and registered in California:

- was designed, built and equipped so as to conform with all applicable requirements of the California Air Resources Board ("CARB") and
- is free from defects in material and workmanship which cause the vehicle to fail to conform with ARB requirements, including any defect which would cause the vehicle's on-board malfunction indicator to illuminate, for 3 years or 50,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to California emission standards.

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with California regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories, the dealer will make repairs as may be required by these regulations free of charge.

These coverages may also be included in the Volkswagen 3 years / 36,000 miles New Vehicle Limited Warranty. ◀

For 7 years / 70,000 Miles Covering Certain Emission System Parts

The following emissions control system parts are covered for 7 years or 70,000 miles, whichever occurs first:

	2.0LMPI	2.0L TFSI	2.0L TDI	3.0L TDI	3.6L
AdBlue Active Tank and Dosing Pump Module				X	
Camshaft adjuster (Intake and Exhaust)		X			X
Camshaft adjuster control housing					X
Catalytic converter (All including Diesel particulate filter)(*)	X	X	X	X	X
Charge Air Cooler			X		
EGR Cooler (Main and additional)			X	X	
EGR Valve and Throttle Control			X	X	
Engine Electronic Control Module(*)	X	X	X	X	X
Exhaust manifold	X	X	X	X	X
Fuel Distribution Rail				X	
Fuel High Pressure Pump				X	
Fuel Tank	X	X	X	X	X
Intake manifold	X				X
MIL (Malfunction Indicator Lamp)(*)	X	X	X	X	X
Transmission control module		X	X	X	X
Turbo charger assembly (including Boost Control)		X	X	X	

* Also covered by the Federal Emissions Warranty for 8 years or 80,000 miles, whichever occurs first. ◀

California Emissions Performance Warranty

California maintains a mandatory Smog Check inspection (a State Inspection and Maintenance program), requiring motor vehicles to be tested at regular intervals. If your vehicle fails to pass a Smog Check inspection performed by a Licensed Smog Check inspection station pursuant to the California Smog Check inspection program within 3 years or 50,000 miles, whichever occurs first, any authorized Volkswagen dealer in the United States, including its territories, will perform free of charge any repairs necessary for the vehicle to pass the smog test.

After the 3 year / 50,000 miles performance warranty has expired, a Smog Check inspection failure due to a defect in a part which is warranted for 7 years / 70,000 miles, whichever occurs first, is covered. These repairs include diagnosis, parts, and labor.

For 15 years or 150,000 miles, whichever occurs first

Some Volkswagen models may be specially equipped to meet California **Partial Zero Emission Vehicle** ("PZEV") requirements, as identified on the Vehicle Emission Control Information Label located on the hood. For these vehicles, if your Volkswagen model fails a Smog Check inspection, OR if any emission-related part is found to be defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original retail purchaser or original lessee. This represents your Emission Control System PERFORMANCE WARRANTY and DEFECTS WARRANTY. ◀

Performance Warranty claim approval

You may raise a claim under this warranty immediately after your vehicle has failed a California I/M test if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States, including its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state or federal law, whichever is shorter, except when a delay is caused by events not attributable to Volkswagen or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, Volkswagen is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in your Volkswagen Maintenance booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Volkswagen may require you to furnish proof of compliance only with those maintenance instructions which Volkswagen has reason to believe were not performed and which could be the cause of the Smog Check inspection failure.

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part not certified by the EPA was used in the maintenance or repair of the vehicle if Volkswagen can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Volkswagen will not deny a claim relating to:

- warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or ▶

- work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use, which is not related to the Smog Check inspection failure ◀

Additional Information About Your California Emissions Warranties

Warranty period

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or original lessee, and any subsequent purchaser or lessee or, if the vehicle is first placed in service as a "demonstrator" or "company" car prior to delivery, on the date it is first placed in service.

Proper maintenance and use

Instructions for proper maintenance are contained in the maintenance section of this booklet. Time and mileage intervals at which maintenance is to be performed, may vary from model to model.

Volkswagen recommends you keep a record of scheduled maintenance performed by having your maintenance booklet validated at the approximate time or mileage intervals by an authorized Volkswagen dealer, and that you provide these records to the new owner whenever you sell the vehicle.

Failure to maintain your vehicle according to the instruction for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Volkswagen will not deny a warranty claim solely on the basis of your failure to maintain the vehicle according to the instructions or failure to keep a record of maintenance.

Instructions for proper use of the vehicle are contained in your Volkswagen Owner's Manual.

Use of Genuine Volkswagen Parts

Volkswagen recommends that Genuine Volkswagen parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen parts does not invalidate these warranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure

Maintenance and repairs performed by independent service shops

Without invalidating these warranties, you may choose to have maintenance, repair or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Volkswagen dealer and have the defect corrected free of charge. **Volkswagen will not be liable for any expenses which you have incurred at the independent service establishment, except for emergency repairs.** See "Emergency Repairs" for further details.

Parts not scheduled for inspection or replacement

Any part, which is not scheduled for inspection or replacement at maintenance intervals specified in the Volkswagen Maintenance booklet, is covered by this warranty for the full warranty period. Any such parts repaired or replaced under warranty are warranted for the remaining warranty period. ▶

Scheduled part inspection or replacement

A part scheduled only for inspection in accordance with Volkswagen's instructions or required scheduled maintenance is covered for the duration of these warranties.

A part installed in accordance with Volkswagen's instructions or required scheduled maintenance is warranted until the next scheduled replacement interval for the duration of these warranties.

Damage to non-warranty parts

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will also be replaced free of charge.

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States California Emissions Warranties, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your warranty claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Emergency repairs

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen model the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer,
- Paid receipt(s),
- Repair order(s), and
- Part(s) removed from your Volkswagen model

Damage caused by tampering, use of improper fuel, abuse, neglect and improper maintenance

These limited warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, and abuse, neglect or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

Implied warranties

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Incidental and consequential damages

These limited warranties do not cover any incidental or consequential damages, including but not limited to loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

Tips

In the event you have not received the services promised in these warranties, please follow the procedures described in the warranty and maintenance booklet under the title "Customer CARE". ◀

Consumer Protection Information

BBB AUTO LINE Dispute Resolution

Informal dispute mechanism

If your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to satisfactorily address your concern, Volkswagen offers additional assistance through BBB AUTO LINE, a dispute resolution program administered by the Council of Better Business Bureaus.

The BBB AUTO LINE program is free of charge to you but there are some vehicle age and mileage limitations, so please call BBB AUTO LINE for more details:

Tel.: **1 (800) 955-5100**

If you call BBB AUTO LINE, please be prepared to provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN)
- The make, model, and model year of your vehicle
- The delivery date and current mileage of your vehicle
- A description of the concern with your vehicle

The BBB AUTO LINE program consists of two parts: mediation and arbitration. Mediation means that BBB staff will facilitate negotiations between the parties in an effort to bring your claim to a mutually acceptable resolution. If you do not agree with the mediated solution, you may request an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, be represented by an attorney, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. The BBB shall make every effort to obtain a final resolution of your claim within 5 business days of the hearing (that is, within 40 days of when your claim was filed), unless state or Federal law provides otherwise. You then have the opportunity to accept or reject the decision.

- If you accept the decision, the manufacturer will be bound by the decision and will be required to fulfill its obligation within the timeframe specified by the arbitrator.
- If you reject the decision, you are free to pursue other legal remedies available under state or federal law, and the manufacturer will not be required to comply with any part of the decision. ◀

State-Specific Warranty Enforcement Laws

Local laws

Each state has enacted warranty enforcement laws (commonly referred to as "lemon laws" that permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. Although the provisions of these laws vary from state to state, their intent is to provide owners with certain rights if they experience significant service-related difficulties with their new vehicle.

IMPORTANT NOTICE: To the extent allowed by each state's law, Volkswagen requires that the owner first send written notification to Volk- ▶

swagen explaining the nonconformity that the owner has experienced with the vehicle, and to allow Volkswagen the opportunity to make any needed repairs before the owner pursues other remedies provided by that state's law (in all other states where not specifically required by state law, Volkswagen requests that the owner provide the written notification). The owner should send written notification to:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309

IMPORTANT NOTICE: Depending on the state's law, the owner may also be required to submit their complaint to BBB AUTO LINE before seeking other remedies. Please refer to the BBB AUTO LINE Dispute Resolution section of this booklet for more information about the BBB AUTO LINE dispute resolution program.

Because each state has enacted specific provisions as part of its lemon law, owners are advised to research and follow the laws in their state. ◀

NOTICE TO CALIFORNIA PURCHASERS

Volkswagen participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Suite 800, Arlington, Virginia 22203). BBB AUTO LINE and Volkswagen have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under any Volkswagen written warranty, we request that you bring it Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims must be filed with BBB AUTO LINE within six (6) months after the expiration of the warranty.

To file a claim with BBB AUTO LINE, call:

Tel.: **1 (800) 955-5100**

There is no charge for the call.

In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Volkswagen or one of our dealers, and a statement of the relief you are seeking.

BBB AUTO LINE staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact Volkswagen about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE.

You are required to use BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other state or Federal law.

California Civil Code Section 1793.2(d) requires that, if Volkswagen or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Volkswagen may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Volkswagen has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle) results in a condition that is likely to cause death ▶

or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Volkswagen or its agents AND the buyer or lessee has directly notified Volkswagen of the need for the repair of the nonconformity; OR

- The same nonconformity has been subject to repair 4 or more times by Volkswagen or its agents AND the buyer has notified Volkswagen of the need for the repair of the nonconformity; OR
- The vehicle is out of service by reason of the repair of non-conformities by Volkswagen or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO VOLKSWAGEN AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309

The following remedies may be sought in BBB AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Volkswagen's written warranty or applicable law.

The following remedies may not be sought in BBB AUTO LINE: punitive or multiple damages, attorney fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Volkswagen will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details about the program. ◀

Afterword

It has always been Volkswagen's policy to continuously improve its products. Volkswagen, therefore, reserves the right to make changes in design and specifications, and to make additions or improvements to its products without incurring any obligation to install them on products previously manufactured.

All rights reserved.

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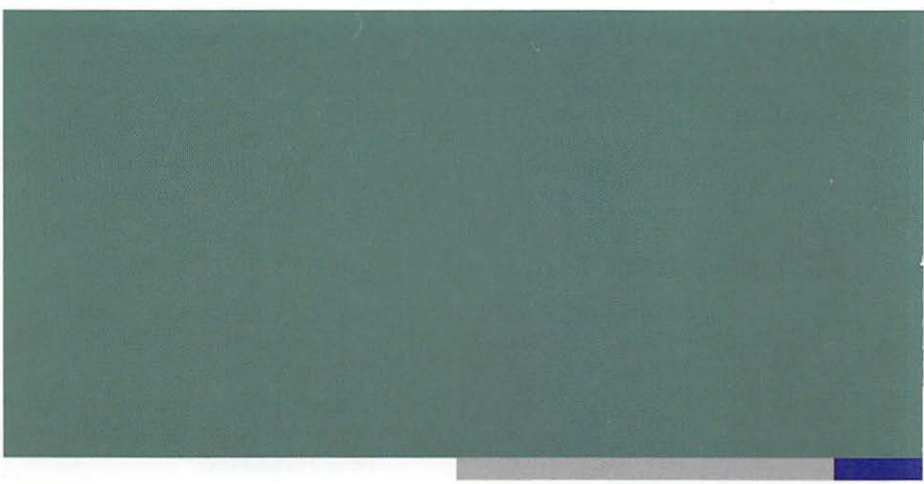
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1.1 California Emissions Warranties |
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Owner's manual

Mobile phone package

Standard, PLUS



Signs and symbols

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

Arrow indicating that the section is continued on the next page.

Arrow marking the end of a section.

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

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

⇒⚠ ⇒⚠ ⇒⚠ Cross-reference to a red, orange, or yellow warning in the same section or on the given page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.

⇒Ⓘ Cross reference to a Note warning of potential property damage, in the same section or on the given page.

⚠ DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if ignored.

⚠ WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if ignored.

⚠ CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor to severe injuries if ignored.

Ⓘ NOTICE

Texts with this symbol contain information regarding situations which could cause vehicle damage if ignored.

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

Texts with this symbol contain supplementary information.

We thank you for buying a Volkswagen vehicle

This Volkswagen provides advanced technology incorporating many convenience features for you to enjoy in your daily driving.

Please carefully read and follow the information in this manual. It will help you to become more familiar with your mobile phone package or the PLUS mobile phone package and to be able to recognize and avoid hazardous situations for you and others.

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

We hope you enjoy your vehicle and we wish you many years of safe and enjoyable driving.

Volkswagen AG

112.5R8.MTL.23

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About This Manual

- At the end of this Manual, you will find an alphabetical index.
- The list of Abbreviations at the end of the Manual explains the technical abbreviations and designations.
- Directions (left, right, front, back) refer to the driving direction unless noted otherwise.
- Illustrations are only for orientation and are merely used to help explain the text descriptions and instructions.
- For vehicles with right-hand drive, controls are sometimes arranged differently than as shown in the illustrations or described in the text.

All options and models are described without their being specifically identified as optional equipment or model versions. Some of the described equipment may not be installed on your vehicle or may only be available in certain markets. Please consult the sales documents regarding your vehicle's equipment and options and contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

All information in this manual corresponds to information available at the time of publication. Due to ongoing vehicle development, there may be differences between your vehicle and information in this manual. No legal obligations or commitments can be derived from the information, illustrations or descriptions in this Manual.

If you sell or lend your vehicle, please make sure that the complete Manual set is in the vehicle. ◁

112.5R8.MTL.23

Introduction

Prior to first use

Prior to the first use of the device, the following steps should be performed in order to securely operate the device and to be able to use all functions to their full extent:

✓	Follow the basic safety instructions ⚠.	⇒page 4
✓	Familiarize yourself with the mobile phone package.	⇒page 6
✓	Read the user's manual of the mobile phone or media player to be connected.	

Safety instructions

⚠ WARNING

Driver distraction can cause accidents and serious personal injury. Speaking on or using a phone while driving can distract the driver from traffic.

- **Select the volume settings so that the acoustic signals from the outside are still audible (for example, the sirens of emergency rescue vehicles). Obey all applicable legal requirements.**
- **In areas with no or poor mobile network coverage and possibly in tunnels, garages and subways, phone conversations may be interrupted, and it may be impossible to make phone calls – even emergency calls!**
- **In some countries, emergency calls may only be supported when a mobile phone is connected to a mobile phone package which has a SIM card which is "not blocked" and/or has sufficient credit on it.**

⚠ WARNING

A mobile 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 place or mount a mobile phone on doors, on the windshield or on or near the area on the steering wheel marked "AIRBAG", the instrument panel, the seat backrests or the areas between these points and the driver/passengers. Mobile phones can lead to serious injuries in cases of accidents, especially when the airbags are inflated.**

⚠ WARNING

Always switch off your mobile phone at gas stations or wherever there is a fire or explosion hazard. The electromagnetic radiation can cause sparks that can ignite fuel vapors and cause a fire.

- **The mobile phone will automatically connect to the mobile network when the Bluetooth connection to the mobile phone package is disconnected.**

⚠ WARNING

Using a radio device in the vehicle without a connection to an external antenna might exceed electromagnetic radiation thresholds. This also applies if the outside antenna is not installed properly.

- **Keep a distance of at least 8 inches between the antennas of the mobile phone and the pacemaker, since mobile phones can affect the functionality of a pacemaker.**
- **Never carry a mobile 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 mobile phone off immediately.**

⚠ WARNING

The center armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.

- **Always keep the armrest closed while driving.**

NOTICE

- **In areas with special regulations relating to or prohibiting the use of mobile phones, the mobile phone and the mobile phone must be switched off. Radiation from a switched-on mobile phone can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.**
- **Only use a suitable recharging cradle in vehicles equipped with a recharger point. Use of unsuitable rechargers may damage the mobile phone package.**
- **High speeds, poor weather or road conditions as well as the quality of the network connection can all influence the quality of a phone conversation.** ◁

General information

if the mobile phone is not set in the cradle, follow the ⇒ booklet *Owner's Manual* for the use of the mobile phone in the vehicle without an external antenna when pairing the mobile phone to the mobile phone package via Hands-Free Profile (HFP).

Follow the operational instructions of the mobile phone and the accessory manufacturer.

Reception interference and call interruptions may occur in dead spots.

Most electrical devices are shielded against RF (high-frequency) signals. In some rare cases, however, electronic devices may not be shielded against the mobile phone package's RF signals. Interference may occur.

Bluetooth

Bluetooth technology connects a mobile phone to the hands-free equipment of the vehicle. One-time linking is required in order to use the mobile phone package with a Bluetooth mobile phone.

Only use compatible Bluetooth devices. Information regarding compatible Bluetooth products can be obtained from the Volkswagen dealership or on the Internet.

Some Bluetooth mobile phones are detected automatically when the ignition is switched on and connected. Therefore, the mobile phone and the Bluetooth function of the mobile phone must be switched on, and all active Bluetooth connections must be disconnected from other devices.

The Bluetooth wireless connection is free of charge.

Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

Declaration of Conformity

S1nn GmbH & Co. KG herewith declares that the **UHV-High** device conforms to the requirements of the regulations of the 1999/5/EC directive. A copy of the declaration of conformity can be found under *http://www.s1nn.de/certifications/uhv-high-manual.*

CE

Some countries may have restrictions regarding the use of Bluetooth devices. Information can be obtained from the local authorities.

To obtain detailed safety instructions, read the manual of the device connected to the mobile phone package via Bluetooth technology. Use only Bluetooth-compatible devices. ◁

Controls

Introduction

In this section you'll find information on the following:

Mobile phone package components 6
Multi-function steering wheel 7
Wiper lever 7
Three-button module 8
Cradle with buttons for information and service calls 9

More information and warnings:

- Safety instructions ⚠ ⇒ page 4
- General information ⇒ page 5
- Operation ⇒ page 10

NOTICE

A light touch of the button is sufficient for the operation of the mobile phone package. ◁

Mobile phone package components



Fig. 1 Basic representation of the possible components in a mobile phone package.

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⓘ on page 6 first.

Several country and configuration-dependent mobile phone packages with different controls can be installed.

Pos. fig. 1	Required parts	See
①	Multi-function steering wheel	⇒ page 7
②	Displayed in instrument cluster with telephone function display	⇒ booklet *User's manual*, chapter *Volkswagen Information System*
③	Volkswagen Radio or Navigation System	⇒ booklet *Radio* or ⇒ booklet *Navigation system*
④	Cradle with buttons for Info and Service call [a]	⇒ page 9
⑤	Mount (base plate) for a cradle	⇒ page 9
⑥	Three-button module in the headliner.	⇒ page 8
⑦	Wiper lever with buttons for menu selection	⇒ page 7

[a] May be available as an accessory. ◁

Multi-function steering wheel



Fig. 2 Buttons on the left side of the multi-function steering wheel.



Fig. 3 Buttons on the right side of the multi-function steering wheel.

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⓘ on page 6 first.

fig. 2, fig. 3	Function	See
	Briefly press: Start or end voice operation.	⇒ page 20
OK	*Briefly press*: Confirm the selected entry in the phone menu.	⇒ page 22
△ - ▽	*Briefly press*: enter a number, a letter or a symbol. Move the selection for the menu item.	⇒ page 22
◁ - ▷ a)	*Right side, briefly press*: Change menu.	⇒ booklet *User's manual*, chapter *Using the instrument cluster menus*
- a)	*Briefly press*: Change menu.	
↩	*Briefly press*: Go one menu level higher.	
-	*Briefly press*: Increase / decrease volume.	⇒ page 10
	Briefly press: Accept, receive or reject call. *Press and hold* : Reject call. Select between the "hands-free call" and "private call" during a current call.	⇒ page 17

a) Vehicle-related ◁

Wiper lever

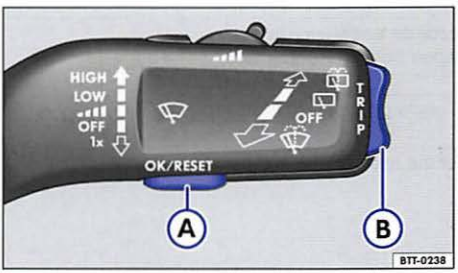


Fig. 4 In the Wiper lever: Buttons for the menu selection

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⓘ on page 6 first.

Follow the instructions for the menu selection in the display in the instrument cluster ⇒ booklet *Owner's manual*, chapter *Selecting menus in Instrument cluster*. ▶

fig. 4	Function
Button Ⓐ	*Briefly press*: Confirmation of the menu items. *Press and hold*: Switch from a sub-menu of the phone menu to the phone main screen.
Rocker switch Ⓑ	*Push up or down*: Change the menu. *Press and hold*: In telephone main screen switch to main menu. ◁

Three-button module

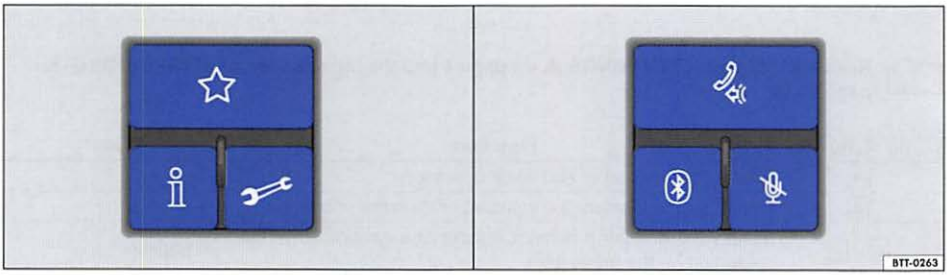


Fig. 5 Controls on the three-button module.

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⓘ on page 6 first.

fig. 5	Function	See
or	*Briefly press*: Answer or ends call. *Press and hold*: Reject call. Select between the "hands-free call" and "private call" during a current call.	⇒ page 17
	Briefly press: Start or stop voice operation, for example to make a call.[a]	⇒ page 20
	Press and hold for longer than two seconds: Information regarding Volkswagen brand and selected premium-rate services having to do with traffic and traveling.	⇒ page 18
	Press and hold for longer than two seconds: Assistance in the event of a breakdown via the Volkswagen Support Partner Network.	⇒ page 18
	Briefly press: Make the mobile phone package visible to Bluetooth devices.	⇒ page 12
	Briefly press: Mute or remove mute for the microphone in the vehicle during a call.	⇒ page 18

a) Does not apply to RNS 510 navigation system with voice operation. ◁

Not applicable in the United States and Canada

Cradle with buttons for information and service calls

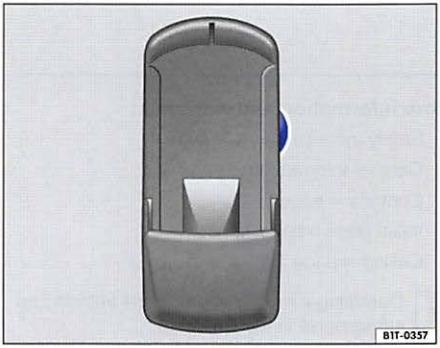


Fig. 6 Cradle mount with side unlocking switch for detaching of the cradle.

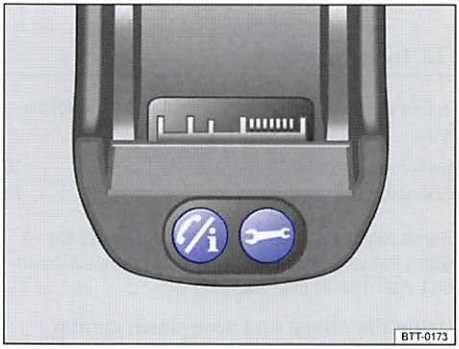


Fig. 7 Cradle with buttons for Info and Service call.

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⓘ on page 6 first.

Depending on the vehicle, the mount (base plate) for the charging cradle with keys for information and breakdown service is located on the Instrument panel.

The cradle (telephone holder) is set and latched in the mount for the cradle. Using the side unlocking switch, the cradle can be detached from the mount.

There is a connection to the vehicle external antenna of the vehicle only when the phone us in the cradle.

fig. 7	Function	See
	Briefly press: Accept or end call.	⇒page 17
	Briefly press: Start or end voice operation.[a)]	⇒page 20
	Press and hold for longer than two seconds: Information regarding Volkswagen brand and selected premium-rate services having to do with traffic and traveling.	⇒page 18
	Press and hold for longer than two seconds: Assistance in the event of a breakdown via the Volkswagen Support Partner Network.	

a) Does not apply to RNS 510 navigation system with voice operation.

Applies only to Polo, Vento: a mobile phone can be operated using the mobile phone package only if a cradle is set in the mount for the cradle. The mobile phone to be paired must not be in the cradle while doing so. A suitable cradle is available in Volkswagen accessories. ◁

Operation

Basic functions

Introduction

In this section you'll find information on the following:

Switching on or off 10
Changing the volume 10

Some functions and settings are only possible when the vehicle is stationary and are not supported by all mobile phones.

Using the phone and drop-down menus

The **TELEPHONE** menu and the selection lists of the mobile phone package can be called up in the display of the instrument cluster ⇒ booklet *Owner's manual*, chapter *Using the menus in the instrument cluster*.

Both the **TELEPHONE** menu and the menu items of the mobile phone package can be accessed and confirmed using the buttons on ⇒ page 7the multi-function steering wheel⇒ page 7 or on the wiper lever.

More information and warnings:

- Safety instructions ⚠ ⇒ page 4
- General information ⇒ page 5
- Controls ⇒ page 6
- Initial steps⇒ page 12
- Calling ⇒ page 17

Operating a mobile phone in the vehicle can cause noise in the speakers. ◁

Switching on or off

Read and follow the WARNINGS ⚠ on page 4 and the introduction on page 10.

The mobile phone package can be switched on or off with the vehicle key in the ignition.

Switching off the mobile phone package

- Switch off the ignition.
- Remove the vehicle key from the ignition switch. The mobile phone package is switched off.

An active call is transferred to the mobile phone. ◁

Changing the volume

Read and follow the WARNINGS ⚠ on page 4 and the introduction on page 10.

The volume can be set using the volume knob of the radio or navigation system, or with the buttons on the multi-function steering wheel ⇒ page 7.

In some cases, the mobile phone package volume can also be adjusted using the appropriate buttons on the mobile phone.

Radio

When the ignition is switched on, the radio is automatically switched on if a call is made or received via the mobile phone package.

With incoming or outgoing calls, the radio program or any other source of music is switched to mute, so that the telephone call will not be interrupted by unnecessary background noise.

Set the calling volume to "maximum" and adjust the knob on the radio. ▶

Navigation system

In the event that route guidance has been started, navigation instructions are also issued during calls. ◁

Important steps for using the mobile phone package

Checklist

Before the first use (pairing)

- ✓ Switch on the mobile phone with Bluetooth.
- ✓ Activate the Bluetooth function on the mobile phone.
- ✓ If necessary, disconnect all active, i.e. automatically connected, Bluetooth connections of the mobile phone.
- ✓ Deactivate the key lock and screen saver of the mobile phone.

Checklist

To call

- ✓ Activate Bluetooth on the mobile phone.
- ✓ Connect the mobile phone with the mobile phone package.

Applies only to Polo, Vento: a mobile phone can be operated using the mobile phone package only if a cradle is set in the mount for the cradle. The mobile phone to be paired must not be in the cradle while doing so. A suitable cradle is available in Volkswagen accessories. ◁

First steps

Introduction

In this section you'll find information on the following:

Pairing the mobile phone via the menu in the instrument cluster 12
About mobile phone pairing 13
Functions 14
Mobile phone connection with the mobile phone package 15
Media player 15

More information and warnings:

- Safety instructions ⚠ ⇒ page 4
- General information ⇒ page 5
- Controls ⇒ page 6
- Calling ⇒ page 17
- Phone menu ⇒ page 22

⚠ WARNING

Driver distraction can cause accidents and serious personal injury.

- **Pairing the mobile phone and setting up a user profile are to be done only when the vehicle is not moving.**

Some networks may not support all language-dependent characters and services. ◁

Pairing the mobile phone via the menu in the instrument cluster

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 12 first.

Each mobile phone must be initially paired to the mobile phone package via Bluetooth hands-free profile (HFP).

Linking takes several minutes.

In vehicles **with** the menu in the instrument cluster, perform pairing via the menu. In vehicles **without** the menu in the instrument cluster, perform pairing via the mobile phone ⇒ page 13.

Applies to vehicles with a charging cradle: It is **not** necessary to set the mobile phone in the cradle (phone holder) to perform the pairing.

Read the manufacturer's instructions regarding mobile phone use and preparation of the mobile phone for pairing ⇒ page 11.

Have the mobile phone ready, since further entries are required in the mobile phone during the initial pairing between the mobile phone package and the mobile phone.

Step 1: Set the Bluetooth connection to visible

- Activate the Bluetooth function on the mobile phone.
- Switch the mobile phone to "device visible to all" The mobile phone is now visible for several minutes.[1] Repeat steps 1 and 2 after the time expiration if no successful pairing took place.

Step 2: Bluetooth device search

- Switch on the ignition.
- Access phone menu in the instrument cluster display.
- Select **Phone search** to search for compatible Bluetooth mobile phones in the vehicle. After a successful search, a list with the Bluetooth names of all found devices is shown.

Step 3: Pair the mobile phone

Time-limited password entry! Please finish reading step 3 completely before carrying out next steps.

- if necessary, activate "Wait for incoming Bluetooth connections" on the mobile phone.[1]
- Have the mobile phone handy, since there is a time limit for entry of the password.
- Select the mobile phone from the device list in the display on the instrument cluster. ▶

[1] Depending on the mobile phone.

- If necessary, confirm a connection query on the mobile phone.
- Enter the 4-character password, shown on the display of the instrument cluster **within 30 seconds in the mobile phone** and confirm the password selection. The factory settings are "0000".
- Confirm the password.
- Confirm further queries on the mobile phone.
- Confirm a message in the instrument cluster that a user profile is created and confirm further queries.
- The data stored in the phone contacts is transferred into the vehicle.[1)]
- Now the mobile telephone is linked to the mobile phone package.

Up to four devices can be stored as *known* in the mobile phone package. Depending on the radio or navigation system, "shortcut buttons" can be stored for three or four devices. If necessary, delete the device that is no longer used from the user profile ⇒ page 25. Up to 2500 contacts can be stored in memory of the mobile phone package, each with up to four telephone numbers.

Some Bluetooth devices or adapters can be set so that they can be connected to the mobile phone package product by themselves. To prevent this, Volkswagen recommends that during linking, unneeded Bluetooth devices and adapters be disconnected.

For the device search, select a location with the likelihood of only a few unknown Bluetooth devices, for example in the garage. Bluetooth wireless range is about thirty feet (ten meters). ◁

About mobile phone pairing

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 12 first.

Each mobile phone must be initially paired to the mobile phone package via Bluetooth hands-free profile (HFP).

Linking takes several minutes.

In vehicles **without** the menu in the instrument cluster, perform pairing via the mobile phone.

Applies only to Polo, Vento: before pairing, set a suitable cradle in the mount for the cradle; see the tip at the end of the description of the Pairing process.

Step 1: Set the Bluetooth connection to visible

Before pairing the mobile phone, ensure that there are no devices that are paired with the mobile phone package via Bluetooth are in the vicinity. If required, disable these devices during the pairing process.

If a device has already been connected via Bluetooth, the mobile phone package rejects connection requests due to security reasons.

Proceed as follows for pairing a phone.

- Switch the ignition on.
- The mobile phone package automatically becomes *visible* for three minutes after it is switched on, as long as no other device has been connected to the mobile phone package.
- **Or** *(applies only to vehicles with the three-button module)*: Press the Bluetooth button in the three-button module ⇒ page 8.
- The mobile phone must be paired the mobile phone package within three minutes. Bluetooth visibility of the mobile phone package will be terminated automatically after approximately three minutes.

Step 2: Mobile phone pairing

- Activate Bluetooth function on the mobile phone.
- Initiate the search for Bluetooth devices in the mobile phone. A list of found devices appears.
- Select **VW Phone** . ▶

1) Depending on the mobile phone.

- Confirm the Bluetooth connection on the mobile phone.
- A message appears on the phone that a password must be entered for authorization.
- Enter the four-digit password. The factory settings are "0000". If an incorrect password has been entered, the linking process is ended. In this case, repeat the pairing process.
- Confirm possible phone query with **Yes** if this Bluetooth connection should be made without re-entering a password. When the ignition is switched on, the Bluetooth connection is automatically established ⇒ page 15.
- The data stored in the phone contacts is transferred into the vehicle.[1)]
- Now the mobile telephone is linked to the mobile phone package.

Up to four devices can be stored as *known* in the mobile phone package. Depending on the radio or navigation system, "shortcut buttons" can be stored for three or four devices. If another device is paired with the mobile phone package, then the link with the least used device is automatically deleted. Up to 2500 contacts can be stored in memory of the mobile phone package, each with up to four telephone numbers.

Applies only to Polo, Vento: a mobile phone can be operated using the mobile phone package only if a cradle is set in the mount for the cradle. The mobile phone to be paired must not be in the cradle while doing so. A suitable cradle is available in Volkswagen accessories. ◁

Functions

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 12 first.

The following applies to a paired mobile phone:

- The mobile phone is coupled with a microphone near the front interior light.
- Calls are broadcast over the vehicle speakers. The playback of radio stations, CDs, etc. on the factory-installed radio or navigation system is interrupted (muted).
- When the ignition is switched on, you can use the button ☎ on the multi-function steering wheel ⇒ page 7 to accept, reject or finish calls.
- The mobile phone package is active when the ignition is on or if the ignition key is still in the ignition after the ignition is switched off and the radio or factory-installed navigation system is still switched on.
- A telephone call is transferred to the mobile phone, when the vehicle key is withdrawn from the ignition during a call.
- The music stored in the mobile phone can be reproduced via a suitable radio or navigation system in mobile phones that support the "Advanced Audio Distribution Profile (A2DP)" ⇒ page 15.

Applies to vehicles with a mount for a charging cradle: In a paired phone that is inserted into the charging cradle, the following applies:

- The mobile phone is connected via the cradle charger with the outside antenna.
- For charging cradles with an integrated charging function, the battery of the mobile phone charges, if necessary, when the ignition is on. If a charger without an integrated charging function is used, the battery of the mobile phone will not charge.

Automatic detection of Bluetooth devices, for example, mobile phone

The mobile phone and the mobile phone package automatically recognize the connection when the ignition is on and after completing the verification of the Bluetooth connection (password entry) ⇒ page 12. The mobile phone and Bluetooth must be switched on.

- If the mobile phone is switched on after ignition, then it must be connected to the phone. Please read the operations manual of the mobile phone manufacturer.
- **Or**: Create a connection using the phone menu in the instrument cluster ⇒ page 25. ▶

1) Depending on the mobile phone.

Disconnecting the Bluetooth connection

- Carry out the appropriate function on the mobile phone.
- **Or**: Select the appropriate menu on the instrument cluster display ⇒ page 25.

Deleting a paired mobile phone from the mobile phone package

- Go to the **Bluetooth** sub-menu in the telephone menu using the multi-function steering wheel.
- Select **User** in the sub-menu.
- Select the user to be deleted.
- Select **Delete** in the sub-menu. The deleting process takes about 30 seconds. ◁

Mobile phone connection with the mobile phone package

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 12 first.

In order to use the mobile phone package, the mobile phone must be linked to the mobile phone package ⇒ page 12.

Certain settings can only be carried out on the mobile telephone, such as key lock, deactivation of the buttons and warning tones or activation of the mobile telephone display lighting.

Connection of previously detected Bluetooth devices with the mobile phone package

- The device search is performed automatically in the order of the most recently connected mobile phones, after the ignition is switched on.
- Certain settings may have to be carried out on the mobile telephone so that the mobile telephone can automatically connect with the mobile phone package (authorization).[1] ◁

Media player

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 12 first.

In some Volkswagen factory installed radios and radio-navigation devices, the "**Bluetooth Audio**" wireless communication interface can be used to play music stored in the telephone. The mobile telephone must be paired with the mobile phone package ⇒ page 12.

Follow the notes on media mode in the ⇒ booklet *Radio* or ⇒ booklet *Navigation system*.

To use a connected mobile device as a media player, make sure that the mobile phone supports the Bluetooth profile " Advanced Audio Distribution Profile support " (A2DP). A2DP is used for wireless transferring of stereo audio signals in high quality.

The control of the media player can also be performed via voice operation ⇒ page 20.[1] In addition, the mobile phone must support the Bluetooth profile "Audio Video Remote Control Profile" (AVRCP). On some mobile phones, the media player must first be started on the mobile phone before operation can be performed with voice.

Starting and ending music playback

- Voice command to start music ⇒ page 20.[2]
- **Or**: Select music player in the mobile phone, for example **Play via Bluetooth**.[1]
- Select **VW Phone** .
- Start playing music on the mobile phone.
- Where appropriate, choose the audio source on the radio or navigation system ⇒ booklet *Radio* or ⇒ booklet *Navigation system* .[3] ▶

1) Depending on the mobile phone.

2) Vehicle-related

3) Depending on the radio or navigation system.

- Stop the playback via the music playback program in the mobile telephone.
- **Or**: Say the corresponding voice command.

Operating during music playback via "Bluetooth Audio"

Tone adjustment and changing to another audio source are performed via the radio or navigation system ⇒ booklet *Radio* or ⇒ booklet *Navigation system*.

The music selection as well as fast forwarding and rewinding are performed via the mobile telephone buttons.[1)]

Calling during music playback via "Bluetooth Audio"

All telephone functions are available during music playback via "Bluetooth Audio". The music playback is switched to mute during the call.

If an active Bluetooth connection exists between a wireless phone and mobile phone package, it will be disconnected when you connect another end user; therefore active music may be playing from the originally connected mobile phone. Only one device can be connected to the mobile phone package.

The volume can be changed directly on the mobile telephone with several mobile telephone models. Volkswagen recommends that the mobile telephone be set to the maximum volume and to perform volume changes via the radio or navigation 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. ◁

[1)] Depending on the mobile phone.

Calling

Introduction

In this section you'll find information on the following:

Initiating, accepting, rejecting or ending a call 17
Functions while calling 18
Info and service calls 18

More information and warnings:

- Safety instructions ⚠ ⇒page 4
- General information ⇒page 5
- Controls ⇒page 6
- Initial steps⇒page 12
- Voice operation ⇒page 20
- Phone menu ⇒page 22

⚠ WARNING

Driver distraction can cause accidents and serious personal injury.

- **Use of a mobile phone or its functions while driving can distract from traffic.**

◁

Initiating, accepting, rejecting or ending a call

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 17 first.

Function	Via buttons on the wiper lever	Via multi-function steering wheel	Via three-button module	Via cradle
Selecting caller.	Selecting participants on the phone menu in the phone directory.	Selecting participants on the phone menu in the phone directory.	—	—
Initiating call.	Select the menu item **Call** in the phone menu.	Briefly press the button.	—	—
Accept call.	Select the menu item **Accept** in the phone menu.	Briefly press the button.	Briefly press the or button.	Briefly press the button.
Rejecting call.	Select the menu item **Reject** in the phone menu.	Press the for at least two seconds.	Press the or for at least two seconds.	—
Ending a call.	Select the menu item **End call** in the phone menu.	Briefly press the button.	Briefly press the or button.	Briefly press the button.
Adjusting call volume.	—	Press or buttons.	—	—
	Use the volume control of the factory-installed radio or navigation system.			

The functions listed ⇒table on page 17, can also be run directly on a mobile phone package with a paired mobile phone. Please read the manual of the mobile phone manufacturer.

A call can also be initiated with a voice command ⇒page 20. ◁

Functions while calling

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 17 first.

While calling

Other functions of the phone menu can be performed while calling.

Function	Description	
Hanging up	Ending a call.	
Holding	Putting an ongoing call on hold in order to receive a second call.	
	Activate	Resuming a call that was on hold.
	Phone book	Establishing an additional call.
	Call lists	
	Dialing	
	Ending a call	Ending a call on hold and switching to the ongoing call.
Conference	Connecting an active call and a call on hold to a conference call.	
Private call	Switching the call to a connected mobile phone in order to avoid passengers' overhearing. The call will be switched back to the car speakers with the menu item **Hands-free call**. [a] **Or**: Press for longer than two seconds the button, button in the three-button module or button on the multi-function steering wheel to select between the "hands-free call" and "private call". Switching between the "hands-free call" and "private call" may lead to an inadvertent disconnect of the Bluetooth connection.[a] Where appropriate, press and hold the button for the phone menu or select **Connect** .	
Mute microphone	Muting the microphone in the vehicle. With the menu item **Microphone on** the microphone is switched on again.	
DTMF	DTMF touch tones (Dual Tone Multiple Frequency) can be created for the control of service features, such as mail box queries.	

a) Depending on the mobile phone.

Applies only to vehicles with three-button switch module: muting microphone in the vehicle

While calling, the microphone in the vehicle can be switched to mute by pressing the button in the three-button module. Pressing the button again cancels muting. ◁

Not applicable in the United States and Canada

Info and service calls

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 17 first.

A connection to the Emergency and Service Center of the Volkswagen Service Call Centers is established via the or and buttons in the cradle (telephone mount) ⇒ fig. 7 or in the three-button module ⇒ page 8. [1] The system automatically initiates a call to the service center in your home country. A phone call can only be made if there is a connection between the mobile phone package and a switched on Bluetooth-enabled phone ⇒ page 12. ▶

1) Vary from country to country

Volkswagen makes every effort to provide these services at the best possible cost. 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 two seconds in order to establish the connection.

In countries without an Info call number, the Service call is established when the button is pressed.

Service call

Press **Service call** to receive prompt assistance in case of a breakdown. The Volkswagen Assistance Partner Network offers roadside service.

Press the button for at least two seconds in order to establish the connection.

Calls made using the and buttons have a higher priority than regular calls. If the or buttons are pressed during a regular call, the call will be ended and a call to the information or roadside assistance service will be connected.

If, during a call to the information center, a call is made to the roadside assistance number using , then the information call will be ended. The same applies the other way around.

A mobile network must be available for the Info and Service call. These services may not be available in some countries. ◁

Voice operation

Introduction

In this section you'll find information on the following:

Optimizing voice operation 20
Starting and ending voice operation 21

More information and warnings:

- Safety instructions ⚠ ⇒page 4
- General information ⇒page 5
- Controls ⇒page 6
- Calling ⇒page 17

When an RNS 510 navigation system with voice operation is installed, voice operation for the mobile phone package will be turned off, depending on the country, allowing use of the navigation system's voice operation settings ⇒booklet *Navigation system RNS 510*.

An incoming call has higher priority than voice commands. Therefore, voice operation is automatically deactivated when a call is incoming. ◁

Optimizing voice operation

Read and follow the WARNINGS ⚠ on page 4 and the introduction on page 20.

- Speak at a normal volume without excessive emphasis or long pauses.
- Speak slowly and clearly. Indistinct words and numbers, or numbers with *swallowed* syllables cannot be recognized by the system.
- To ensure reliable identification of names from the phone book, interchanging the sequence of first and last names of the desired contact when issuing voice commands may be essential depending on the contents of the phone book.
- Avoid outside noise and close all windows and doors as well as the power sunroof.
- Do not direct the flow of the air vent upward toward the roof lining.
- Speak a little louder at higher speeds.
- Avoid other noises such as conversations in the vehicle when giving voice commands.
- Do not speak if the hands-free system delivers an announcement.
- Avoid loud ambient and background noises while recording call names.

After the first connection or after automated connection, the main mobile phone package functions can be controlled using voice operation.

Short and long dialog

Voice operation can be operated using short or long dialogs. The default setting is "long dialog".

Short dialogs are useful when you are familiar with the instructions and menus. Give your voice command after the signal.

The long dialog setting offers extra tips and information regarding additional voice operation steps.

Voice help operation

The first time you use voice operation, you should activate voice operation help and listen to it.

The basics are explained in the voice operation help. The key voice commands are explained in context.

- To start voice operation, for example press button on the multi-function steering wheel ⇒page 21.
- Wait for the signal tone.
- Issue the voice command in the language selected in the instrument cluster.

Language: Voice command
German:Hilfe/Help
English: help
Spanish: ayuda/help
Italian: aiuto/help
French: aide/help
Portuguese: ajuda/help
Czech: nápověda/help
Dutch: help
Russian: помощь

▶

The language of the voice operation depends on the language selected in the vehicle. If the selected language is not available for voice operation, the default language will be **English**. In vehicles with a related menu in the instrument cluster, the language can be set via the instrument cluster. Contact your Volkswagen dealership to set the language if the relevant menu is not included in the instrument cluster. ◁

Starting and ending voice operation

Read and follow the WARNINGS ⚠ on page 4 and the introduction on page 20.

Starting voice operation

- Press the button on the multi-function steering wheel.
- **Or**: Press or in the three-button module.
- **Or**: *Briefly* press the button on the cradle.
- Wait for the signal tone.
- Speak a voice command.
- Follow the instructions of the voice dialog (long dialog).

Ending voice operation

- Press the button on the multi-function steering wheel.
- **Or**: Press or in the three-button module.
- **Or**: *Briefly* press the button on the cradle.

Canceling a voice command

- Press the button on the multi-function steering wheel during a voice command.
- **Or**: Press or in the three-button module.
- **Or**: *Briefly* press the button on the cradle.
- Afterward a voice command can be immediately issued. ◁

Phone menu

Introduction

In this section you'll find information on the following:

Menu structure overview 22
Phone main screen menu 23
Phone book menu 23
Call lists menu 24
Voice mailbox menu 24
Bluetooth menu 25
Settings menu 26

In a vehicle with a menu in the Instrument cluster, the settings for the mobile phone package can be made on the phone menu ⇒booklet *Owner's manual*, chapter *Using menus in the instrument cluster*.

More information and warnings:

- Safety instructions ⚠ ⇒page 4
- General information ⇒page 5
- Controls ⇒page 6
- Initial steps⇒page 12
- Calling ⇒page 17

⚠ WARNING

Driver distraction can cause accidents and serious personal injury.

- **Perform all settings for the mobile phone package and functions only when the vehicle is stationary.**

Some functions in the phone menu are available only for a paired phone. Follow the operations manual of the mobile phone and the accessory provider. ◁

Menu structure overview

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

In the main menu select and confirm the **TELEPHONE** menu. The following menu items can be accessed.

On screen	Function
Default screen	Display of the user name, network and signal strength ⇒page 23.
Phone book	Accessing a copy of the phone book from the mobile phone ⇒page 23. The SIM card phone book, the internal mobile phone memory or both sources will be copied. a)
Dialing	Entering a phone number to make a call.
Call lists	Display of a list of recently dialed, missed and received calls ⇒page 24. If the no call lists are available for connected phone, then only the calls that were conducted during the current connection through the mobile phone package are listed.
Voice mailbox	Voice mailbox to listen to the received messages ⇒page 24. Voice mailbox settings depend on the network provider.
Bluetooth	Adjust settings for user profile and Bluetooth functions ⇒page 25.
Settings	Adjusting basic settings of the mobile phone package ⇒page 26.

a) Depending on the mobile phone.

Phone menu structure

Main phone screen ⇒page 23

Phone book ⇒page 23

Dialing

Call lists ⇒page 24

- Missed calls
- Received calls
- Last calls ▶

Voice mailbox ⇒ page 24

Bluetooth ⇒ page 25

- User
  - Connect
  - Disconnect
  - Rename
  - Delete
- New user
- Visibility
- Media player
  - Active device
  - Paired device
  - Search
- Phone name

Settings ⇒ page 26

- Phone book
  - Update
  - Sort
- Dial tone
- **Return** – *return to the main phone screen* ◁

Phone main screen menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

In the **phone main screen** various status information of the mobile phone package is displayed:

Symbol	Meaning
	Bluetooth is visible to a mobile phone via a Bluetooth connection.
	Connection to media player or a to a music-playing mobile phone ⇒ page 15.
	The charge level of the phone battery does not depend on whether the phone is or not in the charging cradle.[a)]
	Showing the strength of the mobile phone network.[a)]

a) If supported by mobile phone. ◁

Phone book menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

The shown phone book is a copy of the phone book of the mobile phone. ▶

Function	Operation
Calling via a phone book entry	– Select **Phone book** in the menu **Phone**. – Select the desired phone book entry with the ▵ and ▿ buttons. Scrolling by alphabet is initiated by pressing and **holding** the buttons. – Select desired number (: Mobile, : Business, : Private, : General number). – Confirm the selection **or** select **Call**. The call is established.
Recording call names for voice operation[a)]	*Applicable, if the mobile phone package is controlled via voice operation*: – When recording a call name, choose a quiet environment and avoid background noise. Maximum 15 call names can be recorded. – Select the phone book entry in the menu **Phone book**, that you would like to change. – Select **Call name** . – Select **Record** and wait for the signal tone. Next, say the name to be used to access the entry during voice operation. If requested, repeat the name. The recording finishes automatically and returns the stored voice entry.
Playing back or deleting a call name for voice operation[a)]	*Applicable if the mobile phone package has voice operation*: – Select **Phone directory** item in the menu. – Select **Call name**. – Select and confirm **Repeat** or **Reset**.
Updating the phone book of the mobile phone[b)]	To update the copy, the phone book of the phone or the SIM card [b)] can be manually copied to the memory of the mobile phone package ⇒ page 26.

a) Does not apply when using navigation system RNS 510 voice operation.

b) Depending on the mobile phone. ◁

Call lists menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

In the **Call lists** menu, the list of the recently dialed numbers, missed calls and received calls be reviewed. Their number and the displayed order depends on the phone.

- Select a list.
- Tag a list item.
- Press the ✆ button on the multi-function steering wheel to initiate a call.

Function	Explanation
Missed calls	The numbers of the last ten missed calls will be displayed.
Received calls	The numbers of the last ten received calls will be displayed.
Recent calls	The last ten dialed numbers will be displayed.
	On the multi-function steering wheel, press the ✆ button in the main phone menu to directly access the recent call list. ◁

Voice mailbox menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

Accessing voicemail

Received messages can be accessed via the **Voice mailbox** menu. ▶

- Upon the initial use of the menu item, the mobile phone package searches for the phone number for the voice mailbox in the phone book. It searches for keywords such as "Voicemail", "Mailbox" or "Answering machine".
- When no appropriate entry is found, the calling number for the voicemail will be dialed manually.

The calling number for the voicemail must be the same as in the radio or navigation system and in the instrument cluster. The calling number can be changed in the phone menu in the instrument cluster. The modified number is also available in the radio or navigation system. ◁

Bluetooth menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

Function	Explanation	
User	**Connecting** or **disconnecting** existing users, **renaming** or **deleting** user profiles. If there is a change of user, connection queries on the mobile phone and a PIN code request might be required in the instrument cluster display ⇒page 15.	
New user	Select **New user** in order to start the device search for compatible Bluetooth mobile phones. While trying to pair an "unrecognized" mobile phone, a check for four existing user profiles is performed. Since a maximum of four user profiles can be stored, it may be necessary to delete a user profile first. After that, follow the linking procedure ⇒page 12.	
Visibility	The visibility of the mobile phone package must be switched on to pair the mobile phone. The enabled visibility is displayed by the symbols in the main phone screen ⇒page 23 and is automatically deactivated after three minutes. The mobile phone can be also paired if no other mobile phones are connected to the mobile phone package ⇒page 13, *About mobile phone pairing*.	
Media player	A separate media player or a mobile phone that supports Bluetooth A2DP can be connected to the mobile phone package in order to play back the stored music ⇒page 15. Correspondingly, select the following menu items from the **Bluetooth** menu:	
	Active device	Show the connected device or disconnect.
	Paired devices	Connecting paired media player via Bluetooth, changing Bluetooth name, or deleting the paired device connection.
	Search	Search and pair with the new devices in the Bluetooth accessibility area.
Phone name	An individual name can be assigned to the mobile phone package. The name of the visible mobile phone package is displayed to other Bluetooth devices after device searches. **VW Phone** is stored at the factory.	

For privacy reasons, delete the "user profile" in the **User** menu or contact a Volkswagen dealership when selling the vehicle. ◁

Settings menu

Read and follow the WARNINGS ⚠ on page 4 and the introduction and WARNINGS ⚠ on page 22 first.

Function	Explanation	
Phone book	After successful pairing, all phone book entries of the SIM card and the mobile phone[a] are automatically loaded into the data memory of the mobile phone package.	
	Update	Transfer all changes made to the phone book of the mobile phone after the last connection to the vehicle phone book.[a]
	Sort	Sorting the entries by **Name** or **Last name**.[a]
Ring tone	Selection among various ring tones. Tag a ring tone in order listen to it. Confirm the selection with the OK button on the multi-function steering wheel to apply the selected ring tone.	

[a] Depending on the mobile phone. ◁

Abbreviations

Abbreviation	Meaning
A2DP	Manufacturer technology to transmit audio signals via Bluetooth (Advanced Audio Distribution Profile)
AVRCP	Technology for the remote control of a media player via Bluetooth (Audio Video Remote Control Profile)
DTMF	Dual Tone Multiple Frequency dial tone
GSM	Global System for Mobile communications
HFP	Hands-free profile
PIN	Personal Identification Number
SIM	Subscriber Identity Module
UHV	Universal mobile phone package

◁

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Mobile phone package
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RCD 310

Radio



Signs and symbols

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

Arrow indicating that the section is continued on the next page.

Arrow marking the end of a section.

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

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

⇒⚠ ⇒⚠ ⇒⚠ Cross-reference to a red, orange, or yellow warning in the same section or on the given page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.

⇒ⓘ Cross reference to a Note warning of potential property damage, in the same section or on the given page.

⚠ DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if ignored.

⚠ WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if ignored.

⚠ CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor to severe injuries if ignored.

ⓘ NOTICE

Texts with this symbol contain information regarding hazardous situations which could cause damage to the vehicle or the vehicle equipment when ignored.

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

Texts with this symbol contain supplementary information.

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About This Manual

- At the end of this Manual, you will find an alphabetical index.
- A list of abbreviations explains technical abbreviations and terminology.
- Directions usually refer to the driving direction.
- Illustrations are only for orientation and are merely used to help explain the text descriptions and instructions.
- For vehicles with right-hand drive controls are sometimes arranged differently from shown in the illustrations or described in the text.

All options and models are described without their being specifically identified as optional equipment or model versions. It is therefore possible that equipment not present in your vehicle may be described. Please contact your Volkswagen dealer for further information.

All information in this manual was correct at the time of printing and only applies to factory fitted devices. Discrepancies between the displays and features of the device and the descriptions in this manual may be due to continued development of the device and possible firmware updates. No legal commitment can be derived from the information, figures or descriptions in this manual.

If you sell or lend your vehicle, please ensure that this manual is in the vehicle. ◁

Introduction

Before using

Before using the device for the first time, the following steps should be performed in order to operate the device safely and to use all functions to their full extent:

✓ Follow all basic safety instructions ⚠ ⇒page 3.
✓ Familiarize yourself with the device overview ⇒page 6.
✓ Use data media suitable for Media mode ⇒page 24. ◁

Safety instructions

⚠ WARNING

Driver distraction can cause accidents and serious personal injury. Operating the infotainment system while driving can distract the driver from the traffic.

- **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).**
- **Setting the volume too high can damage the hearing. This can also extend to short exposure of the ears to loud volumes.**

⚠ WARNING

Sudden volume fluctuations may occur when the audio source is changed or connected.

- **Please lower the volume before changing or connecting to an audio source ⇒page 8.**

⚠ WARNING

Never let yourself be distracted from the traffic by connecting, inserting or removing the device while driving, which can cause accidents.

⚠ WARNING

Connecting cables of external devices may obstruct the driver.

- **Route cables so as not to interfere with the driver.**

⚠ WARNING

Unmounted or improperly mounted external devices can be thrown through the passenger compartment in the event of a sudden driving or braking maneuver or an accident, causing injury.

- **Never leave external devices in the doors, on the front windshield, on or near the area marked "AIRBAG" on the steering wheel, instrument panel, seat backs or between these areas and the occupants. External devices can cause serious injury in the event of an accident, especially if the airbags inflate.**

⚠ WARNING

The center armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.

- **Always keep the armrest closed while driving.**

⚠ WARNING

Injuries can be caused by invisible laser beams if the housing of the CD player is opened.

- **Have the CD player repaired only by a specialist.**

NOTICE

- **When inserting or removing a CD from the CD slot, always keep it straight and at a right angle to the front of the unit. Do not tilt it or it could become scratched.**
- **Inserting a second CD while a CD is inserted or being ejected can destroy the CD drive. Always wait for the medium to be ejected fully!** ▶

NOTICE

Contaminants on a disc and non-circular discs can damage the CD drive.

- **Only use clean standard 12 centimeter CDs!**
  - **– Do not affix labels or similar items to the medium. Labels can get loose and damage the drive.**

NOTICE (continued)

- **– Do not insert 8 centimeter single CDs or non-circular CDs (shape CDs) and DVDs.**
- **– Do not insert DVD-Plus, Dual Discs and Flip Discs, as these are thicker than standard CDs.**

NOTICE

Excessively loud or distorted playback can damage the vehicle speakers. ◁

Device Overview

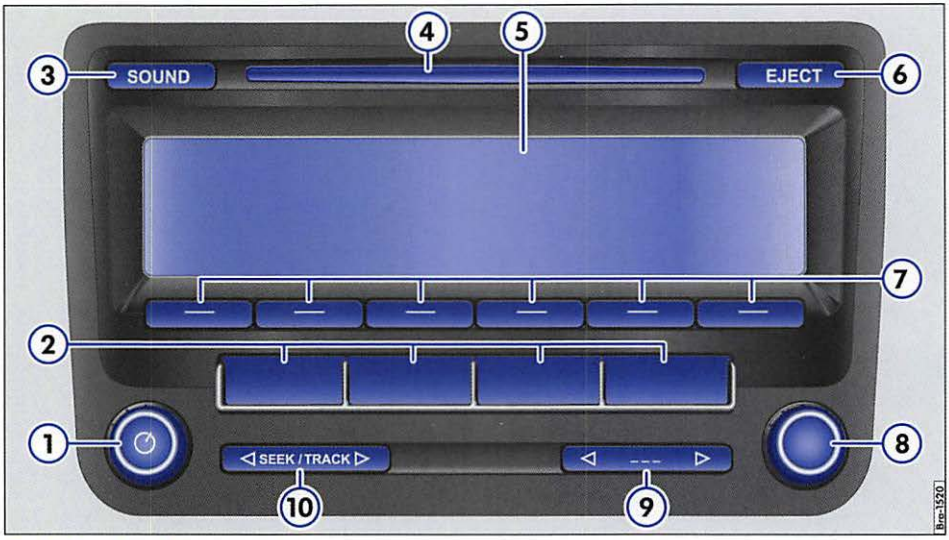


Fig. 1 Overview of the controls.

There are various versions of the RCD 310 that may have different key labels. The keys are shown without labels in the figure (in fig. 1: ② and ⑨).

① **Rotary and push button**
- To switch on or off *press* ⇒ page 8.
- To adjust the volume *turn* ⇒ page 8.

② **Device keys**: *Press* a device key to access a function. Labels and functions depend on the device variant.
- RADIO: Switch to Radio mode. Change the frequency band and the display of station preset keys in Radio mode ⇒ page 10.
- BAND: Switch to Radio mode. Change the FM or AM frequency and display of radio station keys in Radio mode ⇒ page 10.
- FM: Switch to FM Radio mode. Change display of radio station keys in FM Radio mode ⇒ page 10.
- AM: Switch to AM Radio mode. Change display of radio station keys in AM Radio mode ⇒ page 10.
- SAT: Switch to Satellite Radio mode. Change display of radio station keys in Satellite Radio mode ⇒ page 22.
- MEDIA: Switch to Media mode. Select a different media source in Media mode ⇒ page 24.
- MENU: Display additional functions alongside the current functions (radio, media, etc.). The SETUP function key can be selected from the list of additional functions to display system and function settings ⇒ page 40.
- TP: Switch Traffic Program function on or off ⇒ page 16.
- TI: Switch to a traffic channel (Traffic Information) ⇒ page 18.

③ SOUND: *Press* to access sound settings ⇒ page 39.

④ **CD slot**: To insert and eject CDs ⇒ page 24.

⑤ **Screen**: The brightness can be adjusted ⇒ page 40.

⑥ EJECT: *Press* to eject a CD ⇒ page 24.

⑦ **Function keys**: The current function is displayed above the corresponding key on the screen and can be accessed by *pressing* it ⇒ page 8.

⑧ **Adjustment knob**: The function depends on the operating mode.

- *Turn* to program stations or channels manually and *press* to start and stop scanning (SCAN) in **all radio modes** ⇒page 10.
- In **Media mode**, *turn* to change title manually and *press* to start and stop scanning (SCAN) ⇒page 24.
- *Turn* to change a setting within a **settings menu** ⇒page 39.

⑨ [◁ ... ▷] **rocker switch**: Labels and functions depend on the device variant.

- [◁ ENS / ... ▷]: In **DAB Radio mode**, *briefly press* the right or left side to change to the next or previous DAB station ensemble ⇒page 19.
- [◁ CAT / ... ▷]: In **Satellite Radio mode**, *briefly press* the right or left side to change the station category ⇒page 22.
- [◁ FOLDER ▷] or [◁... / FLDR ▷]: In **Media mode**, *brieflypress* the right or left side to change folders or playlists ⇒page 24.

⑩ [◁ SEEK / TRACK ▷] **rocker switch**:

- In **all radio modes**, *briefly press* the right or left side to change channels ⇒page 10.
- In **Media mode**, *briefly press* right or left to change titles and *press and hold* the right or left side to search forward or backward ⇒page 24. ◁

Operation basics

Introduction

In this section you'll find information on the following:

Rotary and Push Buttons, Device and Function Keys 8
Switching on or off 9
Adjusting the Basic Volume 9

Depending on the vehicle, stations, titles and volume can be adjusted via the multi-function steering wheel ⇒ booklet *Operating Manual*, chapter *Vehicle Overview*.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6

Additional displays

Depending on the vehicle, adjustments of air conditioning settings or displays regarding factory-installed driver assistance systems are temporarily shown on the screen. The displays are automatically closed when they are no longer required.

All displays can be shown once the radio system starts up completely.

Pressing lightly on keys is sufficient for operation of the device.

Due to country-specific legal requirements, some functions cannot be selected above a certain driving speed.

Operating a mobile phone in the vehicle can cause noise in the speakers.

In some vehicles with park distance control, the volume of the current audio source is automatically lowered when shifting into reverse. ◁

Rotary and Push Buttons, Device and Function Keys

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 8.

Overview

- Rotary and push buttons.
- Labeled **device keys** (hard keys).
- **Function keys** (soft keys).

Rotary and push buttons

The left rotary and push button ⇒ fig. 1 ① is designated Volume control ⏻ or On-Off switch.

The right rotary and push button ⇒ fig. 1 ⑧ is the adjustment knob.

Device and function keys

The labeled keys on the device are called "device keys" and are displayed as key icon with content in blue, such as the device key [SOUND] ⇒ fig. 1.

Below the screen are six unlabeled device keys ⇒ fig. 1 ⑦. These device keys are called "function keys" because their function changes depending on the operating mode selected.

The function of a function key appears directly above the key on the screen (for example ⇒ fig. 6). ◁

Switching on or off

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 8.

In order to:	Operation
Switching device On or Off manually.	⇒ fig. 1 Briefly press the rotary and push button. When ignition key is removed, the device switches off automatically after about 30 minutes (time out).
Switching the device on automatically.	Insert the vehicle key into the ignition switch. The device is switched on automatically if it was switched on when the ignition key was previously removed.
Switching the device off automatically.	Remove the vehicle key from the ignition switch.

The system starts after being switched on. The most recent audio source is played back at the volume last used as long as the volume does not exceed the preset "switch-on volume" (**ON-** or **START-VOL** ⇒ page 40).

Energy management

If the battery voltage falls below the minimum vehicle system voltage level when the ignition is switched off and the device is on, an acoustic signal sounds and **LOW BATTERY** is displayed. The device should be switched off.

If the battery voltage falls even lower, **LOW BATTERY** and **RADIO OFF** appear briefly. The device switches off automatically.

Anti-theft coding

The anti-theft coding code number remains stored in the vehicle after initial input (convenience radio coding). The anti-theft coding needs to be manually deleted only if the device is to be installed in another vehicle (display: first **SAFE**, then **CODE** and **1000**). Please contact your Volkswagen dealer in this case.

If the vehicle battery was disconnected, please switch on the ignition before switching on the device. ◁

Adjusting the Basic Volume

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 8.

In order to:	Operation
Increase volume.	Turn the volume control ⇒ fig. 1 right or press the button on the multifunction steering wheel ⇒ booklet *Operating Instructions* , chapter *Vehicle Overview*.
Reduce volume.	Turn the volume control left or press the button on the multifunction steering wheel.

Volume adjustments are indicated on the screen by a "bar".

The device is muted at "0" (Display: 🔇) and the current media source is stopped.

Some volume settings and adjustments can be preset ⇒ page 40.

Please lower the volume before switching to another audio source if the base volume of an audio source was increased considerably. ◁

Audio mode

FM and AM Radio Mode

Introduction

In this section you'll find information on the following:

RADIO Main Menu 10
Changing the frequency band 11
Changing Stations 12
SCAN 13
Selecting a Preset Level 14
Storing and Accessing Stations 15

Different versions of the radio system are shipped, depending on the country of delivery and the configuration. All variants are listed in the device overview ⇒fig. 1.

Accessing and operating Radio mode depends to a certain extent on the device variant.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- RDS radio data services and TP (traffic program) ⇒page 16
- System and function settings (SETUP) ⇒page 40

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. ◁

RADIO Main Menu



Fig. 2 RADIO main menu.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

- Press the device-dependent device key [RADIO] or [BAND] ⇒fig. 1 (2) to activate Radio mode.
- **OR:** If devices have an [FM] and [AM] key, press either one of these to start Radio mode in the relevant frequency band.

The radio station currently playing is displayed in the center of the screen ⇒fig. 2.

If RDS is available, the station name can be displayed instead of the frequency ⇒page 16.

Initially, only available frequencies will appear in the bottom line of the screen after switching to Radio mode ⇒fig. 3. After approximately 5 seconds, "station preset keys" are displayed ⇒fig. 2 [---]. Radio stations can be saved on station preset keys ⇒page 14. ◁

Changing the frequency band



Fig. 3 RADIO main menu: frequencies and preset levels are displayed.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

The current frequency is displayed above the station.

Available frequencies and preset levels appear in the bottom line of the screen for approximately 5 seconds after switching to Radio mode ⇒ fig. 3. After that, the "station preset keys" of the current preset level are displayed ⇒ page 14.

- In Radio mode, briefly press the device key RADIO or BAND ⇒ fig. 1 ② to display all available frequencies and preset levels again.
- Press one of the function keys displayed ⇒ fig. 3 to switch to the corresponding frequency.
- **OR:** press the RADIO or BAND device key again to navigate through the available frequencies and preset levels.

A frequency is selected directly by pressing the relevant **device key** in devices with FM and AM device keys. ◁

Changing Stations



Fig. 4 Changing stations using the [◁ SEEK / ... ▷] rocker switch.



Fig. 5 Changing stations using the [◁ SEEK / ... ▷] rocker switch is only possible for preset stations.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

According to the **SEEK MODE** system settings, only preset stations can be selected ⇒page 40.

- Briefly press the [◁ SEEK / ... ▷] rocker switch ⇒fig. 1 left or right.

Status	Effect
Radio mode with display of ◁ ... ▷ in the center of the screen ⇒fig. 4.	Changes to the next receivable station in the current frequency band. When switching stations, the neighbouring stations are displayed.
Radio mode with display of ◁ ... ▷ in the bottom line of the screen ⇒fig. 5.	Changes to the next stored station ⇒page 15.
Radio mode with display of ◁ ... ▷ in the center of the screen and display of: **TP** ⇒fig. 4.	Switches to the next available traffic program station ⇒page 16.

AM mode: switching frequencies quickly

Stations can be skipped in **AM mode**.

- Press and hold [◁ SEEK / ... ▷].
- The next available station is selected when [◁ SEEK / ... ▷] is released.

Manually selecting a station frequency

- Select the desired frequency ⇒page 10.
- Turn the adjustment knob ⇒fig. 1 ⑧ until the desired frequency (for example **89.9**) appears on the screen. ◁



Fig. 6 Additional radio functions and station scanning (SCAN).

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

Starting and stopping station scanning

- Select the desired frequency in Radio mode ⇒page 10.
- Press the adjustment knob ⇒fig. 1 ⑧ to start scanning.
- **OR:** Press the [MENU] device key ⇒fig. 1 ② and initiate the scan by pressing the [SCAN] function key ⇒fig. 6.

The scan will start with the next title. The [SCAN] function key is underlined.

Usually, **all available** stations in the current frequency band are played for about 5 seconds.

- Press the adjustment knob or [SCAN] function key again to stop the scan at the currently playing station.

Selecting [SCAN PRE] or [SCAN ALL]

Some devices let you choose whether to play a few seconds of **preset stations only** or **all available stations** by pressing the key more than once when a stored station is played at the beginning of a scan. The display on the function key changes accordingly:

[SCAN PRE]: Only preset stations are played for a few seconds.

[SCAN ALL]: All available stations in the current frequency band are played for a few seconds.

Exception: SEEK MODE ▸PRESET◂ after scanning has stopped

If during the automatic scan **all** the stations available in the current frequency were played, this setting is applied after the scan has stopped. This is the case, even if only preset stations have been selected in the station change settings (**SEEK MODE▸PRESET◂**⇒page 40). The [◁ SEEK / ... ▷] rocker switch ⇒fig. 1 can be used to search through **all available** stations.

The original **SEEK MODE** setting will only be used again when a preset station is selected by pressing the station preset key. Pressing [◁ SEEK / ... ▷] will then select **only preset stations**.

If traffic monitoring is turned on (display: **TP**) only stations that support the TP function are played for a few seconds ⇒page 16. ◁

Selecting a Preset Level



Fig. 7 Select a frequency and preset level.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

Different preset levels are available for all available frequencies (FM, AM, etc.) (in fig. 7: FM1, FM2 and AM1, AM2).

Six function keys for storing and selecting radio stations are displayed on each preset level. These function keys will be referred to as "station preset keys" in the text that follows.

When switching to Radio mode, the available preset levels ⇒fig. 7 are displayed first, and after approximately 5 seconds the station preset keys of the current preset level are displayed ⇒fig. 8.

Changing preset levels in Radio mode

- Press the device key to access Radio mode (RADIO, BAND, FM or AM ⇒fig. 1 ②) for a 5-second display of available preset levels ⇒fig. 7.
- Press the device key again to switch to the next preset level (in fig. 7: **FM2**).
- **OR:** press the relevant function key to select the preset level.

Stations that are stored in the station preset keys are displayed after approximately 5 seconds ⇒fig. 8. Available station preset keys are displayed as [- - -].

When changing the preset level, the frequency might change as well ⇒page 11.

Stations can be stored manually or automatically on individual station preset keys of a preset level ⇒page 15. ◁



Fig. 8 Stations stored on station preset keys for the FM1 preset level.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 10.

Manually programming individual station preset keys

- Select a frequency and preset level.
- Select a station.
- **Press and hold** the desired station preset key until an acoustic signal sounds.
- The current station (in fig. 8: **89.9FM**) is now stored on this station preset key.

The station preset key containing the preset station is underlined.

Storing stations automatically (AUTOSTORE)

The Autostore function is used to store the clearest local stations on the six station preset keys of the current preset level.

- Select a frequency and preset level.
- Press the [MENU] device key ⇒ fig. 1 ② to display additional functions ⇒ fig. 6.
- Keep the [AUTOSTORE] function key pressed until **AUTOSTORE** appears on the center line of the screen.
- This process can take a few seconds. The word **AUTOSTORE** disappears when storing is completed.

Accessing preset stations

- Select the frequency and preset level containing the desired preset station.
- **Briefly press** the station preset key containing the desired station.

Depending on the device settings, you can navigate through the preset stations of a frequency using [◁ SEEK / ... ▷] ⇒ fig. 1 (**SETUP: SEEK MODE ▶PRESET◀** ⇒ page 40).

A stored station can only then be played if it can still be received at the current location.

Preset stations are overwritten if a different station is stored on the station preset key in the same preset level. ◁

RDS Radio Data Services and TP (Traffic Program)

Introduction

In this section you'll find information on the following:

RDS radio data services 16
TP-Traffic Program (Traffic Program) 17

RDS (radio data system) is a radio data service which enables special functions, such as the display of station names, automatic station tracking, radio text and TP (traffic program).

RDS is not supported by all devices or radio stations and is not available everywhere. The RDS function can be disabled on some devices ⇒page 40.

No RDS radio data services can be used **without RDS**.

Access the following **system settings** to play the current station at its clearest in areas that support RDS ⇒page 40:

- **RDS ▶ON◀**
- **ALTERNATIVE FREQUENCY ▶ON◀**
- **RDS REGIONAL ▶AUTO◀**

The available settings depend on the variant of the device.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Radio mode ⇒page 10
- System and function settings (SETUP) ⇒page 40

The radio stations are responsible for transmitted content. ◁

RDS radio data services



Fig. 9 Displaying station names. TP is switched on and functioning.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 16.

The station name instead of the frequency can be displayed using RDS ⇒fig. 9.

Automatic station tracking

While driving, automatic station tracking always switches to the selected station's frequency that is currently providing the best reception. In some devices, the automatic frequency change can be prevented(**ALTERNATIVE FREQUENCY ▶OFF◀**) ⇒page 40.

Radio text

Some RDS-capable stations also transmit text information – so-called radio text. The screen can be switched to display radio text ⇒page 40. ◁



Fig. 10 Traffic monitoring in Media mode.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 16.

If traffic monitoring is activated (display: **TP** ⇒fig. 9), traffic reports are played in the current audio mode.

Traffic monitoring via the TP function is only possible if a suitable traffic program station can be received.

Some stations support the TP function by corresponding with a traffic program station (EON). Traffic reports from the traffic program station are integrated into the current audio mode.

Activating and deactivating the TP function

- Press the [TP] device key ⇒fig. 1 ②.

If the current **FM station** does **not** support the TP function, the program will search for an appropriate station (display: **TP SEEK**).

TP will be displayed at the top left corner of the screen as long as the traffic monitoring function is switched on ⇒fig. 9.

- Press [TP] to deactivate the TP function.

Selecting a station with TP activated

In **FM mode**, the station **played** must support the TP function. If a station that is playing was selected through the station preset keys or was manually set and does **not** support the TP function, traffic monitoring is not possible (display: **No TP**).

If the traffic program station currently set can no longer be accessed, **NO TP** will also be displayed, and a manual search will need to be initiated by pressing [◁ SEEK / ... ▷] ⇒fig. 1 ⇒page 12.

If automatic station tracking is started via [◁ SEEK / ... ▷] or station scanning (SCAN), the program only searches for stations supporting the TP function.

An available traffic program station will be selected automatically in the background while in **AM** or **Media mode** or when the device is muted as long as a station can be received. This process can take some time depending on the conditions. In **AM** or **Media mode**, the set traffic program station is displayed after **TP** ⇒fig. 10.

Some devices with DAB radio receivers can be set to receive traffic reports from a DAB traffic program station (**DAB TRAFFIC ANNOUNCEMENT ▶ON◀** ⇒page 40).

Incoming traffic report (INFO)

Incoming traffic reports are inserted into the current audio mode (display: **TP-INFO**).

- If necessary, the radio switches to the traffic program station (EON) for the duration of the announcement.
- Media mode is stopped and the volume is adjusted according to the preset level.
- During the announcement, the volume can be adjusted using the volume control Ω. This setting will be stored for further announcements.
- The announcement can be stopped by pressing [TP]. The TP function remains on, and the next traffic report will be integrated into the current audio mode. ◁

TI-traffic channel (Traffic Information)

Introduction

In this section you'll find information on the following:

Select the traffic channel 18

The device key TI can be used to switch to a traffic program in Japan.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Radio mode ⇒page 10 ◁

Select the traffic channel

Please first read and note the introductory information on page 18.

- Press the TI button.
- Press the function button below the desired traffic program station.

The latest traffic reports from the traffic program station are integrated.

The announcement can be stopped by switching to another audio source. ◁

DAB Radio mode

Introduction

In this section you'll find information on the following:

Operation 19
Accessing Additional DAB Stations 20
Activating Station Update (**UPDATE**) 21

Some devices have an additional DAB radio receiver. DAB is a digital transmission standard for receiving terrestrial radio programs.

Functionality

DAB is also called "digital radio" and is transmitted over band III (174 MHz to 240 MHz) and L-band (1452 MHz to 1492 MHz).

The frequencies of both bands are called "**channels**" and have corresponding abbreviations (such as **12 A**).

Several DAB stations and their additional functions are grouped together on one channel into an "**ensemble**".

Additional information (such as news, sports, weather, warnings, etc.) can be sent to the radio through these additional services.

DAB is currently **not** available everywhere. When DAB Radio mode is selected, ✕ is displayed in areas where DAB is unavailable.

Settings are available for changing the display and integration of announcements, for automatic station tracking and for traffic monitoring (TP) ⇒page 40.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Radio mode ⇒page 10
- Traffic program function ⇒page 16
- System and function settings (SETUP) ⇒page 40

Radio stations are responsible for information transmitted in radio texts and DAB announcements. ◁

Operation



Fig. 11 DAB radio main menu.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 19.

Activating DAB Radio mode

- Press [RADIO] ⇒fig. 1 ②.
- Press [DAB 1] or [DAB 2] to activate DAB Radio mode in the corresponding preset level ⇒fig. 11.

The method for storing and accessing preset stations is the same as in Radio mode ⇒page 10.

The most recently set station **DAB-Radio A-1** appears on the center line of the screen and plays if it can still be received. The current ensemble is displayed at the top right of the screen (in fig. 11: **ENSEMBLE A**). ▶

Switching DAB stations

- Briefly press the ◁ SEEK / ... ▷ rocker switch ⇒ fig. 1 left or right.

After selecting the last (or first) DAB station in the current ensemble, the first (or last) station of the next ensemble will appear.

According to the **SEEK MODE** system settings, only preset stations can be selected ⇒ page 40.

Switching ensembles

- Briefly press the ◁ ENS / ... ▷ rocker switch ⇒ fig. 1 ⑨ left or right.

After moving to a new location, stations should be updated (**UPDATE**) so that the radio does not search for ensembles available only at the old location ⇒ page 21.

Manually switching channels in the DAB frequency

- Turn the adjustment knob ⇒ fig. 1 ⑧.

The radio station currently playing is displayed in the center of the screen. The name of the ensemble is displayed at the top right of the screen. The first DAB station of the ensemble will be played if the a DAB ensemble transmits on the set channel.

SCAN and Autostore

Additional functions work in the same manner as those described in FM and AM radio modes ⇒ page 10.

No Audio appears after the name of the ensemble if a channel with non-decodable data streams is selected. DAB stations in this type of ensemble cannot be played. ◁

Accessing Additional DAB Stations



Fig. 12 Additional stations Ⓗ in DAB Radio mode.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 19.

An "additional station" is a substation of the set DAB station and is often only available temporarily (such as for transmitting sporting events).

If an additional station is available for the current DAB station, **2nd** will be displayed at the top left of the screen ⇒ fig. 11.

- Press and hold ◁ SEEK / ... ▷ ⇒ fig. 1 until the additional station is displayed.
- **OR:** Press the MENU device key ⇒ fig. 1 ② and then the S-AUDIO function key ⇒ fig. 12.

The main DAB station is displayed on the center of the screen with the additional station displayed to the right of it.

The number of available additional stations associated with the main DAB station is displayed after **2nd** (in fig. 12: **1/2** for the first of two available additional stations).

- Briefly press ◁ SEEK / ... ▷ to switch to the next available additional station.
- If no other additional stations are available, the additional station display disappears and the program switches to the next available main DAB station.

An additional station **cannot** be stored in a station preset key. ▶

If the reception is intermittently interrupted, it may be that an additional station **cannot** be selected even though **2nd** is displayed. ◁

Activating Station Update (UPDATE)



Fig. 13 Additional DAB functions: SCAN, AUTOSTORE and UPDATE (station update).

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 19.

During a station update, the device searches the current range of stations for available ensembles and "remembers" their position to enable quick switching between ensembles by pressing the [◁ ENS/ ... ▷] rocker switch.

- Press the [MENU] device key ⇒ fig. 1 ② to display additional functions available in DAB Radio mode ⇒ fig. 13.
- Press and hold [UPDATE] until **UPDATING...** appears ⇒ fig. 13.
- The station update process is completed when **UPDATING...** disappears.

The radio is muted during the station update. ◁

Satellite Radio mode (SAT)

Introduction

In this section you'll find information on the following:

Operation 22

Radio systems with the SAT device key ⇒ fig. 1 ② include a SIRIUS **Sattelite Radio Tuner**. A wide variety of audio programs from various categories (music, news, sports, entertainment, etc.) can be accessed in the US and Canada.

Satellite radio is subject to fees and requires activation by providing the device-specific SIRIUS-ID over the phone or via the Internet prior to use.

Displaying the SIRIUS-ID

- Press SAT ⇒ fig. 1 ②.
- Press MENU.
- Press the SIRIUS ID function key.

The SIRIUS-ID of the radio is displayed on the bottom line of the screen. The telephone number of the SIRIUS activation hotline is displayed in the center of the screen.

Different packages can be ordered. Please ask your Volkswagen dealer for more information about Satellite Radio mode or visit www.sirius.com.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Radio mode ⇒ page 10
- System and function settings (SETUP) ⇒ page 40 ◁

Operation



Fig. 14 Satellite Radio mode with display of selectable preset levels.



Fig. 15 Satellite Radio mode with display of stations stored in preset level SR2. ▶

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 22.

Activating Satellite Radio mode

- Press the SAT key.

The last satellite radio channel set is displayed and played if it can still be received ⇒fig. 14.

Switching satellite radio channels

- Briefly press ◁ SEEK / ... ▷ ⇒fig. 1 left or right to switch to the next channel in the selected category.

According to the **SEEK MODE** system settings, only preset stations can be selected ⇒page 40.

- **OR:** Turn the adjustment knob ⇒fig. 1 ⑧ to navigate through all channels, regardless of the preselected category.

When switching channels, the number and name of the channel appear for a few seconds on the center of the screen ⇒fig. 14. The title and artist are displayed ⇒fig. 15 after a short time if **DETAIL-DISPLAY** was selected in the system settings ⇒page 40.

Changing categories

The category currently selected is displayed at the top right of the screen (for example **ROCK**).

- Briefly press the ◁ CAT / ... ▷ rocker switch ⇒fig. 1 ⑨ left or right to navigate through the available categories.

If the category **ALL** is selected, the ◁ SEEK / ... ▷ rocker switch can be used to navigate through channels in all categories.

Switching preset levels

- Immediately after switching to Satellite Radio mode, press one of the function keys SR1, SR2 or SR3 to open the corresponding preset level ⇒fig. 14.

- **OR:** Press the SAT device key to display all preset levels available in Satellite Radio mode. You can navigate through all preset levels by pressing SAT again.

The method for storing and accessing preset stations is the same as in Radio mode ⇒page 10.

SCAN

The functions and operation are the same as those in FM and AM radio modes ⇒page 10. ◁

Media mode

Introduction

In this section you'll find information on the following:

Media Source and Audio File Requirements . 24
Audio Data CD Playback Sequence 25
MEDIA main menu 26
Inserting and Ejecting CDs 26
Selecting a Media Source 27
Displaying track information 28
Switching Tracks Manually 28
Changing Playback Mode (SCAN, MIX, REPEAT) 29

In the following text, audio sources are referred to as "**media sources**", which contain audio files on different data media (CDs, SD memory cards, external MP3 players, etc.). These audio files can be played back via the relevant drives or audio inputs of the radio system (internal CD drive, external CD changer, AUX-IN multimedia socket, etc.).

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- External audio sources (AUX, MDI) ⇒page 31
- MEDIA-IN multimedia interface ⇒page 33
- External CD changer ⇒page 37
- System and function settings (SETUP) ⇒page 40

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Media Source and Audio File Requirements

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Factory-installed CD players comply with the safety class 1 according to DIN IEC 76 (CO) 6/ VDE 0837.

Only 12 cm standard CDs may be inserted into the device.

In the following, the listed playable data formats are referred to as "audio files". A CD containing such audio files are referred to as an "audio data CD".

Media source	Conditions for playback
Audio-CDs (up to 80 min).	- CD-Digital Audio specification.
CD-ROM-, CD-R-, CD-RW audio data CD up to 700 MB (megabytes) according to ISO 9660 or in Joliet file system format.	– MP3 files (.mp3) with bit rates of 48 to 320 kbps or variable bit rate. – WMA files (.wma) up to 9.0 mono/stereo without copy protection. – Playlists in PLS, M3U and WPL formats. – Playlists no larger than 20 KB and with no more than 250 links. – Max. 32 playlists on one disc. – File names no longer than 64 characters. – Folder structures with a maximum of ten levels. – Max. of 120 folders and max. of 500 files on a disc.
Audio file playback via Bluetooth®a).	– External audio source must support the A2DP Bluetooth profile and must be linked to a factory-installed mobile phone package that supports this function ⇒page 31. ▶

Media source	Conditions for playback
AUX: External audio source.	– 3.5 mm jack plug connectable for audio output ⇒ page 31.
MDI: External media.	– Compatible with MEDIA-IN multimedia interface ⇒ page 33.

a) Bluetooth® is a registered trademark of Bluetooth SIG, Inc.

Limitations and notes

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.

Observe all legal requirements regarding copyrights!

CDs will not be played if they were recorded in UDF or direct CD format. Under Windows Vista® pay attention to the format.

The data medium configuration or the devices or programs used for recording can cause individual tracks or data medium to be unreadable. Information regarding best practices for the creation of audio files and data media (compression rate, ID3 tag, etc.) can be found on the Internet.

Due to the larger data volume, reading of data media with compressed audio files (MP3, WMA, etc.) takes longer than reading "normal" audio CDs. Complex directory structures can also the delay the reading process.

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). ◁

Audio Data CD Playback Sequence

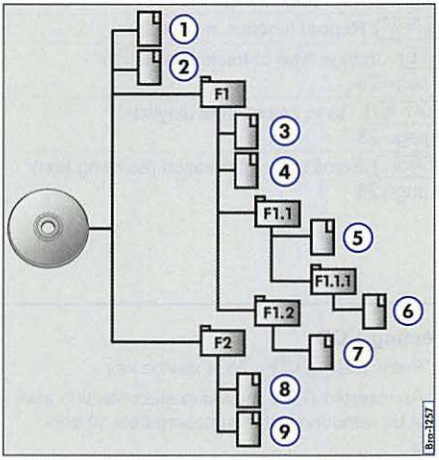


Fig. 16 Possible structure of an MP3 CD.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Audio files on a data medium 🗋 are often sorted via data directories 🗀 and playlists ♪ in order to define a certain playback sequence.

On the data medium, titles, directories and playlists are sorted in numerical and alphabetical order by name.

Subfolders are treated as folders and are numbered according to their order on the CD.

Figure ⇒ fig. 16 shows an example of a typical MP3 CD containing tracks 🗋, folders 🗀 and subfolders.

The tracks and folders on this CD will be played and displayed in the following order:

1. Track ① and ② in the **root folder** of the CD (display: **ROOT**).
2. Track ③ and ④ in the **first** folder **F1** of the root folder of the CD (display: 🗀 **01**).
3. Track ⑤ in the **first** subfolder **F1.1** of folder **F1** (display: 🗀 **02**).
4. Track ⑥ in the **first** subfolder **F1.1.1** of subfolder **F1.1** (display: 🗀 **03**).
5. Track ⑦ in the **second** subfolder **F1.2** of folder **F1** (display: 🗀 **04**).
6. Track ⑧ and ⑨ in the **second** folder **F2** (display: 🗀 **05**). ◁

MEDIA main menu



Fig. 17 MEDIA main menu: Playing an MP3 CD.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Different media sources can be selected and played in Media mode.

- Press the [MEDIA] device key ⇒fig. 1 ②.

The last media source played will resume playing.

Initially, the available media sources will be displayed on the bottom line of the screen after switching to Media mode ⇒page 27. After approximately 5 seconds, additional functions will appear for playback and, if applicable, for searching tracks and displaying the media source played ⇒fig. 17. The functions available depend on the media used.

If it is **not** possible to switch to Media mode, then there is no playable media available (display: **NO CD**).

The type of media source played is displayed in the center of the top line on the screen. The storage location ⇒page 25 and the length of the track are displayed in playback sequence to the right of the media source type.

The track currently playing is displayed on the center line of the screen ⇒page 28.

Function key: meaning
[SCAN]: Scan ⇒page 29.
[MIX]: Random play ⇒page 29.
[REPEAT]: Repeat function ⇒page 29.
[INFO]: Change type of track information ⇒page 28.
[PLAYLIST]: Go to selection of playlists ⇒page 28.
[SCROLL]: Scroll track information (scrolling text) ⇒page 28.

◁

Inserting and Ejecting CDs

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Audio CDs appear as **CD** and audio data CDs appear as **MP3** ⇒page 28.

Inserting a CD

- Insert the CD with the label side up.
- Insert a CD into the CD slot ⇒fig. 1 ④ only until it is pulled in automatically.
- Playback starts automatically after insertion.

When a CD is inserted into the CD drive, **CD-IN** appears at the top left of the screen in all other operating modes (for example ⇒fig. 26).

Ejecting a CD

- Press the [EJECT] ⇒fig. 1 device key .
- An inserted CD is moved to eject position and must be removed within approximately 10 seconds.

If the CD is not removed within 10 seconds, it is pulled in again for safety reasons.

On-screen error messages

A read error is displayed as **ERROR** on the track line.

An error message on the bottom line of the screen indicates the possible cause of the error. ▶

Message	Meaning and consequence
NO CD	No readable media. Switching to Media mode is not possible.
CD ROM	Data CD inserted. CD is ejected.
CHECK CD	Inserted CD is not readable. CD is ejected. Check for damage.
TEMPERATURE	CD drive is too hot. CDs cannot be played. A different audio source is played.
SERVICE	Mechanical defect in CD drive. Please contact a specialist.

The playback can skip on poor roads or during severe vibration. ◁

Selecting a Media Source



Fig. 18 Media selection menu: CD from the internal CD drive is played.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Available media sources are displayed for approximately 5 seconds on the bottom line of the screen when switching to Media mode. The current media source is underlined ⇒ fig. 18.

Opening the Media selection menu manually and selecting a media source

- Briefly press the [MEDIA] device key ⇒ fig. 1 ② to display the *Media selection menu* again in Media mode ⇒ fig. 18.
- Press the relevant function key to select the desired media source.
- **OR:** Repeatedly press the [MEDIA] key to browse through available media sources consecutively.

Function key: media source

[CD]: Audio CD or audio data CD in internal CD drive ⇒ page 26.

[CD EXT.]: External CD changer ⇒ page 37.

[AUX]: External audio source connected to AUX-IN multimedia socket ⇒ page 31.

OR: [MEDIA-IN]: External media (MDI) connected to MEDIA-IN multimedia interface ⇒ page 33.

[BT-AUDIO]: Bluetooth audio source connected ⇒ page 31.

If a previously played media source is selected again, playback resumes from the last position played (*exception:* external audio sources ⇒ page 31). ◁

Displaying track information



Fig. 19 Track information for a playing MP3 CD.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

For audio CDs without CD text, only **TRACK** and the track number according to the order on the media appear on the center of the screen.

Different track information can be displayed for audio files that contain additional track information (CD text, ID3 tags for MP3 files, etc.).

Changing the display of track information

The type of track information selected (in fig. 19: **TITLE**) is displayed on the left in the top line of the screen.

- Briefly press the INFO function key to change the type of track information displayed.

Display: Track information
TITLE: Track name.
ARTIST: Artist.
ALBUM: Album name.
FILE: File name (audio data CDs only).
FOLDER: Folder name (audio data CDs only). **OR:** **PLAYLIST**: Playlist name (audio data CDs only).
No display: Storage location based on playback sequence ⇒ page 25.

The SCROLL function key appears if the selected track information is too long for the center line of the screen ⇒ fig. 19.

- Briefly press the SCROLL function key to display track information as scrolling text. ◁

Switching Tracks Manually

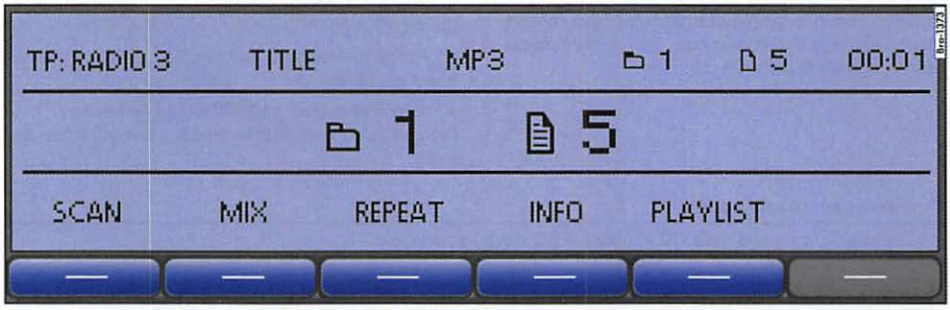


Fig. 20 Displaying the storage location while changing tracks in MP3 mode.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Initiate media mode.

The tracks of the CD currently playing can be browsed in consecutive order. ▶

Note the playback sequence of audio data CDs ⇒page 25.

Browsing tracks in consecutive order

Briefly press the left or right side of the ◁ ... / TRACK ▷ ⇒fig. 1 rocker switch.

Operation	Effect
Briefly pressing **left** side of switch.	Starts the current track.
Briefly pressing **right** side of switch.	Next track.
Briefly pressing **left** side twice.	Starts the previous track.
Pressing and holding **left** side of switch.	Fast search backward.
Pressing and holding **right** side of switch.	Fast search forward.

Alternatively, you can switch tracks by turning the adjustment knob ⇒fig. 1 ⑧.

Switching folders in audio data CD mode

- Press the right or left side of the ◁ FOLDER ▷ or ◁ ... / FLDR ▷ rocker switch ⇒fig. 1 ⑨ to switch to the first track of the next or previous folder.

When changing folders or tracks, the storage location is displayed for a few seconds based on the playback sequence of the audio data CDs (in fig. 20: folder 🗀 1 and track number 🗋 5). After approximately 5 seconds, the selected track information will reappear.

Playing playlists

Playlists on a medium are **not** played automatically.

- Press the PLAYLIST function key to start playing playlists on the current medium.
- Press the right or left side of the ◁ FOLDER ▷ or ◁ ... / FLDR ▷ rocker switch to switch to the first title of the next or previous playlist.

Scan (SCAN) and Random play (MIX) are only available for the current playlist ⇒page 29.

- Press the PLAYLIST function key again to stop playing playlists.

Selecting tracks and CDs from an external CD changer ⇒page 37.

Selecting tracks and CDs via the MEDIA-IN multimedia interface ⇒page 33. ◁

Changing Playback Mode (SCAN, MIX, REPEAT)



Fig. 21 MEDIA main menu: Random play from active folder (MIX FLD).

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 24.

Note the playback sequence of files and directories ⇒page 25

Selecting playback modes

The playback modes that are available for the current medium are displayed as function keys on the bottom line of the screen.

- Press the function key to start the corresponding playback mode. The function key will be underlined. ▶

[SCAN] **Quick play**: All tracks are played for approximately 10 seconds. The quick play function starts with the next track and automatically stops once all selected tracks have been played.

[MIX] **Random play**: Tracks are played randomly.

[REPEAT] **Repeat mode**: The medium is played again once it reaches the end. If a medium contains compressed audio files (MP3, WMA), only one folder can be repeated, **not** the entire disc.

The random playback (Mix) and repeat (Repeat) modes remain activated for the particular media source until they are deactivated.

- Press the [SCAN ...], [MIX ...] or [RPT ...] function key again to deactivate repeat mode at the current track.

Quick play mode can be activated or deactivated by pressing the **adjustment knob** ⇒fig. 1 ⑧.

Limiting playback mode to folders, playlists or titles

Depending on the type of audio source played, the playback mode can be restricted to files, folders or playlists by pressing a function key multiple times. The display on the function key changes accordingly (for example in fig. 21: [MIX FLD]).

Display on function key: Effect
[... CD] or [... ALL]: All tracks of the current medium are played in the selected playback mode.
[... FLD]: Only tracks in the current folder are played in this playback mode.
[... PLS]: Only tracks in the current playlist are played in this playback mode. Playback of playlists ⇒page 29.
[... TRACK]: The current track will be repeated (only when using [REPEAT]).

◁

External Audio Sources (AUX, Bluetooth Audio)

Introduction

In this section you'll find information on the following:

External audio sources connected to the AUX-IN multimedia socket 31
External Media Player connected via Bluetooth® 31

The external audio sources described here can be played through the vehicle's speakers, but they **cannot** be controlled through the radio system.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Media mode⇒page 24
- System and function settings (SETUP) ⇒page 40

Read and follow the instructions for use of the external audio source manufacturer. ◁

External audio sources connected to the AUX-IN multimedia socket

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 31.

Depending on the vehicle, the AUX-IN multimedia socket may be found in the passenger side storage compartment, in the center console or in the armrest between the front seats.

The AUX-IN multimedia socket only works with a 3.5 mm jack plug.

A connected audio source is indicated by the AUX function key in the *Media selection menu*.

If the AUX function key is not shown, **AUX** needs to be activated in the *SETUP menu* ⇒page 40.

Connecting an External Audio Source to the AUX-IN Multimedia Socket.

- Connect an external audio source to the AUX-IN multimedia socket.
- Lower the radio's default volume ⇒page 8.
- Start playback on the external audio source.
- Open the *Media selection menu* and select the AUX function key ⇒page 27.

The **volume** should be adjusted to match the volume of other audio sources ⇒page 41.

Vehicles with AUX-IN multimedia sockets and MEDIA-IN multimedia interfaces

Instead of the AUX function key, the MEDIA-IN function key will be displayed on the screen in vehicles equipped with an additional MEDIA-IN multimedia interface⇒page 33.

An audio source connected to an AUX-IN multimedia socket can only be played when **no** external media is connected to the MEDIA-IN multimedia interface.

The radio system remains in the **AUX** menu after playback of an external audio source ends or after the connector is disconnected from the AUX-IN multimedia socket.

If the external audio source is powered by the 12 volt outlet of the vehicle, interference is possible. ◁

External Media Player connected via Bluetooth®

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 31.

Bluetooth audio mode is only possible in vehicles equipped with a factory-installed mobile phone package that supports this function. To learn about the operation of the mobile phone package, read the relevant owner's manual of the vehicle ⇒booklet *Mobile Phone Package*.

The external media player (a mobile phone, for example) must support Bluetooth A2DP profile ®. ▶

In the Bluetooth audio mode, audio files which are played by a Bluetooth® connected media player, can be played through the vehicle speakers.

Bluetooth audio mode is indicated on the screen by **BT-AUDIO** or **BLUETOOTH-AUDIO**.

Starting Bluetooth audio transfer

- External media players with Bluetooth interface linked or connected to a mobile phone package as per the owner's manual ⇒booklet *Mobile phone package*.
- Lower the radio's default volume ⇒page 8.
- Start an external media player playback.

Starting playback via the vehicle speakers

The procedure for starting the transmission of audio files depends on whether **BLUETOOTH-AUDIO** is switched **▶ON◀** or **▶OFF◀** in the *SETUP menu* ⇒page 40.

SETUP: BLUETOOTH-AUDIO ▶OFF◀ (factory default setting):

- A request to start playing Bluetooth audio files is displayed after starting the Bluetooth audio transmission.
- Confirm the request.
- Bluetooth audio playback begins and **BLUETOOTH-AUDIO ▶ON◀** now appears in the *SETUP menu*.

SETUP: BLUETOOTH-AUDIO ▶ON◀:

- Manually switch to **BLUETOOTH-AUDIO** after Bluetooth audio transmission begins ⇒page 27.

When external media player playback is stopped, the radio system remains in the **BLUETOOTH AUDIO** menu.

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. ◁

MEDIA-IN Multimedia Interface

Introduction

In this section you'll find information on the following:

Connecting Data Media 33
Connection and operation 35

Depending on the country and vehicle configuration, the MEDIA-IN multimedia interface is located either in the passenger side storage compartment or in the armrest between the front seats.

The playable file formats listed below will be referred to collectively as "audio files".

Audio files on an external data medium connected to the MEDIA-IN multimedia interface can be played back and controlled via the radio system.

In this manual, USB mass storage devices are referred to as external data media and contain playable audio files, such as MP3 player, iPod® and USB sticks. External media are displayed as **MDI** (Media Device Interface) on the radio system.

The MEDIA-IN multimedia interface provides 5 volts, commonly used by USB devices.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Media mode⇒page 24
- System and function settings (SETUP) ⇒page 40

The rubber insert in the storage compartment next to the MEDIA-IN multimedia interface can be removed. ◁

Connecting Data Media

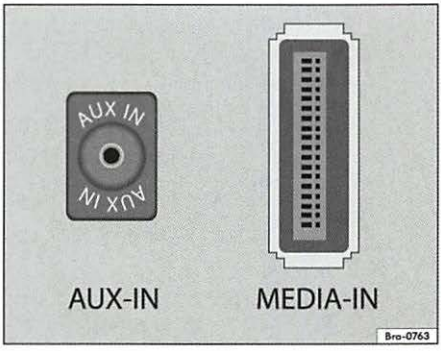


Fig. 22 AUX-IN multimedia socket and MEDIA-IN multimedia interface.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 33.

Adapter for connecting a data medium

An external data medium must be connected to the MEDIA-IN multimedia interface 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! ▶

Media requirements

Connectable data media	Files and formats readable by the radio system
USB 2.0 devices. FAT file system FAT16 (< 2 GB) or FAT32 (> 2 GB). iPods® and iPhones® of different generations[a]. MTP player with "PlaysForSure"- or "ReadyForVista" trademark.	– Audio files in MP3, WMA, OGG-Vorbis and AAC format. – Playlists in PLS, B4S, ASX and WPL formats.

Read and follow the operational instructions of the external data medium.

[a] iPod® and iPhone® are protected trademarks of Apple Inc.

MEDIA-IN multimedia interface and AUX-IN multimedia socket

The MEDIA-IN multimedia interface is often installed together with an AUX-IN multimedia socket ⇒ page 31.

Instructions and restrictions

The radio system can display, play back and control readable audio files only via the MEDIA-IN multimedia interface.

Depending on battery status and data volume it can take MTP players several minutes until they are ready to play.

With data media subdivided into several partitions, only the **first** partition with playable audio files can be played back.

Read about additional limitations and notes with regard to media sources ⇒ page 24.

NOTICE

The used adapter cable must not be jammed or severely bent. This can damage the adapter cable and lead to functional faults. ◁



Fig. 23 MEDIA-IN mode: MDI is displayed on the top line of the screen.



Fig. 24 MEDIA-IN mode: Searches through the folder structure of an MDI source.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 33.

Lower the playback volume on the radio system prior to connecting or playing an external medium ⇒page 9.

Connecting or disconnecting an external data medium

- Connect an appropriate adapter to the MEDIA-IN multimedia interface ⇒page 33.
- Connect the external data medium to the MEDIA-IN multimedia interface via the adapter.
- If applicable, switch on the external data medium and select the appropriate data mode.

Despite indications to the contrary, the external data medium can be disconnected from the MEDIA-IN multimedia interface at any time without data loss.

If the selected media source currently playing is disconnected from the MEDIA-IN multimedia interface, the radio system remains in MDI mode. A different audio source must be selected manually.

Operation through the Radio System

An external medium connected to the MEDIA-IN multimedia interface can be operated via the radio system.

The radio system does **not** automatically switch to playback of the external medium if it is connected to the MEDIA-IN multimedia interface or if a connected data medium is switched on.

- Open the *Media selection menu* and select the [MEDIA-IN] function key ⇒page 27.
- Playback of the external medium is started ⇒fig. 23.
- If the [BROWSE] function key is pressed, function keys for browsing the folders are displayed ⇒fig. 24.
- You can browse folders or playlists using the function keys [TOP] (top level), [UP] (one up) and [OPEN] (open folder). The selected folder level is displayed on the top line of the screen ⇒fig. 24.
- You can switch between folders or playlists on one level by pressing [◁ FOLDER ▷] or [◁ ... / FLDR ▷] ⇒fig. 1 ⑨. ▶

- Turn the adjustment knob and press PLAY to display tracks in a folder or playlist and to play the displayed track.
- To switch directly between tracks within a folder or playlist, press the left or right side of the ◁ ... / TRACK ▷ ⇒fig. 1 rocker switch.

Different playback modes (**SCAN**, **MIX**, **REPEAT**) are accessed and operated in the same manner as described in Media mode ⇒page 24.

iPod® and iPhone®

If an iPod ® or an iPhone ® is connected, iPod-specific lists can be selected (**Playlists**, **Artists**, **Albums**, etc.).

The iPod-selection menu is operated as usual.

The music control of a connected iPod® or iPhone® is disabled.

The **volume** of a connected iPod® or iPhone® should be adjusted to match the volume of other audio sources ⇒page 41.

Possible error messages after connecting an external data medium

Error signal	Cause	Remedy
Device is not supported.	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 interface via the Volkswagen dealer. If possible, update the software of the external data medium.
Device not functional	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. ◁

External CD Changer

Introduction

In this section you'll find information on the following:

Overview 37
Operation through the Radio System 38

Depending on the vehicle, there may be an external CD changer in the passenger side storage compartment or in the front center armrest.

Six standard 12 cm audio CDs can be loaded into the CD changer. The CD changer does **not** have to be completely filled.

Loaded CDs are selected and controlled via the radio system.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Media mode ⇒ page 24

Audio data CDs and audio DVDs cannot be played back in the external CD changer.

Copy-protected CDs and self-burned CD-R and CD-RW media may possibly provide limited or no playback.

No CD text can be displayed for CDs played back in the external CD changer. ◁

Overview

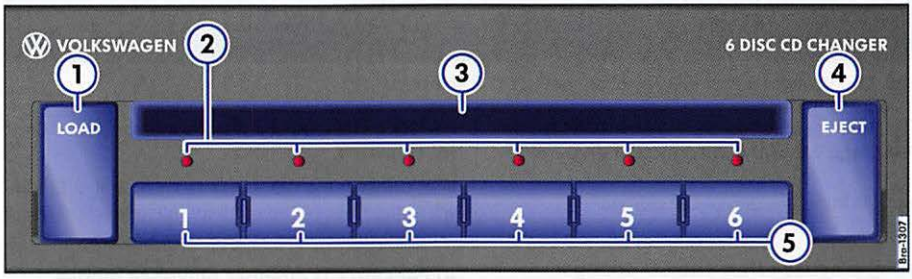


Fig. 25 External CD changer in the passenger side storage compartment or in the front center armrest.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 37.

Inserting CDs

- Press the LOAD button. The LED ⇒ fig. 25 ② above the next available CD slot flashes slowly.
- For manual selection of an available CD slot, press one of the device keys 1 to 6. Otherwise, the next available slot is automatically provided.
- If the LED flashes rapidly, load an audio CD into the CD slot with the unprinted side facing towards the buttons ③, until the audio CD is automatically pulled in ⇒ ⓘ.

For **quick loading**, press LOAD for slightly more than 3 seconds. The available slots of the CD changer are provided sequentially for loading.

Ejecting CDs

- If a CD from the CD changer has finished playing, press the EJECT button in order to move the CD to its ejection position.
- If no CD in the CD changer has been played, after pressing the EJECT button, press one of the buttons 1 to 6 in order to selected the appropriate CD slot.
- If the CD is not removed from its ejection position, CD removal is cancelled and after about 15 seconds the CD is pulled in again ⇒ ⓘ.

In order to remove **all** CDs at the same time, press the EJECT button for longer than 3 seconds. The CDs are moved one by one to the ejection position. ▶

LED status displays ②

Status	Display
CD slot empty.	LED is switched off.
CD slot full.	LED is lit up.
CD slot is being provided.	LED flashes slowly.
CD slot is ready.	LED flashes rapidly. CD can be inserted.

NOTICE

Prior to closing the storage compartment at the passenger side or the front middle armrest, verify that the CD has been completely loaded or removed. Otherwise the CD changer or the CD can be damaged. ◁

Operation through the Radio System



Fig. 26 MEDIA main menu: CD selection menu, CD 2 selected.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 37.

Insert CDs into the external CD changer ⇒page 37.

Starting playback from the CD changer

- Open the *Media selection menu* and select the [CDC] function key ⇒page 27.

The first track of the first loaded CD slot in the CD changer is played. If the CD changer was previously selected, playback of the last played CD is continued with the last played track.

Changing a CD

Occupied and available CD slots and the corresponding slot numbers are displayed approximately 5 seconds after switching to the CD changer (in fig. 26: [CD1], [CD2] and [CD4]).

Available CD slots are indicated by [-] (CD slot 3).

The slot of the currently playing CD is underlined (CD slot 2).

- Press the function key of a different, available CD slot to start playing that CD.

If a CD is changed, the first track of the next CD will be played.

If an **unreadable CD** is inserted, **CD ROM** or **ERROR** will appear above the corresponding function key ⇒fig. 26.

Accessing CD changer playback modes

- Press the [MENU] key ⇒fig. 1 ② to display the available CD changer playback modes ([SCAN] and [MIX]).
- Press one of the function keys to start the corresponding playback mode. The function key will be underlined.
- Press the function key again to use the selected playback mode for all CDs in the CD changer (display: [... MAG]).

All other functionality corresponds to the functionality described in the Media mode ⇒page 24.

- Press the function key again to end the playback mode. ◁

Settings Menus

Sound Settings (SOUND)

Introduction

In this section you'll find information on the following:

Sound and Volume Settings 39

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6 ◁

Sound and Volume Settings

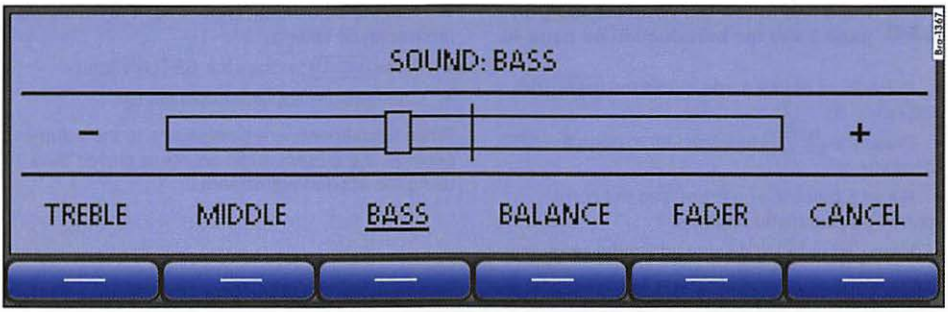


Fig. 27 Sound settings.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 39.

Changing sound settings

- Press the [SOUND] ⇒fig. 1 device key from any menu.
- Press one of the following function keys to access the corresponding settings menu ⇒fig. 27.
- Turn the adjustment knob ⇒fig. 1 ⑧ or briefly press the right or left side of one of the rocker switches ⑨ or ⑩ to change the current setting.

Sound settings overview

Function key: Settings
[TREBLE]: High range
[MIDDLE]: Midrange
[BASS]: Low range
[BALANCE]: Left and right volume distribution.
[FADER]: Front and rear volume distribution.
[CANCEL] or [EXIT]: Closes the menu. Changes are applied automatically. ◁

System and Function Settings (SETUP)

Introduction

In this section you'll find information on the following:

Changing settings 40
General System and Function Settings 40
DAB settings 42

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6 ◁

Changing settings

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 40.

- In Radio or Media mode, press the MENU device key ⇒fig. 1 ②.
- Press the SETUP function key to open the *SETUP menu* ⇒fig. 28.
- When a function key is pressed the corresponding setup menu appears.
- Press ◀ or ▶ to display additional setup menus.
- Turn the adjustment knob ⇒fig. 1 ⑧ to change the displayed setting.
- Press MENU to close the *SETUP menu*.
- Changes are applied automatically.

While adjustments are being made to the volume settings, the current audio source is played back using the applied adjustments. ◁

General System and Function Settings



Fig. 28 SETUP menu: Set stations for the SEEK rocker switch.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 40.

Over view of available settings menus

The selection of possible settings depends on the vehicle's equipment and on the connected devices. ▶

Function key: Effect
SEEK MODE: Set stations for the ◁ SEEK / TRACK ▷ rocker switch ⇒ fig. 1 in Radio mode. ▶ALL STATIONS◀: Use ◁ SEEK / TRACK ▷ to search through **all** receivable stations ⇒ page 10 (display: ◁ ... ▷ to the left and right of the set station ⇒ fig. 4). ▶PRESET◀: Use ◁ SEEK / TRACK ▷ to search through **only** saved stations of the selected frequency ⇒ page 10 (display: ◁ ... ▷ to the left and right of the station preset keys ⇒ fig. 5).
SCROLL: If information is too long to be displayed in the center line of the screen, the information is displayed as scrolling text.
RDS[a]: RDS-dependent services can be deactivated in areas where RDS is unavailable. ▶ON◀: RDS is activated ⇒ page 16. ▶OFF◀: RDS is deactivated. ALT-FREQ and RDS REG can no longer be selected from the SETUP menu.
ALT-FREQ[b] **ALTERNATIVE FREQUENCY**: Specifies the settings for automatic station tracking. ▶ON◀: While driving, the frequency is always changed to that of the station with best reception even if a regional program will be interrupted. ▶OFF◀: The frequency is not changed. The current frequency applies until reception is lost. RDS REG can no longer be selected from the SETUP menu.
RDS REG[b][c] **RDS REGIONAL**: Specifies the settings for automatic station tracking. ▶AUTO◀: While driving, the frequency always is changed to that of the station with best reception even if a regional program will be interrupted. ▶FIX◀: A frequency is only changed to alternative regional frequencies of the current station that broadcast an identical regional radio program. The radio only accepts frequencies of a different station if the reception becomes very poor.
RADIOTEXT: Some RDS and DAB stations transmit additional text information. The radio station is responsible for the content of the displayed text. ▶ON◀: Radio text is displayed instead of the station name on the center line (possibly as scrolling text) of the screen if the current station supports radio text and the reception is sufficient. ▶OFF◀: No radio text display (factory default setting).
SAT DISPL: **SAT DISPLAY INFORMATION** Sets the display settings in Satellite Radio mode ⇒ page 22. ▶BASIC◀: The channel number and station name are displayed on the center line of the screen. ▶DETAIL◀: The artist and track are displayed on the center line of the screen.
DAB... settings ⇒ page 42.
AUX: AUX-IN multimedia socket is activated ▶ON◀ or deactivated ▶OFF◀ ⇒ page 31.
AUX-LVL: The **input volume** for some external audio sources (AUX, iPod or iPhone) can be adjusted to match the **playback volume** of other audio sources ⇒ page 41.
BT-AUDIO: Bluetooth audio mode is activated ▶ON◀ or deactivated ▶OFF◀ ⇒ page 31.
ON-VOL **OR** START-VOL: Sets the maximum initial volume.
GALA **OR** SDV: Sets the speed-dependent volume control ⇒ page 42.
DISPLAY: Sets the brightness of the screen when headlights are dimmed.
PDC: **PDC VOL ATTENU.**: The volume of the current audio source is lowered to the set value when park distance control is active.

a) RDS is not available everywhere ⇒ page 16.

b) Not displayed when **RDS OFF**.

c) Not displayed when **ALT-FREQ OFF**.

Adjusting the playback volume (AUX/MDI VOLUME LEVEL)

Lower the base volume of the radio system before turning up the volume for an external audio source ⇒ page 9.

If the connected audio source is played back **too softly**, increase the **output volume** of the external audio source, if possible. If this is not enough, turn up the **input volume** (**AUX VOL LEVEL**) in the system settings to **Level 2** or **Level 3**. ▶

If the connected external audio source is played back **too loudly or the sound is distorted**, lower the **output volume of the external audio source**, if possible. If this is not enough, set **AUX VOL LEVEL** to **Level 2** or **Level 1**.

Speed-dependent volume control

The Speed-dependent Volume Control automatically adjusts the volume according to the vehicle speed.

The volume control level is adjusted in increments of **1** to **7**.

If a low value is set, then the volume is somewhat raised with increasing road speed. For a high value, the volume is increased significantly. **0** means that the speed-dependent volume control is switched off.

Due to country-specific legal requirements, some functions cannot be selected above a certain driving speed. ◁

DAB settings



Fig. 29 SETUP menu: DAB settings.

Read and follow the WARNINGS ⚠ on page 3 and the introduction on page 40.

Function key: Effect	
DAB-TP	**DAB TRAFFIC ANNOUNCEMENT** **▶ON◀**: Traffic reports from a DAB traffic program station are played in DAB Radio mode (display: "**TP:DAB**"). Traffic reports from an FM station will be ignored. **▶OFF◀**: If TP is activated in FM mode, traffic reports from an FM traffic program station are played in current DAB radio mode ⇒page 16.
DAB-NEWS	**DAB NEWS ANNOUNCEMENT ▶ON◀**: News from a DAB news station are played in the current DAB Radio mode.
DAB-ANNO	**DAB ANNOUNCEMENT ▶ON◀**: Other types of DAB announcements (sports, weather, etc.) are played in the current DAB Radio mode.
DAB-SF	**DAB SERVICE FOLLOWING**: Automatic station tracking in DAB Radio mode. **▶ON◀**: If the currently playing DAB station transmits on another channel after moving to a new location, the radio automatically switches to this channel (factory default setting). **▶OFF◀**: The channel is not automatically changed to search for stations.
DAB-FM	**DAB-FM LINKING ▶ON◀**: Allows changing of the FM frequency for automatic station tracking.

Press MENU to close the *SETUP menu*. ▶

Functionality DAB-FM LINKING ▶ON◀

If the currently played DAB station can no longer be received (such as when DAB is not available), the device will try to find and set this station in an FM frequency.

To search for a station in different frequencies automatically, the DAB station and the FM station must both transmit the same station code or there must be a DAB transmission to indicate which FM station corresponds to the DAB station.

If a corresponding FM station was found (FM) will be displayed after the station name. If the corresponding DAB station becomes available again, the radio switches back to DAB mode after a short time.

If a DAB station with poor reception cannot be found in an FM frequency, the radio is muted. ◁

Abbreviations

Abbreviation	Meaning
AM	Amplitude modulation (medium wave, MW).
AUX-IN	Auxiliary input (AUX-IN multimedia socket).
DAB	Digital Audio Broadcasting.
EON	Enhanced Other Network (support for other networks).
FM	Frequency modulation (ultra short wave, VHF).
MDI	Media Device Interface (for external data media such as the iPod®).
RDS	Radio Data System
TI	Traffic channel (Traffic Information).
TP	Traffic Program (traffic news function). ◁

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Supplement

Golf 2011 – edition 11.2010

Technical Modifications

This supplement provides additional information and instructions about modifications developed after the printing of the 05.2010 Golf Owner's Manual. Please continue to refer to the Owner's Manual, in conjunction with this supplement, for information, descriptions and specifications regarding the operation and care of your vehicle as well as information and warnings that you should know for your own safety and the safety of your passengers.

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Vehicle interior

Driver's side overview

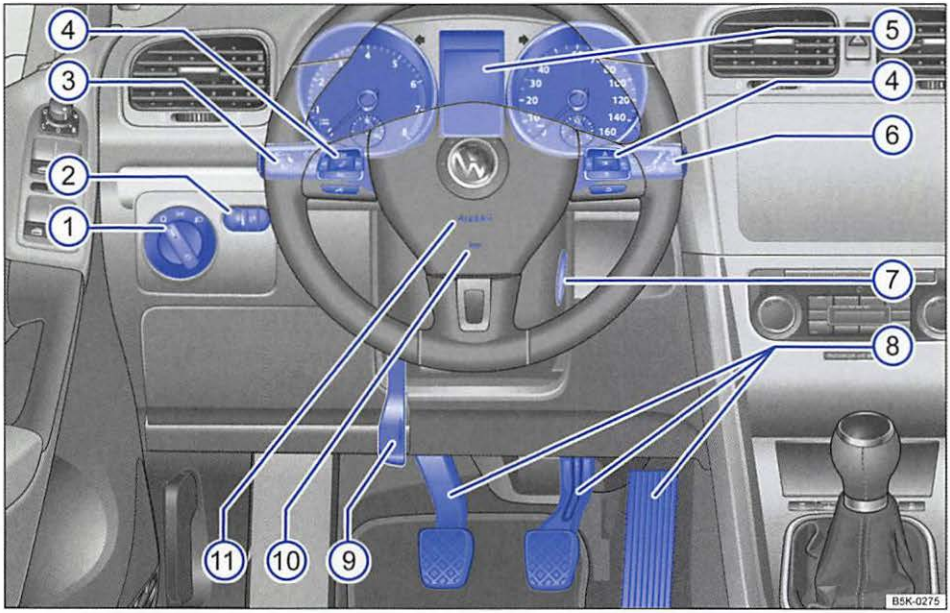


Fig. 1 Driver's side overview.

Key for ⇒ fig. 1:

Air vents **0** – ⇒booklet *Owner's Manual*, chapter *Climate control system*

① Light switch ⇒booklet *Owner's Manual*, chapter *Lights*
- Headlights switched off **-0-**
- Adaptive front lighting system **-AUTO-**
- Parking light and low beam
- Fog lights

② Dimmer control for the instrument and switch illumination ⇒booklet *Owner's Manual*, chapter *Lights*

③ Lever for ⇒booklet *Owner's Manual*, chapter *Lights*
- High beam
- Headlight flasher
- Turn signals
- Cruise control system **ON** – **CANCEL** – **OFF** – **RES/+** – **SET/-** ⇒booklet *Owner's Manual*, chapter *Cruise control system*

④ Multi-function steering wheel controls ⇒booklet *Owner's Manual*, chapter *Volkswagen information system*
- Volume setting for radio programs, navigation system notifications, or telephone calls –
- Mute switching for radio or activation of voice control
- Display telephone main menu or accept telephone calls
- Volkswagen information system buttons – △ – ▽ – , OK,

⑤ Instrument cluster:
- Instruments ⇒ booklet *Owner's Manual*, chapter *Instruments*
- Display ⇒ booklet *Owner's Manual*, chapter *Instruments*
- Warning and indicator lights ⇒ booklet *Owner's Manual*, chapter *Warning and indicator lights*

⑥ Windshield washer lever ⇒ booklet *Owner's Manual*, chapter *Windshield washer system*
- Windshield wiper **HIGH** – **LOW**
- Intermittent operation for windshield wipers
- "One-tap wiping" 1x
- Windshield wiper
- Automatic wipe/wash for windshield
- Rear window wiper
- Rear window automatic wipe/wash
- Lever with buttons for the Volkswagen information system **TRIP-** , **OK/RESET** ⇒ booklet *Owner's Manual*, chapter *Volkswagen information system*

⑦ Ignition switch or starter button (Keyless Access locking and starting system) ⇒ booklet *Owner's Manual*, chapter *Starting and stopping the engine*

⑧ Pedals ⇒ booklet *Owner's Manual*, chapter *Switches*

⑨ Adjustable steering column lever ⇒ booklet *Owner's Manual*, chapter *Adjusting the seat position*

⑩ Horn (only works when the ignition is switched on)

⑪ Driver's front airbag ⇒ booklet *Owner's Manual*, chapter *Airbag system* ◁

Lights

Lights and Vision functions

Daytime running lights (applies to U.S. models only)

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

When daytime running lights are switched on, only these separate lamps are on ⇒ ⚠.

The daytime running lights are switched on every time the ignition is switched on and the light switch is in position **0** or **AUTO**. The indicator light ≡D or **DRL** in the instrument cluster indicates the activated function ⇒ booklet *Owner's Manual*, chapter *Lights*.

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

Turning on daytime running lights	Turning off daytime running lights
Press and hold the turn signal lever and high beam switch *up* and to the back (right turn signal and headlight flasher).	Press and hold the turn signal lever and high beam switch *down* and to the back (left turn signal and headlight flasher).
Switch the ignition on for about 3 seconds and off again.	

In some vehicles, the daytime running lights can be turned on and off in the **Lights & Vision** menu in the instrument cluster display ⇒ booklet *Owner's Manual*, chapter *Volkswagen Information System*.

Daytime running lights (applies to Canada models only)

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

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

The daytime running lights are switched on every time the ignition is switched on and the light switch is in position **0** or **AUTO**. The indicator light ≡D or **DRL** in the instrument cluster indicates the activated function ⇒ booklet *Owner's Manual*, chapter *Lights*.

⚠ 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 to see where you are going. Daytime running lights 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.**
- **The taillights do not come on when the daytime running lights are on. A vehicle without taillights on cannot be seen by others when it is dark or raining or visibility is otherwise poor.**

◁

Tires and Wheels

Tire wear and damage

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

Wheel rim and tire damage is often difficult to see. Unusual **vibrations** or **pulling to one-side** can be an indication of tire damage ⇒ ⚠.

- If you suspect tire damage, immediately reduce speed!
- Check tires and wheel rims for damage.
- If a tire is damaged, do not drive any further. Get expert assistance.
- If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer or Authorized Volkswagen Service Facility and have the vehicle checked.

▶

Objects embedded in the tire

- If embedded objects have penetrated to the inside tire, do not remove them!
- Get help immediately.

Tire wear

Tire wear depends on several factors, including:

- Driving style.
- Unbalanced wheels.
- Wheel alignment.

Driving style – Fast cornering, hard acceleration and braking increase tire wear. If you experience increased tire wear under normal driving conditions, have the vehicle suspension checked by an authorized Volkswagen dealer or an Authorized Volkswagen Service Facility.

Unbalanced wheels – The wheels on a new vehicle are balanced. When driving, however, various conditions can cause a wheel to become unbalanced. Unbalanced wheels can cause wear to the steering and suspension systems. Have all wheels rebalanced. A wheel must always be balanced if a new tire has been mounted.

Wheel alignment – Incorrect wheel alignment causes excessive and uneven tire wear, impairing vehicle safety. If you notice excessive or uneven tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or an Authorized Volkswagen Service Facility.

⚠ WARNING

Unusual vibrations or pulling to one side can indicate tire damage.

- **Reduce speed immediately and stop when it is safe to do so.**
- **Check tires and wheel rims for damage.**
- **Never drive with a damaged tire or rim and seek expert assistance. Get expert assistance instead.**
- **If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer or an Authorized Volkswagen Service Facility and have the vehicle checked.**

◁

Changing light bulbs

Replacing headlight bulbs

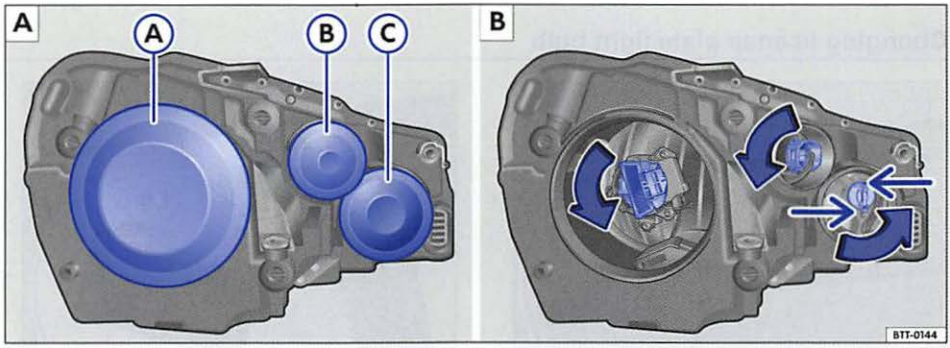


Fig. 2 In the engine compartment: covers in the left headlight. Ⓐ low beam, Ⓑ turn signal, Ⓒ high beam, parking light and daytime running light.

It is not necessary to dismantle the headlight assembly to replace a light bulb. ▶

Replacing bulbs for low-beam headlights, parking lights, high-beam headlights, and daytime running lights

Please carry out each step only in the order specified:

fig. 2	Ⓐ Low beam headlights	Ⓑ Front turn signals	Ⓒ High beam headlights / daytime running lights	Ⓒ Parking lights (small bulb holder)
1.	Please review and follow the checklist ⇒ booklet *Owner's Manual*, chapter *Replacing bulbs*.			
2.	Open the hood ⚠ ⇒ booklet *Owner's Manual*, chapter *Preparations for working inside the engine compartment*.			
3.	Remove the rubber cover on the back of the headlight. Depending on the version, a plastic cover may also be installed with a clip. Press the clip up and remove the cover.			
4.	Turn the bulb holder all the way to the left and pull it out with the bulb.			Pull the bulb holder with the bulb out.
5.	Pull the bulb straight out of the bulb holder. Press the locking mechanism on the bulb holder if necessary.			
6.	Replace burned out bulbs with new bulbs that are identical to the old ones.			
7.	Insert the bulb holder in the headlight and turn it all the way to the right.			Insert the bulb holder in the headlight and slide it all the way in.
8.	Install the rubber or plastic cover. Press the clip down, if necessary.			

The illustrations show the left headlight assembly from the rear. The right headlight assembly is the mirror image of the left headlight assembly.

You cannot replace the LEDs in LED daytime running lights. Contact your authorized Volkswagen dealer or an Authorized Volkswagen Service Facility for assistance. ◁

Changing license plate light bulb

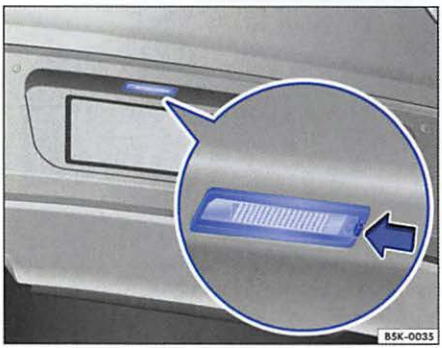


Fig. 3 In the rear bumper: license plate light.

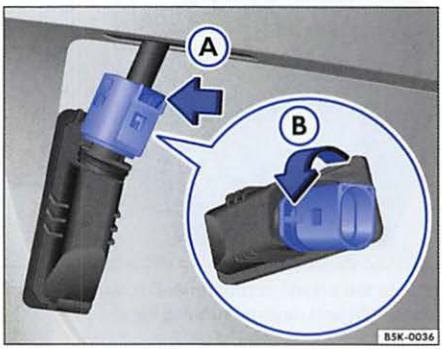


Fig. 4 License plate light: removing the bulb holder. ▶

Please carry out each step only in the order specified:

Only perform these steps in the specified order:

1.	Please review and follow the checklist ⇒ booklet *Owner's Manual*, chapter *Replacing bulbs*.
2.	Carefully insert the flat blade of the screwdriver from the vehicle tool kit in the direction of the arrow into the slot in the license plate light ⇒ booklet *Owner's Manul*, chapter *Vehicle tool kit* ⇒ fig. 3.
3.	Pull the license plate lamp out slightly.
4.	Press the locking mechanism on the connector in the direction indicated by the arrow ⇒ fig. 4 Ⓐ and disconnect the connector.
5.	Turn the bulb holder in the direction indicated by the arrow ⇒ fig. 4 Ⓑ.
6.	Pull the burned out light bulb out in the direction of the arrow and replace with a new bulb of the same type.
7.	Insert the bulb holder in the license plate light and turn it counter-clockwise in the direction indicated by the arrow ⇒ fig. 4 Ⓑ until it stops.
8.	Connect the connector to the bulb holder.
9.	Insert the license plate light carefully into the opening in the bumper. Make sure the license plate light is installed in the correct direction.
10.	Press the license plate light into the bumper until you hear it click into place.

You cannot replace the LEDs in LED license plate lights. Contact your authorized Volkswagen dealer or an Authorized Volkswagen Service Facility for assistance. ◁

111.5U2.GOL.21

Afterword

Volkswagen AG works constantly to improve all of its products. Due to ongoing vehicle development, changes in design, equipment, and technology are possible at any time. The information regarding equipment, appearance, performance, dimensions, weights, fuel consumption, standards, and functions of the vehicles is the information that was available as of the editorial deadline. Some of the equipment may not be available until later or may be available only in certain markets. Contact your authorized Volkswagen dealer or authorized Volkswagen service facility for more information. No legal obligations or commitments may be derived from the information, illustrations, and descriptions in this Manual.

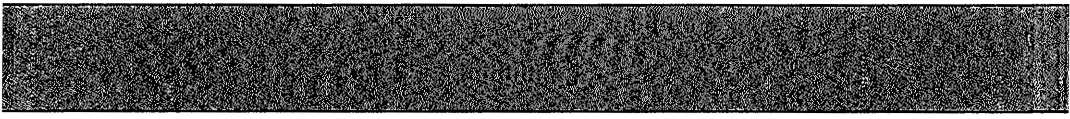
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USA Warranty and Maintenance

CC, Eos, GTI, Golf, Tiguan, Touareg

Model year 2011



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Warranty

Owner's information

Dear Owner,

This booklet contains the limited warranties applicable to your new Volkswagen model. Please read these limited warranties carefully to determine your warranty rights and obligations.

Your New Vehicle Limited Warranty includes virtually bumper to bumper coverage for 3 years or 36,000 miles, whichever occurs first and Powertrain Limited Warranty coverage for 5 years or 60,000 miles, whichever occurs first. Your vehicle has a Limited Warranty Against Corrosion Perforation for a period of 12 years irrespective of mileage.

In addition, your vehicle is covered by Emissions Limited Warranties mandated by Federal law. If you are a resident of the State of California, Connecticut, Maine, Maryland, New Jersey, New York, New Mexico, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania and have purchased a California emissions equipped vehicle, you may also have rights under California mandated emissions warranties. Please consult these warranties whenever a repair to your emission control system is required to determine whether it is covered by warranty. Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. Any questions concerning warranty coverage should be directed to:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309
Telephone: 1 (800) 822-8987

Refer to the California Emissions Warranty Supplement for additional information on California Emissions Warranty coverage.

In addition to and separate from the above comprehensive warranty package, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") also offers you complimentary participation in the Volkswagen Carefree Maintenance Program described in this booklet.

If you have a concern or you are not satisfied with the service that you receive from your dealer, we suggest that you discuss it with the Service Manager at your dealership. If it is not resolved through your dealership, you may call or write to the Volkswagen Customer CARE Center.

In the event that your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to address the concern to your satisfaction, you may take advantage of BBB AUTO LINE, a program administered through the Council of Better Business Bureaus. The BBB AUTO LINE program offers both mediation and arbitration services for the resolution of disputes arising while a vehicle is under warranty.

Complete details of Volkswagen's Customer CARE programs begin on ⇒page 16.

- **Notice of Address Change**
- **Notice of Used Car Purchase**

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a safety-related defect or a noncompliance with an applicable Federal motor vehicle safety standard becomes necessary. If you change your address or buy a used Volkswagen model, complete one of the postcards in the middle of this booklet. You need not use this card if you purchased your Volkswagen through an authorized Volkswagen dealer. ◁

New Vehicle Limited Warranty

What is covered

Warranty period

The New Vehicle Limited Warranty period is **3 years or 36,000 miles**, whichever occurs first.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

You are required to use the BBB AUTO LINE procedure before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You may also be required to use the BBB AUTO LINE procedure before pursuing legal remedies under your state lemon law. Please refer to the Consumer Protection Information section of this booklet for more information.

Coverage

This limited warranty covers any repair to correct a manufacturer's defect in material or workmanship except wheel alignment, tire balance, and the repair or replacement of tires.

The repair or replacement of wear and tear items, which are defined as brake pads worn below manufacturer specifications, brake discs worn below manufacturer specifications, and light bulbs[1)] replaced for wear and tear, are covered up to one year or 12,000 miles, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 6,000 miles, whichever occurs first.

Original Equipment Battery

Original equipment batteries are covered 100% parts and labor for 2 years or 24,000 miles, whichever occurs first, for defects in material or workmanship.

Mechanical Adjustments

Mechanical adjustments not associated with a defect in material and workmanship, are covered up to one year or 12,000 miles, whichever occurs first (i.e. headlight adjustment).

Towing / Jump start

Towing service to the nearest authorized Volkswagen dealer and/or a jump start are covered for 3 years or 36,000 miles, whichever occurs first, IF your vehicle is inoperable AND the failure is warrantable.

Refer to the 24-Hour Roadside Assistance Owner's Guide for specific details on the services provided.

Where to go for warranty service

This limited warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

When the warranty period begins

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This New Vehicle Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

Free-of-charge repair

Repairs under this limited warranty are free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with **a new or remanufactured** genuine Volkswagen part. ▶

1) Excludes Halogen and Xenon headlight bulbs, which are covered for 3 years or 36,000 miles, whichever occurs first. Headlight bulbs damaged by outside influence are not covered.

Emergency repairs

If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders, and parts removed from your Volkswagen model.

You will be reimbursed if the repair work was needed and correctly performed and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen model to the nearest authorized Volkswagen dealer.

A statement of the circumstances that prevented you from getting to an authorized Volkswagen dealer, together with the paid receipts, repair orders, and replaced parts must be submitted to your authorized Volkswagen dealer in order to be considered for reimbursement. ◁

What is not covered

Tires

Tires are not covered by this limited warranty, but are separately warranted by the tire manufacturer. To assist you in obtaining related Warranty information, a list of tire manufacturers and addresses is provided at the end of this booklet. Verify with the tire manufacturer what is covered under their warranty.

Maintenance services[1] and mechanical adjustments

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service[2].

This limited warranty does not cover the replacement of spark plugs, clutch discs, filters, oil, lubricants, fluids, or air conditioner refrigerant charge, unless their replacement is a necessary part of warranty service on a covered component.

Mechanical adjustments not associated with a defect in material or workmanship are not covered after the first year or 12,000 miles, whichever occurs first (i.e. headlight adjustment). This limited warranty does not cover wheel alignment or tire balancing.

Damage or malfunctions due to misuse, negligence, alteration, accident or fire

This limited warranty does not cover:

- damage or malfunctions which are the result of improper repair of the vehicle, installation of any non Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer, modifications to the vehicle (including the engine management system), accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment, defects or failures resulting from the use of new parts not sold or approved by Volkswagen, or used parts, or the resultant damage to associated parts or systems; or
- non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as Salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- damage or malfunctions which were caused by the alteration of the vehicle, in particular any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- damage or malfunctions caused by using contaminated or improper fuel, intentional or unintentional misfueling; or
- damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or ▶

[1] Some specific maintenance services are covered by the Volkswagen Carefree Maintenance Program. Please consult the Volkswagen Carefree Maintenance Program guidelines in the maintenance section of this booklet.

[2] Some specific maintenance services are covered by the Volkswagen Carefree Maintenance Program. Please consult the Volkswagen Carefree Maintenance Program guidelines in the maintenance section of this booklet.

- damage or malfunctions resulting from the use of the vehicle in competitive events or caused by accident or fire; or
- damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This limited warranty does not cover vehicles severely damaged or declared to be a total loss by an insurer or vehicles substantially re-assembled from or repaired with parts obtained from another used vehicle (referred to as Salvage parts).

Damage or malfunctions due to lack of maintenance

This limited warranty does not cover damage or malfunctions due to failure to follow recommended maintenance and use requirements as set forth in the Volkswagen Owner's Manual and the Maintenance section of this booklet.

Your dealer will deny warranty coverage unless you present to the dealer proof in the form of Service or Repair Orders that all scheduled maintenance was performed in a timely manner.

Damage caused by the environment

This limited warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, tree sap or other similar occurrences.

Glass

This limited warranty does not cover glass breakage, unless due to a defect in manufacturer's material or workmanship.

Odometer tampering

These limited warranties do not cover repairs on a Volkswagen model on which the odometer has been altered or on which the actual mileage cannot readily be determined.

If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by an authorized Volkswagen dealer.

Other expenses

This limited warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging[1)].

This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Other terms

This New Vehicle Limited warranty is issued by Volkswagen. This limited warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen.

This warranty, the Limited Warranty Against Corrosion Perforation, the Powertrain Limited Warranty and the Emissions Warranties are the only express warranties made in connection with the sale of this Volkswagen model. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so, the above limitation may not apply to you.

Volkswagen reserves the right to make improvements or change the design of any Volkswagen model at any time with no obligation to make similar changes on vehicles previously sold.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf. ◁

112.5U3.WAR.23

1) Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Powertrain Limited Warranty

What is covered

Warranty period

The coverage under this warranty lasts for **5 years or 60,000 miles** whichever occurs first, from the date the vehicle was first placed in service.

This limited warranty does not apply to vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine.

If a commercial vehicle is sold to a subsequent retail owner, this warranty still does not apply.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Coverage

The Powertrain Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

Engine: Cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, manifolds, all related seals and gaskets.

Transmission: Case and all internal parts, torque converter, all related seals and gaskets.

Drivetrain: Differential and all internal parts, drive shafts and constant velocity (CV) joints.

Where to go for warranty service

This limited warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Powertrain Limited Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your warranty claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

When the warranty period begins

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

The Powertrain Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

Free-of-charge repair

Repairs under this warranty are made free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** genuine Volkswagen part. ◁

Maintenance services

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in the maintenance section of this booklet. Also see the Volkswagen Carefree Maintenance Program outlined in the maintenance section of this booklet.

This limited warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component.

Damage or malfunctions due to misuse, negligence, alteration, accident or fire

This limited warranty does not cover:

- damage or malfunctions which are the result of improper repair of the vehicle, installation of any non Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer, modifications to the vehicle (including the engine management system), accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment, defects or failures resulting from the use of new parts not sold or approved by Volkswagen, or used parts, or the resultant damage to associated parts or systems; or
- non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as Salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- damage or malfunctions which were caused by the alteration of the vehicle, in particular any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- damage or malfunctions caused by using contaminated or improper fuel, intentional or unintentional misfueling; or
- damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- damage or malfunctions resulting from the use of the vehicle in competitive events or caused by accident or fire; or
- damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This warranty does not cover vehicles severely damaged or declared to be a total loss by an insurer or vehicles substantially re-assembled from or repaired with parts obtained from another used vehicle (referred to as Salvage parts).

Wear and tear items

This limited warranty does not cover the replacement of any powertrain components that wear as a result of normal use or deterioration.

Damage or malfunctions due to lack of maintenance

This limited warranty does not cover damage or malfunctions which are due to failure to follow recommended maintenance requirements as set forth in the Volkswagen Owner's Manual and the maintenance section of this booklet. Your dealer will deny warranty coverage unless you present to the dealer proof in the form of service or repair orders that all scheduled maintenance was performed in a timely manner.

Damage caused by the environment

This limited warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, tree sap, stones, flood water, windstorm or other similar occurrences.

Other expenses

This limited warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging[1)].

The "Other Terms" Presented in The New Vehicle Limited Warranty also apply to this warranty. ◁

112.5U3.WAR.23

[1)] Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Limited Warranty Against Corrosion Perforation

What is covered

Warranty period

The coverage under this limited warranty lasts for **12 years without mileage limitation**.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

Coverage

This limited warranty covers any repair or replacement of body sheet metal panels that have been **perforated** by rust from the inside out.

Where to go for warranty service

This limited warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the warranty for new Volkswagen vehicles in effect in that country (except Canada).

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Limited Warranty Against Corrosion Perforation, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your warranty claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

When the warranty period begins

The limited warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This Limited Warranty Against Corrosion Perforation is automatically transferred without cost if the ownership of the vehicle changes within the warranty period.

Free-of-charge repair

Repairs under this limited warranty are made free of charge. An authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** genuine Volkswagen part.

Your Volkswagen model is corrosion protected at the factory. You do not need to purchase rustproofing when you buy your Volkswagen model in order to keep this warranty in effect. ◁

What is not covered

Surface corrosion without perforation

Repairs are covered under this limited warranty only if there is a rust-through condition in the body sheet metal not caused by outside influences.

Perforation of sheet metal due to accident, lack of care, or failure to repair or modifications to the paint/painted surface

This limited warranty does not cover corrosion perforation resulting from the failure to promptly repair paint damage, damaged undercoating, or surface corrosion.

It does not cover damage due to failure to wash or otherwise regularly care for the vehicle as described in the Volkswagen Owner's Manual.

This limited warranty does not cover corrosion perforation resulting from unrepaired collision damage or improper collision repair.

Special exclusion for any aluminum portions that may be part of your Volkswagen vehicle

This limited warranty does not cover corrosion perforation due to failure to perform body repairs in accordance with Volkswagen's specified repair procedures, including use of **non-aluminum alloy parts.**

It does not cover corrosion perforation resulting from the use of any inferior rustproofing agent or method.

Your authorized Volkswagen dealership will do its best to match your vehicles original finish, but this limited warranty does not cover the cost of painting the entire vehicle solely for paint matching.

Environmental damage

This limited warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, flood water, wind storms, tree sap or other similar occurrences.

Corrosion perforation because of failure to rustproof when collision damage is repaired

Body parts that have been repaired or newly installed after a collision must be treated with a rustproofing agent that is compatible with Volkswagen's own factory corrosion protection. If you fail to have your vehicle treated in this way after a collision, Volkswagen will not be responsible for the repair of any resulting rust-through.

The "Other Terms" presented in the New Vehicle Limited Warranty also apply to this warranty. ◁

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Federal Emissions Warranties

General

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These coverages may also be included in the Volkswagen 3 years / 36,000 miles New Vehicle Limited Warranty.

The warranties required by federal laws apply to all new Volkswagen vehicles imported and distributed by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") for sale in the United States, including its territories. The warranties required by the State of California law apply to all new Volkswagen vehicles imported and distributed by Volkswagen for sale and registration in the State of California, Connecticut, Maine, Maryland, New Jersey, New Mexico, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania. Therefore, the owner of an above mentioned vehicle may have warranty rights under both Federal and State mandated emissions warranties.

The State of New York has adopted emissions warranty requirements identical to California mandated emissions warranties ONLY for vehicles equipped to meet California's Partial Zero Emission Vehicle (PZEV) emission requirements, as identified on the Vehicle Emission Control Information Label located under the hood. Therefore, the owner of a Volkswagen model equipped to meet California's PZEV emissions requirements and imported and distributed by Volkswagen for sale and registration in New York may have warranty rights under both Federal and state mandated emissions warranties.

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties, please write to or telephone:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309
Tel.: **1 (800) 822-8987**

Federal Emissions Control System Defect Warranty

For 2 years or 24,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), the authorized United States importer of Volkswagen vehicles, warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2011** Volkswagen vehicle imported by Volkswagen:

- was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency (EPA), and
- is free from defects in material and workmanship which causes the vehicle to fail to conform with EPA regulations for 2 years after the date of first use or delivery of the vehicle to the original retail purchaser or original lessee or until the vehicle has been driven 24,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to EPA emission standards. The following parts or systems listed, if defective, could cause the vehicle to fail to conform with EPA regulations:

- Evaporative Emission Control System: including fuel tank, filler cap, filler neck and leak detection pump
- Exhaust System: including manifolds, turbochargers, catalytic converters, down pipes and particulate filter
- EGR System: including valves, pipes and coolers

- Fuel Injection System: including control modules, sensors, switches, valves and fuel lines
- Intake System: including camshaft adjuster units, sensors, manifold, pipes and control valves
- Ignition System: including coils and sensors
- OBD System: including Malfunction Indicator Lamp (MIL) and Data Link Connector
- PCV System: including control valves and pipes
- Secondary Air Injection System: including air pump and control valves
- Emission-related hoses, gaskets, clamps and other accessories used with the above components

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories the dealer will make repairs as may be required by these regulations free of charge. ◁

For 8 years or 80,000 miles

If the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, your Volkswagen dealer will repair or replace free-of-charge the following major emission control components only:

- Catalytic Converter and Particulate Filter
- Engine Electronic Control Module
- On Board Diagnostic Device (OBD) ◁

Federal Emissions Performance Warranty

For 2 years or 24,000 miles and 8 years or 80,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), warrants to the original retail purchaser or original lessee of a **model year 2011** Volkswagen vehicle and any subsequent purchaser or lessee of the vehicle that if the following conditions are met, any authorized Volkswagen dealer in the United States, including its territories, will remedy any nonconformity, as determined below, free of charge, under the following conditions:

- the vehicle fails to conform at any time during 24 months or 24,000 miles, whichever occurs first, to applicable emission inspection standards as determined by an EPA Approved State Inspection and Maintenance test or inspection, or
- if the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, the vehicle fails an Inspection and Maintenance test or inspection resulting from a malfunction of a catalytic converter, particulate filter, engine electronic control module or on-board diagnostic device (OBD), and
- the failure of the Inspection and Maintenance test of inspection requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, state or federal law, and
- the vehicle has been maintained and operated in accordance with Volkswagen's instructions for proper maintenance and use. ◁

Performance Warranty claim approval

You may raise a claim under this warranty immediately after your vehicle has failed an Inspection and Maintenance test or inspection if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States, including its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state or Federal law, whichever is shorter, except when a delay is caused by events not attributable to Volkswagen or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, Volkswagen is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in your Volkswagen Maintenance booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Volkswagen may require you to furnish proof of compliance only with those maintenance instructions which Volkswagen has reason to believe were not performed and which could be the cause of the Inspection and Maintenance test or inspection failure.

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part not certified by the EPA was used in the maintenance or repair of the vehicle if Volkswagen can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Volkswagen will not deny a claim relating to

- warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or
- work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use, which is not related to the Inspection and Maintenance test or inspection failure ◁

Additional Information About Your Federal Emissions Warranties

Warranty period

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or original lessee, and any subsequent purchaser or lessee or, if the vehicle is first placed in service as a demonstrator or company demonstrator or company car prior to delivery, on the date it is first placed in service.

Proper maintenance and use

Instructions for proper maintenance are contained in the maintenance section of this booklet. Time and mileage intervals, at which maintenance is to be performed, may vary from model to model.

Volkswagen recommends you keep a record of scheduled maintenance by having your maintenance booklet validated at the approximate time or mileage intervals by the authorized Volkswagen dealer or other service facility that performed the maintenance. If you perform the maintenance yourself, keep all documentation as proof you have performed the maintenance at the approximate time or mileage intervals recommended, that you have used proper parts, and that you were able to perform the maintenance properly.

Failure to maintain your vehicle according to the instructions for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Volkswagen will not deny a warranty claim solely on the basis of your failure to maintain the vehicle according to the instructions or failure to keep a record of maintenance.

Instructions for proper use of the vehicle are contained in your Volkswagen Owner's Manual.

Use of Genuine Volkswagen Parts

Volkswagen recommends that Genuine Volkswagen parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen parts does not invalidate these warranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

EPA certified replacement parts

Maintenance, repair, or replacement of emission control devices and systems may be performed by any automotive service and repair establishment or qualified individual using Environmental Protection Agency ("EPA") certified replacement parts.

Maintenance and repairs performed by independent service shops

Without invalidating these warranties, you may choose to have maintenance, repair or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Volkswagen dealer and have the defect corrected free of charge. **Volkswagen will not be liable for any expenses, which you have incurred at the independent service establishment, except for emergency repairs.** See "Emergency Repairs" for further details.

Parts not scheduled for inspection or replacements

Any part, which is not scheduled for inspection or replacement at maintenance intervals specified in the maintenance section of this booklet, is covered by this warranty for the full warranty period.

Scheduled part inspection or replacement

A part scheduled only for inspection in accordance with Volkswagen's instructions or required scheduled maintenance is covered for the duration of these warranties.

A part installed in accordance with Volkswagen's instructions or required scheduled maintenance is warranted until the next scheduled replacement interval or for the duration of these warranties.

Damage to non-warranty parts

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will also be replaced free of charge.

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Federal Emissions Warranties, Canadian ▶

dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Emergency repairs

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen model to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer,
- Repair order(s) and
- Part(s) removed from your Volkswagen model

Damage caused by tampering, use of improper fuel, abuse, neglect and improper maintenance

These warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, and abuse, neglect or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

Implied warranties

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Incidental and consequential damages

These warranties do not cover any incidental or consequential damages, including loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

In the event you have not received the services promised in these warranties, please follow the procedures described in this booklet under the title "Customer CARE".

- You may obtain further information regarding the Emissions Performance Warranty or report violation of the terms of the Emissions Defect or Performance Warranty by contacting: US Environmental Protection Agency, Compliance and Innovation Strategy Division, Attention: Emissions Warranty Claims, 2000 Traverwood Rd., Ann Arbor, MI 48105. ◁

Kansas Safety Belt Limited Warranty

Information about Kansas Safety Belt Limited Warranty

Applicable only to vehicles sold or registered in the State of Kansas

For vehicles sold or registered in the State of Kansas, safety belts and related safety belt components are warranted against defects in workmanship and materials for a period of ten (10) years, from the vehicle's original in-service date, regardless of mileage.

This limited warranty does not cover the replacement of safety belts and safety belt components:

If damage or failure was due to misuse, alteration, accident, or collision; or

Due to color fading, spotting, or other cosmetic problems when the safety belt is otherwise functioning properly.

Due to color fading, spotting, or other cosmetic problems when the safety belt is otherwise functioning properly.

Customer Care

Volkswagen dealer assistance

If you have questions about your vehicle or the service you have received, we suggest that you first discuss them with the service personnel at your authorized Volkswagen dealer. You may want to speak to the Service Manager or directly to the owner of the dealership.

It is their business to be concerned about your satisfaction and goodwill. Because they are closest to the situation, they are in the best position to quickly resolve any concerns you may have. ◁

Volkswagen corporate assistance

If your concerns are not resolved to your satisfaction by the dealer, please contact Volkswagen by calling our toll-free number:

Tel.: **1 (800) 822-8987**

If you prefer to write, please use the following address:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309

You can also contact us using our Internet address:

www.vw.com.

Simply click on "Contact Us".

When you call or write, please provide the following information:

- **Your name, address and telephone number**
- **Vehicle Identification Number (VIN)**
- **Vehicle mileage**
- **Dealer name**
- **Nature of concern or problem**
- **Copies of repair orders or pertinent documents (if you are writing to us)**

A Volkswagen Customer CARE Representative, in conjunction with your authorized Volkswagen dealer, will work with you to carefully review all facts relating to your request. ◁

Repairs not covered by warranty

In some circumstances, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") may offer financial assistance toward repairs or expenses not covered by Volkswagen's New Vehicle Limited Warranties.

In certain instances, Volkswagen may pay for such repairs in accordance with the terms of service action campaigns it will conduct from time to time. In the event of a service action, Volkswagen will notify you by mail and request that you bring your vehicle to your nearest authorized Volkswagen dealer for repair free of charge.

If you have not recently changed your address and Volkswagen has your current address on file, you will receive notification automatically. If you are concerned that you may not have received notice concerning a particular service action, please check with your dealer to determine whether your vehicle is eligible for any repair free of charge.

In other instances, Volkswagen may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Volkswagen should pay for in part or in whole, please discuss the request with your dealer. If you are not satisfied with your dealer's decision, please contact Volkswagen Customer CARE by telephone or in writing. Your request should provide the Vehicle Identification Number, the mileage, maintenance history and an explanation of why you believe that the repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. A Customer CARE Representative will review your request and advise you of our decision. ◁

Consumer Protection Information

BBB AUTO LINE Dispute Resolution

Informal dispute mechanism

If your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to satisfactorily address your concern, Volkswagen offers additional assistance through BBB AUTO LINE, a dispute resolution program administered by the Council of Better Business Bureaus.

The BBB AUTO LINE program is free of charge to you but there are some vehicle age and mileage limitations, so please call BBB AUTO LINE for more details:

Tel.: **1 (800) 955-5100**

If you call BBB AUTO LINE, please be prepared to provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN)
- The make, model, and model year of your vehicle
- The delivery date and current mileage of your vehicle
- A description of the concern with your vehicle

The BBB AUTO LINE program consists of two parts: mediation and arbitration. Mediation means that BBB staff will facilitate negotiations between the parties in an effort to bring your claim to a mutually acceptable resolution. If you do not agree with the mediated solution, you may request an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, be represented by an attorney, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. The BBB shall make every effort to obtain a final resolution of your claim within 5 business days of the hearing (that is, within 40 days of when your claim was filed), unless state or Federal law provides otherwise. You then have the opportunity to accept or reject the decision.

- If you accept the decision, the manufacturer will be bound by the decision and will be required to fulfill its obligation within the timeframe specified by the arbitrator.
- If you reject the decision, you are free to pursue other legal remedies available under state or federal law, and the manufacturer will not be required to comply with any part of the decision. ◁

State-Specific Warranty Enforcement Laws

Local laws

Each state has enacted warranty enforcement laws (commonly referred to as "lemon laws") that permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. Although the provisions of these laws vary from state to state, their intent is to provide owners with certain rights if they experience significant service-related difficulties with their new vehicle.

IMPORTANT NOTICE: To the extent allowed by each state's law, Volkswagen requires that the owner first send written notification to Volkswagen explaining the nonconformity that the owner has experienced with the vehicle, and to allow Volkswagen the opportunity to make any needed repairs before the owner pursues other remedies provided by that state's law (in all other states where not specifically required by state law, Volkswagen requests that the owner provide the written notification). The owner should send written notification to:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309

IMPORTANT NOTICE: Depending on the state's law, the owner may also be required to submit their complaint to BBB AUTO LINE before seeking other remedies. Please refer to the BBB AUTO LINE ▶

Dispute Resolution section of this booklet for more information about the BBB AUTO LINE dispute resolution program.

Because each state has enacted specific provisions as part of its lemon law, owners are advised to research and follow the laws in their state. ◁

NOTICE TO CALIFORNIA PURCHASERS

Volkswagen participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Suite 800, Arlington, Virginia 22203). BBB AUTO LINE and Volkswagen have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under any Volkswagen written warranty, we request that you bring it Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims must be filed with BBB AUTO LINE within six (6) months after the expiration of the warranty.

To file a claim with BBB AUTO LINE, call:

Tel.: **1 (800) 955-5100.**

There is no charge for the call.

In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Volkswagen or one of our dealers, and a statement of the relief you are seeking.

BBB AUTO LINE staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact Volkswagen about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE.

You are required to use BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other state or Federal law.

California Civil Code Section 1793.2(d) requires that, if Volkswagen or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Volkswagen may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Volkswagen has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle) results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Volkswagen or its agents AND the buyer or lessee has directly notified Volkswagen of the need for the repair of the nonconformity; OR
- The same nonconformity has been subject to repair 4 or more times by Volkswagen or its agents AND the buyer has notified Volkswagen of the need for the repair of the nonconformity; OR
- The vehicle is out of service by reason of the repair of non-conformities by Volkswagen or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO VOLKSWAGEN AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

Volkswagen Group of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309

The following remedies may be sought in BBB AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Volkswagen's written warranty or applicable law. ▶

The following remedies may not be sought in BBB AUTO LINE: punitive or multiple damages, attorney fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Volkswagen will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details about the program. ◁

Service Publications

Volkswagen Technical Literature Ordering Center

Updated service information you can obtain

Volkswagen monitors product performance in the field and regularly sends dealers the latest service information about Volkswagen vehicles.

Bulletins cover a wide variety of subjects: the proper use and care of your car, costly repairs, inexpensive repairs or adjustments, which, if done early, may avoid costly future repairs. Some bulletins describe repairs about new or unexpected conditions. Others describe improved repair procedures or parts improvements. All of this information can also help a qualified technician better service your vehicle.

Most bulletins apply to conditions affecting a small number of vehicles. Your dealer or a qualified technician may have to determine if a specific bulletin applies to your vehicle. You can order Volkswagen bulletins, Volkswagen repair information and Volkswagen Owner's Literature 24 Hours / 7 days a week on the Internet from the Volkswagen Technical Literature Ordering Center link at:

www.vw.techliterature.com

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What you will also find on the website

- Ordering and price information for Volkswagen Repair Manuals on paper format, CD ROM or DVD...
- Owner's Manuals
- Maintenance Booklets
- Warranty Manuals
- Warranty and Maintenance Manuals
- Sound System and Navigation Manuals

⚠ WARNING

These bulletins are intended for qualified technicians. They are not meant for the CASUAL do-it-yourselfer. Qualified technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. Improperly performed repairs or maintenance can adversely affect the safety of your vehicle, possibly leading to accident or injury. They may also impair the economy, durability or reliability of your vehicle and may void the warranty of your car. If you are not sure that you can perform a job properly and safely, you should not risk trying to do so.

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Tire Manufacturers

List of tire manufacturers for new Volkswagen vehicles

The Magnuson-Moss Warranty Federal Trade Commission Improvement Act of 1975 and regulations issued pursuant to the act require that a tire warranty pamphlet be placed in every new vehicle prior to sale.

To assist you in obtaining the related warranty information, the following list of tire manufacturers and addresses is being provided.

Tire Manufacturers

Dunlop Tire Corp.
1144 East Market Street
Akron, OH 44316
Tel.: 1 (800) 548–4714

Bridgestone/Firestone Inc.
1 Bridgestone Park
Nashville, TN 37214
Tel.: 1 (800) 356-4644

Goodyear Tire & Rubber Co.
1144 East Market Street
Akron, OH 44316
Tel.: 1 (800) 321-2136

Continental General
1800 Continental Blvd.
Charlotte, NC 28273
Tel.: 1 (800) 847–3349

Michelin Tire Corp.
P.O. Box 19001
Greenville, SC 29602-9001
Tel.: 1 (800) 847–3435

Pirelli Tires North America
300 George Street, 5th Floor
New Haven, CT 06511
Tel.: 1 (800) 747-3554

Uniroyal Goodrich Tire Co.
P.O. Box 19001
Greenville, SC 29602-9001
Tel.: 1 (800) 521-9796

Hankook Tires Corporate Headquarters
1450 Valley Road
Wayne, 07470
Tel.: 1 (877) 740-7000

Maintenance

Warranty voucher

Present this voucher to an authorized dealer if warranty service is required.

The warranty period begins on the date the vehicle is delivered to either the original purchaser of the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

Month Day Year

Stamp of authorized Volkswagen Dealer

(to be filled in by authorized Volkswagen Dealer)

1.

2.

3.

4.

Vehicle Identification Label

1. Vehicle Identification No. / Engine Code
2. Type / Engine / Transmission
3. Transmission Code / Paint No. / Interior / Engine / Engine Code
4. Optional Equipment

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Odometer replacement and other dealer stamps

Air Conditioner
Warranty Registration Certificate
(except factory installation)

Attach here (for dealer use only)

Federal Law requires that a label be affixed
to the left door frame when the replacement odometer
does not indicate the actual vehicle mileage
after repair or replacement.

Genuine Volkswagen replacement odometers are supplied with a label

Odometer Replacement

Month Day Year

(to be filled in by authorized Volkswagen Dealer)

At mileage

Stamp of authorized Volkswagen Dealer

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a safety-related defect or an noncompliance with an applicable Federal motor vehicle safety standard becomes necessary.

Please complete one of the attached postcards if you change your address or purchase a used Volkswagen.

You need not use this card if you purchased your car through an authorized Volkswagen dealer.

Quote the complete Vehicle Identification Number (VIN) of your Volkswagen. Do not use an abbreviated number.

Locations of the Vehicle Identification Number (VIN) are illustrated and explained in the Owner's Manual.

Additional cards can be obtained from any authorized Volkswagen dealer.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 107 PONTIAC MI

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN PRODUCT COMPLIANCE
VOLKSWAGEN OF AMERICA INC
PO BOX 217022
AUBURN HILLS MI 48321-9802

NOTICE OF ADDRESS CHANGE/USED CAR PURCHASE

Complete Vehicle Identification Number

Last Name First Name Initial

Number Street Apt. No.

City State

Zip Code

Please **PRINT** and give complete information

ADDR CHG VWUS

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a safety-related defect or an noncompliance with an applicable Federal motor vehicle safety standard becomes necessary.

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Complete Vehicle Identification Number

Last Name | First Name | Initial

Number | Street | Apt. No.

City | State

Zip Code

Please **PRINT** and give complete information

ADDR CHG VWUS

Dealer service

There are approximately 600 authorized Volkswagen dealers in the United States. They have Volkswagen trained technicians, proper workshop equipment and parts to give you expert service.

Volkswagen dealers are committed to quality service.

- Your authorized Volkswagen dealer offers many services for your convenience, such as extended service hours, early bird service, body repairs, to name just a few. Ask about them.
- Arrange your service with your dealer when it is convenient for you.
- Ask your Service consultant about the service you need and discuss the cost involved.
- Leave word where you can be reached during the day and when you would like to pick your car up.
- Keep all receipts of maintenance and repairs performed. Your service record is important when making use of your warranty.
- Maintenance services performed by your authorized dealer at the intervals specified, will also be documented in this booklet.
- Automobile technology changes continuously. Your authorized Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.

Do-it-yourself service

Your Owner's Manual contains many helpful hints on what you can service yourself.

- You can check tires for wear or damage and correct tire pressure, including the spare.
- You can check the windshield washer container.
- You can check your car's interior and exterior lighting system for correct functioning.
- You can check the engine oil level with every fuel filling.
- You can perform these simple checks once a week. They save time, trouble and expense later.

Your technician will not check the above mentioned items in each case during regular service and maintenance visits.

Emission control maintenance

1 A clean environment is of concern to all of us. Volkswagen has built into your vehicle an efficient emission control system, using genuine Volkswagen parts, in conformance with the Federal Clean Air Act in the United States. To help keep our air clean, you can do your part by having your vehicle's maintenance services and all repairs performed in a timely manner.

2 **Maintenance, repair or replacement of emission control components may be performed by any qualified automotive service and repair establishment or individual without affecting the Emission Control System Warranty, provided that such repairs are performed to manufacturer's specifications, and that replacement parts are at least equivalent to genuine Volkswagen parts in emission performance and durability. Warranty repairs and replacements, however, must be performed by an authorized Volkswagen dealer.**

3 If other than genuine Volkswagen replacement parts are used, the owner should make sure that such parts are warranted by their manufacturer and that they are at least equivalent to genuine Volkswagen replacement parts in emission performance and durability.

Why maintenance?

With proper maintenance and care, your Volkswagen model will continue to provide you with a dependable and safe driving experience. This booklet contains Volkswagen's prescribed service intervals as well as other important information you need to know to care for your Volkswagen model properly. **Adherence to the prescribed maintenance services and intervals is necessary to protect your investment and help ensure optimum performance. Failure to follow recommended maintenance services and intervals may result in a denial of your warranty coverage.** Please see the warranty section of this booklet for further details.

Your vehicle is designed to keep maintenance requirements to a minimum.

Today's vehicles are precision engineered machines. They are designed with people's safety in mind, and are equipped with emission control systems to help keep our air clean. However, a certain amount of regular maintenance is still necessary to help assure optimum performance and reliability. A ▶

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well-maintained vehicle conserves fuel, protects against unwanted emissions, and may prevent a major repair expense at a later date.

Follow the service intervals schedule and itemized list of services for each, and make fluid level and tire pressure checks between the scheduled intervals as recommended in your vehicle Owner's Manual.

The service intervals schedule is based on vehicles operating under normal conditions. In the case of severe conditions, such as extremely low temperatures and/or excessive dust, it is necessary for some services to be performed between the scheduled intervals. This applies particularly to engine oil changes and the cleaning or replacing of the air cleaner filter element.

Authorized Volkswagen dealers are ready to serve you and are committed to quality service. ◁

Volkswagen Carefree Maintenance Program

Volkswagen Carefree Maintenance Program Coverage Period

All Volkswagen scheduled Maintenances described in this booklet are covered with no charge for 3 years or 36,000 miles, whichever occurs first. ◁

Additional Services

The maintenance intervals in this booklet are based on normal operating conditions. Under severe operating conditions, it may become necessary to perform additional or more frequent maintenance operations.

Additional services not specified in this booklet, or services suggested by the dealer or performed at the customer's request, are not covered under the Volkswagen Carefree Maintenance Program. ◁

Where to go for the Volkswagen Carefree Maintenance Program Service

Volkswagen Carefree Maintenance Program Service can be honored by any authorized Volkswagen dealer in the United States, including its territories.

The Volkswagen Carefree Maintenance Program Service, while traveling in Canada, should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Volkswagen Carefree Maintenance Program, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you. ◁

Missed Maintenance Service

Volkswagen recommends that the customer have Maintenance Services performed at the scheduled time or mileage.

However, if a Maintenance Service is missed, it need not be "picked up" later. Rather, Volkswagen dealers should perform the most appropriate service upon considering the vehicle's age and mileage driven. Reimbursement for the missed service will not be provided.

- Additional services not specified in the Maintenance Schedule, suggested by the dealer or performed at the customer's request, are not covered under the Volkswagen Carefree Maintenance Program.
- Volkswagen will **not** reimburse owners for Maintenance Services performed at independent facilities. ◁

When the Scheduled Maintenance Period Begins

The scheduled maintenance period begins on the date the vehicle is delivered to either the original purchaser or the original lessee: or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service. The Volkswagen Carefree Maintenance Program is automatically transferred without cost if the ownership of the vehicle changes within the coverage period. ◁

Service schedule

Delivery inspection

- Your authorized Volkswagen dealer will fill out the necessary information and stamp this booklet to confirm that the necessary services have been performed.
- Automobile technology changes continuously. Your authorized Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.
- If you are not sure when to bring your car in for service, ask your authorized Volkswagen Service consultant.

Delivery Inspection	
Before your vehicle is delivered to you, it is inspected according to factory guidelines. The Delivery Inspection was performed on:	
Next Service:	
Date:	
Miles:.....	
(whichever occurs first)	Today's date and Volkswagen Dealer stamp

Points to Review

Points to review during every service.

- Battery: Check **(and second battery if applicable)**
- Coolant level and frost protection: Check
- Engine and engine compartment components: Check **(from above)** for leaks and damage
- Engine and engine compartment components: Check **(from below)** for leaks and damage, check transmission, final drive, and drive shaft boots
- Headlights, daytime running lights, curve lighting, and automatic headlights: Check adjustment
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Visual inspection of windshield. Note damage if necessary.

Service at 10,000 miles (Included in the Volkswagen Carefree Maintenance Program)

Service at 10,000 miles or one year from vehicle in-service date, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp ◁

Service at 20,000 miles (Included in the Volkswagen Carefree Maintenance Program)

Service at 20,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Battery: Check **(and second battery if applicable)**
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary **(Touareg only)**
- Tires: Check tread depth, condition, wear pattern and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 30,000 miles (Included in the Volkswagen Carefree Maintenance Program)

Service at 30,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 40,000 miles

Service at 40,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Battery: Check **(and second battery if applicable)**
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Convertible roof, CSC roof, and Retractable hard top: Check for function and damage, clean and lubricate seals **(if applicable)**
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check **(from above)** for leaks and damage
- Engine and engine compartment components: Check **(from below)** for leaks and damage, check transmission, final drive, and drive shaft boots
- Exhaust system: Check for leaks, damage, and secure fittings
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Headlights, daytime running lights, curve lighting, and automatic headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed V-belt: Check condition
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Spark plugs: Replace **(2.0L MPI and 2.5L only)**
- Sunroof and Panoramic sunroof: Check, clean, and lubricate **(if applicable)**
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary **(if applicable)**
- Test drive: Check braking, kick-down, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (including spare)
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter **(if applicable)**
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 50,000 miles

Service at 50,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed V-belt for supercharger: Replace **(3.0L Hybrid Touareg only)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Transmission: Automatic (non DSG): Change fluid **(2.0L MPI and 2.5L only)**
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp ◁

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Service at 60,000 miles

Service at 60,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Air filter element and snow filter: Replace and clean housing **(if applicable)**
- Battery: Check **(and second battery if applicable)**
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Spark plugs: Replace **(2.0T and 3.0L Hybrid, and 3.6L only)**
- Sunroof: Open sunroof and check front water drains and clean if necessary **(Touareg only)**
- Timing Belt: Check and replace if necessary **(2.0L MPI only)** If replaced at 60,000 miles, check every 60,000 miles after. If not replaced at 60,000 miles, check every 20,000 miles until replaced, then every 60,000 miles
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 70,000 miles

Service at 70,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp ◁

Service at 80,000 miles

Service at 80,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Battery: Check **(and second battery if applicable)**
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Convertible roof, CSC roof, and Retractable hard top: Check for function and damage, clean and lubricate seals **(if applicable)**
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check **(from above)** for leaks and damage
- Engine and engine compartment components: Check **(from below)** for leaks and damage, check transmission, final drive, and drive shaft boots
- Exhaust system: Check for leaks, damage, and secure fittings
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Headlights, daytime running lights, curve lighting, and automatic headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed V-belt: Check condition
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Spark plugs: Replace **(2.0L MPI and 2.5L only)**
- Sunroof and Panoramic sunroof: Check, clean, and lubricate **(if applicable)**
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary **(if applicable)**
- Test drive: Check braking, kick-down, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play, check boots
- Timing Belt: Check and replace if necessary **(2.0L MPI only)** If replaced at 60,000 miles, check every 60,000 miles after. If not replaced at 60,000 miles, check every 20,000 miles until replaced, then every 60,000 miles
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter **(if applicable)**
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

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Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 90,000 miles

Service at 90,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 100,000 miles

Service at 100,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Battery: Check **(and second battery if applicable)**
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed V-belt for supercharger: Replace **(3.0L Hybrid Touareg only)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary **(Touareg only)**
- Timing Belt: Check and replace if necessary **(2.0L MPI only)** If replaced at 60,000 miles, check every 60,000 miles after. If not replaced at 60,000 miles, check every 20,000 miles until replaced, then every 60,000 miles
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: Automatic (non DSG): Change fluid **(2.0L MPI and 2.5L only)**
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 110,000 miles

Service at 110,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp ◁

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Service at 120,000 miles

Service at 120,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Air filter element and snow filter: Replace and clean housing **(if applicable)**
- Battery: Check **(and second battery if applicable)**
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition and check brake fluid level
- Convertible roof, CSC roof, and Retractable hard top: Check for function and damage, clean and lubricate seals **(if applicable)**
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Diesel particulate filter: **Only after 120,000 miles,** Check ash loading according to manufacturer work procedure; Replace if necessary. **NOTE:** If DPF replacement is not necessary, perform check every 20,000 miles thereafter until replacement becomes necessary. Subsequent DPF replacement interval is a minimum of 120,000 miles, thereafter. **(2.0L TDI and 3.0L TDI engine only)**
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check **(from above)** for leaks and damage
- Engine and engine compartment components: Check **(from below)** for leaks and damage, check transmission, final drive, and drive shaft boots
- Exhaust system: Check for leaks, damage, and secure fittings
- Fuel filter: Replace **(2.0L TDI and 3.0L TDI only)**
- Headlights, daytime running lights, curve lighting, and automatic headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed V-belt: Check condition
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Spark plugs: Replace **(All engines except TDI)**
- Sunroof and Panoramic sunroof: Check, clean, and lubricate **(if applicable)**
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary **(if applicable)**
- Test drive: Check braking, kick-down, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play, check boots
- Timing Belt: Check and replace if necessary **(2.0L MPI only)** If replaced at 60,000 miles, check every 60,000 miles after. If not replaced at 60,000 miles, check every 20,000 miles until replaced, then every 60,000 miles
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (including spare)
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter **(if applicable)**
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Service at 130,000 miles

Service at 110,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(3.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition (front and rear)
- Engine: Change oil and replace oil filter
- Hybrid components: Perform a visual inspection of high voltage components and the lines in the engine compartment and the rear of the vehicle for damage **(Touareg only)**
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side door pillar
- Timing Belt: Replace **(2.0L TDI only)**
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function, Check fluid level and add if necessary

Next Service:	
Date:	
Miles:.....	
whichever occurs first	Today's date and Volkswagen Dealer stamp

Additional service

Time-dependent maintenance items

Every 1 year:

Perform visual check of airbag system.

Every 2 years:

- Dust and pollen filter: Replace **(if applicable)**
- Check latch for convertible roof **(if applicable)**
- Tire filler bottle in the tire mobility set: Check **(observe expiration date)**

Every 3 years, then every 2 years regardless of miles driven:

- Brake fluid: Replace. **First fluid replacement included under the Volkswagen Carefree Maintenance Program if mileage is less than or equal to 36,000 miles. (CC, Eos, Golf, GTI, Jetta models, Tiguan, and Touareg).**

Every 3 years:

- Haldex clutch: Change oil **First fluid replacement included under the Volkswagen Carefree Maintenance Program if mileage is less than or equal to 36,000 miles. (Tiguan 2.0T and CC 3.6L 4-motion only).**

Every 4 years regardless of miles driven:

- AdBlue®: Change fluid if the mileage is under 10,000 miles **(3.0L TDI only)**
- Spark plugs: Replace **(2.0L MPI only)**
- Tire filler bottle in the tire mobility set: Replace **(observe expiration date)**

Every 6 years regardless of miles driven:

- Air filter element and snow filter: Replace and clean housing **(if applicable)**
- Spark plugs: Replace **(All engines except 2.0L MPI and TDI.)**
- Tire pressure sensors: Replace **(if applicable)** ◁

Brake fluid replacement

Replacement record

- The brake fluid must be replaced every 3 years regardless of mileage, and every 2 years thereafter regardless of mileage driven. **First fluid replacement included under the Volkswagen Carefree Maintenance Program if mileage is less than or equal to 36,000 miles. (CC, Eos, Golf, GTI, Jetta models, Tiguan, and Touareg).**

Brake Fluid Replacement Record

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

Brake Fluid Replacement Record

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

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Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

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Brake Fluid Replacement Record

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

A brake fluid replacement was performed on:	
Next Brake Fluid Replacement: Date:	Today's date and Volkswagen Dealer stamp

Airbag Replacement

The airbag system can be deployed only once.

After an airbag has inflated it must be replaced. The proper replacement of airbags will be entered into the record by your authorized Volkswagen Dealer.

Front Airbag	☐ left	☐ right
Side Airbag	**left**	**right**
	☐ front	☐ front
	☐ rear	☐ rear
SIDEGUARD	☐ left	☐ right
Knee Airbag (where applicable)	☐ left	☐ right

Authorized Volkswagen Dealer Stamp

Module replaced: Date:

Next Replacement: Date:

Front Airbag	☐ left	☐ right
Side Airbag	**left**	**right**
	☐ front	☐ front
	☐ rear	☐ rear
SIDEGUARD	☐ left	☐ right
Knee Airbag (where applicable)	☐ left	☐ right

Authorized Volkswagen Dealer Stamp

Module replaced: Date:

Next Replacement: Date:

Afterword

It has always been Volkswagen's policy to continuously improve its products. Volkswagen, therefore, reserves the right to make changes in design and specifications, and to make additions or improvements to its products without incurring any obligation to install them on products previously manufactured.

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