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Volkswagen
Owner's Manual

California Emissions Warranties

Model year 2012

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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, 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 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) 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 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
3800 Hamlin Road
Auburn Hills, MI 48326
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 2012** 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 under 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 2012** 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:

	2.0L MPI	2.0L TFSI	Passat 2.0L TDI	Jetta Models and Golf 2.0L TDI	3.0L TDI	3.6L
AdBlue Active Tank and Dosing Pump Module			X		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	X
Charge Air Cooler			X	X		
EGR Cooler (Main and additional)			X	X	X	
EGR Valve and Throttle Control			X	X	X	
Engine Electronic Control Module(*)	X	X	X	X	X	X
Exhaust manifold	X	X	X	X	X	X
Fuel Distribution Rail					X	
Fuel High Pressure Pump					X	
Fuel Tank	X	X	X	X	X	X
Intake manifold	X		X			X
MIL (Malfunction Indicator Lamp)(*)	X	X	X	X	X	X
Transmission control module		X	X	X	X	X
Turbo charger assembly (including Boost Control)		X	X	X	X	

	3.0L Hybrid
Battery Energy Control Module	X
Camshaft Adjuster	X
Catalytic Converter(*)	X
Charge Air Cooler	X
Electric Transmission Oil Pump (including Control Module)	X
Engine Electronic Control Module(*)	X
Exhaust Manifold	X
Fuel Distribution Rail	X
Fuel Injectors	X

	3.0L Hybrid
Fuel Tank	X
High-Voltage Battery	X
High-Voltage Cables	X
Hybrid Electric Motor	X
Hybrid Electric Motor Clutch	X
Hybrid Electric Motor Clutch Actuator	X
MIL (Malfunction Indicator Lamp) (*)	X
Power Electronics (inverter and converter)	X
Supercharger	X
Transmission Control Module	X
Throttle Part and Idle Control Valve	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 under 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.

Notice

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 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
3800 Hamlin Road
Auburn Hills, MI 48326
Telephone: 1 (800) 822-8987

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
3800 Hamlin Road
Auburn Hills, MI 48326
Telephone: 1 (800) 822-8987

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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For the environment

Printed on environmentally friendly paper (bleached without chlorine, recyclable).

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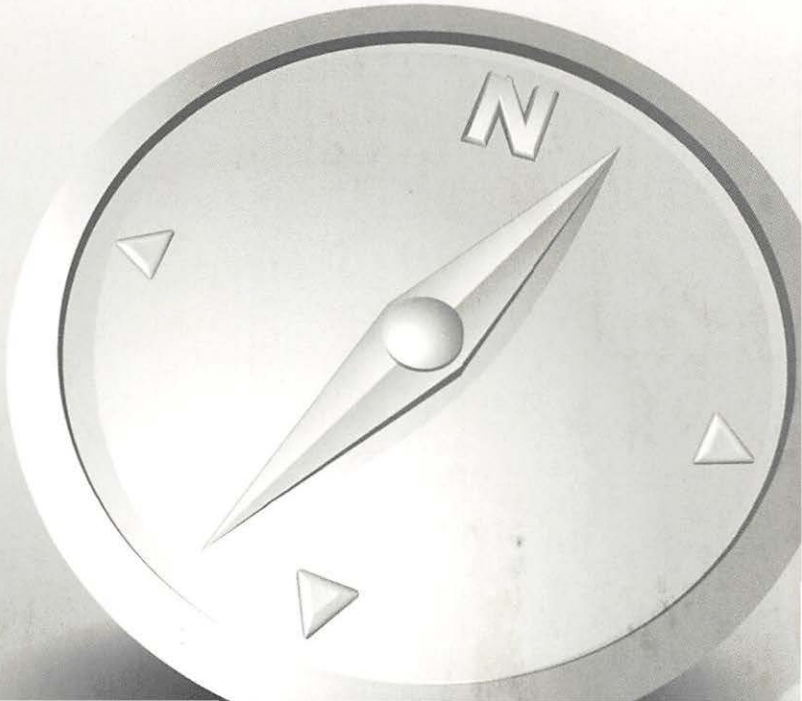
English USA: 05.2011
Part #: MY12CAEMWAR.23

RNS 310, RNS 315

Navigation system

US 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.

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

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

⇒⚠ ⇒⚠ ⇒⚠ Symbols of this type refer to a 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 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.

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121.5U6.N31.23

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 those shown in the illustrations or described in the text.

All options and models are described without 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 and that any data or files stored in the device are deleted. ◁

Introduction

Before using

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 all basic safety instructions ⚠ ⇒ page 8.
- ✓ Familiarize yourself with the device overview ⇒ page 6.
- ✓ In the device system settings, reset it the to the default settings (factory settings) ⇒ page 72.
- ✓ Use data media suitable for Media mode ⇒ page 20.

Safety instructions

⚠ WARNING

Driver distraction can cause accidents and serious personal injury. Operating the radio navigation system while driving can distract the driver from traffic situations.

- **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 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 .**

⚠ WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- **Traffic signs and regulations take precedence over navigation driving recommendations and displays.**
- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.**

⚠ WARNING

Inserting data media while driving can distract the driver from traffic and lead to 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.**

121.5U6.N31.23

NOTICE

Incorrect insertion of data media or inserting incompatible data media can damage the device.

- **Pay attention to the proper insertion position ⇒page 20.**
- **Excessive pressure can destroy the locking mechanism in the memory card slot.**
- **Only use suitable memory cards.**
- **Always insert and remove CDs into the slot straight, perpendicular to the front of the device, without tilting and scratching them ⇒page 20.**
- **Inserting a second CD while a CD is being ejected can destroy the CD drive. Always wait for the CD ejection to finish!**

NOTICE

Contaminants on a disc and non-circular discs can damage the CD drive.

- **Only use clean standard 4.75 inch CDs!**
  - **Do not affix labels or similar items to CDs. Labels can get loose and damage the drive.**
  - **Do not use printable data carriers. Labels can get loose and damage the drive.**
  - **Do not insert 3.1 inch single CDs or non-circular CDs (shape CDs).**
  - **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

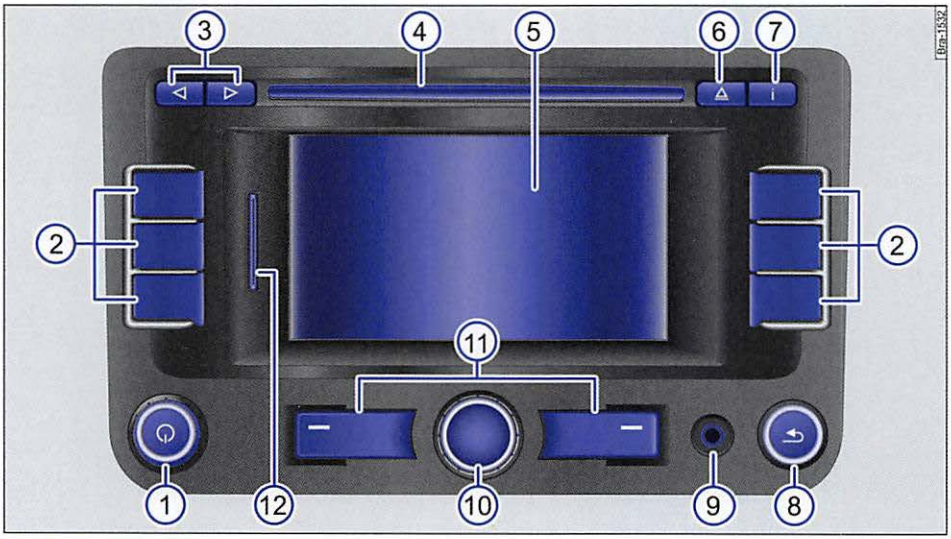

Fig. 1 Overview of the controls.

① Rotary and push button.
- *Press* to switch on or off ⇒ page 8.
- *Turn* to adjust the volume ⇒ page 8.

② *Press* to open a function area. Labeling and functions depend on the specific device.
- RADIO or BAND: Switch to Radio mode and change the frequency range in Radio mode ⇒ page 12.
- MEDIA: Switch to Media mode ⇒ page 20.
- PHONE: Open Telephone function ⇒ page 59. If there is no built-in mobile phone, the current audio source will be muted ⇒ page 8.
- NAV: Open the *Navigation* main menu ⇒ page 37.
- SETUP: Opens sound or system settings and a context-based settings menu for the selected device mode ⇒ page 72.
- MUTE: Mute the device ⇒ page 8.

③ ◁ and ▷ **Arrow buttons** always change the currently active audio source regardless of the menu displayed.
- To change the station or channel in **all Radio modes**, *briefly press* (and, if necessary, pay attention to ◁★▷ the display) ⇒ page 12.
- *Briefly press* in **Media mode** to change track or chapter, or *hold down* for quick reverse or fast forward ⇒ page 20.

④ CD slot ⇒ page 20.

⑤ Touch screen ⇒ page 8.

⑥ ⏏ CD eject button ⇒ page 20.

⑦ *Press* i the Info button to display additional menu-related information:
- Display additional track information (location) in **Media mode** ⇒ page 20.
- Show the current vehicle position and/or destination during **Navigation** ⇒ page 37.

⑧ ↩ **Press** *Return* in order to close menus and pop-up windows.

⑨ **AUX IN socket** to connect an external audio source ⇒ page 20. ▶

⑩ **Adjustment knob**: The function depends on the operating mode.

- *Turn* and *press* in **all Radio modes** to select a station from the station list, or to select a station preset button if they are displayed⇒page 12.
- *Turn* and *press* in **Media mode** to select a track from the track list ⇒page 20. *Press* to start and stop automatic scanning (SCAN).
- **Turn** to adjust the *map scale* ⇒page 51.
- During ongoing **navigation**, *press* to repeat the navigation message ⇒page 51.

⑪ **Function buttons**: The current function is displayed on the screen via the respective function button. ⇒page 8.

⑫ Memory card slot ⇒page 20. ◁

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Operation basics

Introduction

In this section you'll find information about:

Switching on or off 8
Changing the default volume 9
Additional displays and options 9
Function buttons and device buttons 10
Browsing lists and selecting items 11

When settings are changed, the device characteristics can be different from what is described in this manual. Therefore Volkswagen recommends resetting the device to the **factory settings** via the system settings when first used ⇒page 72.

Screen displays can vary depending on the settings and therefore vary from the descriptions given here.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Multi-function steering wheel, to change tracks or stations ⇒booklet *Owner's manual*, chapter *Vehicle overview*

A light keystroke or brief tap on the touch screen is sufficient to operate the device.

Due to country-specific legal requirements, some functions are not selectable on the screen 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. ◁

Switching on or off

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 8.

- Briefly press the rotary and push button ⏻ ⇒fig. 1to manually turn the device on or off.

After switching on, the system starts and the previously selected audio source is played.

Depending on the device and the country, the device will turn off automatically when the engine is turned off or when the vehicle key is removed from the ignition. If the device is turned on again, it will automatically turn off after approx. 30 minutes (timeout).

Anti-theft coding

The anti-theft code number remains stored in the vehicle after initial input (convenience radio coding). If the anti-theft coding must be manually cancelled, for example if the device is to be installed in a different vehicle, please contact your Volkswagen dealer.

If the vehicle battery was disconnected, switch on the ignition before switching on the device. ◁

Changing the default volume

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 8.

In order to:	Operation
Increase volume.	Turn the volume control ⏲ ⇒ fig. 1 clockwise or press the corresponding button on the multi-function steering wheel ⇒ booklet *Owner's manual*, chapter *Vehicle Overview*.
Reduce volume.	Turn the volume control ⏲ counterclockwise or press the corresponding button on the multi-function steering wheel.

Volume adjustments are indicated on the screen by a "bar". Meanwhile, device operation is blocked.

Some volume settings and adjustments can be preset ⇒ page 72.

Muting the device

At "0" the device is muted (display: 🔇).

- Turn the volume control ⏲ counterclockwise until 🔇 is displayed.
- **OR:** If available on the device, briefly press the MUTE ⇒ fig. 1 ② or PHONE [1] device button.

The currently played media source is stopped while the device is muted.

Please lower the volume before switching to another audio source if the base volume of an audio source was increased considerably. ◁

Additional displays and options

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 8.

All displays can be shown only after a complete system start of the radio navigation system.

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.

Country-dependent function button omission

Based on market specific conditions, it is possible that not all the functions described in this manual are executable, and the function buttons on the screen may be displayed differently than described here. ◁

[1] If no cell phone package is installed.

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Function buttons and device buttons

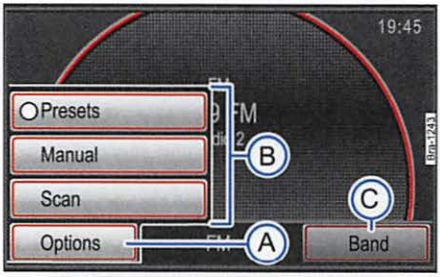

Fig. 2 RADIO main menu with pop-up window.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 8.

The device is equipped with a touch screen.

The menu that is currently selected is displayed In the middle of the bottom screen line.

Controls

- Rotary and push buttons.
- Labeled **device buttons**.
- **Function buttons** on the device.
- **Function buttons** shown on the screen.

Rotary and push buttons

The left rotary and push button ⇒ fig. 1 ① is designated as Volume control or On-Off switch.

The center rotary and push button ⇒ fig. 1 ⑩ is designated as the **Tuning knob**.

Device buttons

Buttons on the device are identified in this manual as "device buttons" and represented as a symbol with blue content [...], for example [MEDIA] device button.

Underneath the screen are two unlabeled device buttons ⇒ fig. 1 ⑪. Operation and function correspond to the respective function buttons ⇒ fig. 2 Ⓐ and Ⓒ shown on the screen above.

Device buttons are operated by *Press* or *Keep pressed*.

Function buttons on the screen

Active areas of the screen which represent a function are labeled as "function buttons" and are operated by brief *pressing* on the screen or *pressing and holding*. Function buttons are described in the manual as "function button" and with the [...] button symbol.

A function button that is grayed-out cannot be selected, e.g. Ⓒ.

Pop-up window

A "pop-up window" is a small window Ⓑ that appears for a short time prior to the current menu and contains additional function buttons.

A function button in a pop-up window can be accessed by touching it. The pop-up window then closes.

Press device button [⇦] in order to close the pop-up window without a change.

Launching or activating functions using the "checkboxes"

Some functions are started or stopped by pressing a button, for example the Scan function ⇒ page 12.

Other functions or displays can be activated or deactivated with checkboxes.

A check mark in a checkbox ☑ indicates that the function is activated, an empty checkbox ○, that it is deactivated.

Selecting function buttons via the tuning knob

With the exception of the two lower function buttons Ⓐ and Ⓒ, function buttons that are shown in the display can also be selected by turning the tuning knob ⇒ fig. 1 ⑩ and by pressing. ◁

Browsing lists and selecting items

Fig. 3 Track list of an MP3 CD.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 8.

Available stations and selectable tracks are displayed as items in lists. The current station or track is highlighted ⇒ fig. 3.

List items are accessed by touching, similar to function buttons.

Tagging and accessing list items (tuning knob)

- *Select list items*: Move the selecting frame using the tuning knob ⇒ fig. 1 ⑩.

When the selection frame is moved to the end of the displayed list segments, the next items will be displayed.

- *Launch marked list items*: Press the tuning knob.

Browsing lists (Scroll marks)

If more items are selectable than can be displayed, a "scroll bar" is shown on the left side of the screen.

The colored semicircle shows the size of the entire list. The "Scroll mark" ⇒ fig. 3 Ⓐ shows the position in the displayed list segment. The size of the scroll mark corresponds to the size of the displayed list segment proportional to the complete list. The smaller the scroll marker, the longer the list.

- *Browsing long lists page-by-page*: Press the screen briefly above or below the scroll mark.
- *Fast browsing of long lists*: Manually move the scroll mark. To do this, place a finger on the scroll marker and move downward over the screen *without removing it*. When the desired position is reached, lift the finger from the screen.

Closing lists and sub-menus

Operation: Effects
Press the ⇦ button.
Closes an open pop-up window. **OR:** Moves up one menu all the way to the Main menu. **OR:** Undoes navigation address entries step by step.

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Audio mode

Radio mode

Introduction

In this section you'll find information about:

Opening RADIO main menu 12
Changing frequency bands 13
Changing radio stations or selecting from the FM station list 13
Scan 14
Manually selecting a station frequency 14
Showing and hiding station preset buttons . . . 15
Storing station to the station preset buttons . . 16
Accessing stations stored on station preset buttons 16
Starting satellite radio mode (SAT) 17
Satellite radio main menu 17
Changing Sirius stations 18
Opening station lists by category 19
Radio settings menu (SETUP) 19

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6

Parking garages, tunnels, high buildings or mountains can interfere with the radio signal.

Decals or metal-coated stickers on the vehicle windows can affect radio reception in vehicles with window antennas. ◁

Opening RADIO main menu

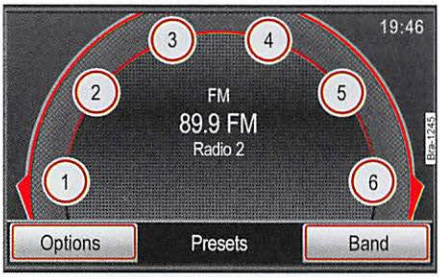

Fig. 4 RADIO main menu with displayed station preset buttons.

Fig. 5 RADIO main menu without station preset buttons.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

- Press the [RADIO] button.

The radio station currently playing is displayed in the center of the screen.

The "Station button" display can be switched on and off in the *RADIO* ⇒fig. 4 main menu ⇒page 15.

Station name display (RDS)

If RDS is available and the reception is good enough, the name of the radio station may be displayed in **Radio 2**⇒fig. 5.

RDS (Radio Data System) is a radio data service which is not supported by all devices and may not be accessible everywhere or for every station. ◁

Changing frequency bands

Fig. 6 RADIO main menu: Band function button.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

The currently selected frequency band (FM or AM) is indicated above the station name and in the bottom screen line.

Changing the frequency band

- In the *RADIO* main menu, press the [RADIO] button.
- **OR:** Press the [Band] function button and select the frequency band by pressing a function button ⇒ fig. 6.

Depending on the device and country, changing the frequency with the [Band] function button opens the station list for the selected frequency band (if a station list is available for this frequency)⇒ fig. 7. ◁

Changing radio stations or selecting from the FM station list

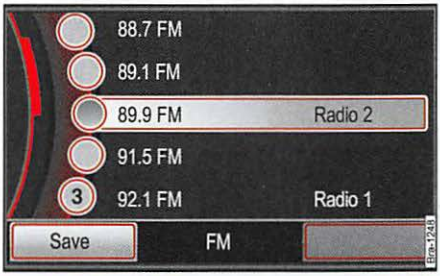

Fig. 7 Station list: the current station is highlighted.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

Changing the radio station using the arrow button ◁ or ▷.

- Briefly press the ◁ arrow button or ▷.

Depending on the arrow key ⇒ page 19 settings, you can only change to saved stations (Display: ◁★▷ in fig. 12).

Opening the FM station list

In the FM station list, all FM radio stations with strong reception are stored automatically. These can be accessed sequentially or selected directly from the FM station list.

- Press the [Freq. band] function button and press the [FM/List] function button in the pop-up window ⇒ fig. 6.

Depending on the device and the country, you must change to the FM frequency band before the [FM/List] function button is displayed in the pop-up window for the [Band] function button.

OR: If **no station preset buttons** are displayed(⇒ page 15, *Showing and hiding station preset buttons*):

- Turn the tuning knob ⇒ fig. 1 ⑩ to open the station list.

The list will close automatically after a minute of inactivity.

The station list is is automatically updated when it is closed.

No station list is available for the AM frequency band.

Selecting stations from the FM station list

- Open the FM station list.
- Tag stations one after another by rotating the tuning knob, and access tagged stations by pressing the knob .
- **OR:** Move the scroll marker to search the list, and press the desired station on the screen. ▶

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- Select a station preset button, then press the [Save] ⇒ fig. 7 function button to save the tagged station ⇒ page 16.
- Press the [⇦] button in order to close the FM station list. ◁

Scan

Fig. 8 RADIO main menu with station scanning function (Scan).

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

If a station scan is running, all receivable stations in the current frequency band are played for about 5 seconds each.

Starting and stopping station scanning

- Open the *RADIO* main menu and select the frequency band ⇒ page 13.
- Press the [Extras] function button.
- Press the [Scan] function button in the pop-up window.
- Station scanning starts and the [Extras] function button switches to [Scan] ⇒ fig. 8.
- Press the [Scan] function button or press the tuning knob ⇒ fig. 1 (10) in order to stop station scanning at the current station.

Station scanning is also stopped if a station is manually selected via the arrow or station buttons, . ◁

Manually selecting a station frequency

Fig. 9 Version I: Pop-up-window Options function button.

Fig. 10 Version II: Pop-up window Options function button.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

- Open the *RADIO* main menu and select the frequency band ⇒ page 13.
- Press the [Extras] function button.

Selecting frequencies manually depends on the device and the country. ▶

- **Version I:** Touch the [Manual] function button in the pop-up window ⇒ fig. 9. The pop-up window closes and the [Options] function button changes to [Manual].
- **Version II:** Press the [☑Tune] function button in the pop-up window to activate the check-box ⇒ fig. 10. The pop-up window is closed and **Tune** is displayed in the center of the bottom row on the screen.

The frequency of the selected station is displayed.

- **Changing the frequency incrementally:** *Turn* the tuning knob ⇒ fig. 1 (10).
- **Fast scanning of the frequency band:** Keep the arrow button [◁] [▷] *pressed*. After *releasing* the button, the next receivable radio station is automatically set.

Selecting frequencies manually depends on the device and the country.

- **Version I:** Touch the [Manual] function button to end manual frequency selection.
- **Version II:** Touch the [Options] function button and choose a different method of station selection in the pop-up window ([Station list] or [Presets]).

After about 10 seconds of idle time manual frequency selection stops automatically.

Manual frequency selection is also stopped if a station is selected via a station preset button or the display is changed to the FM station list.

For RDS-enabled stations, the station name can be displayed underneath the frequency. ◁

Showing and hiding station preset buttons

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

Radio stations can be assigned numbered function buttons in the *RADIO* main menu ⇒ fig. 11. These function buttons are called "station preset buttons". Station preset buttons can be shown or hidden.

Showing and hiding station preset buttons is country and device specific.

Version I

- In the *RADIO* main menu press the function button [Extras] ⇒ fig. 9.
- Activate or deactivate the checkbox in the [☑Presets] function button in order to display or hide the station preset buttons.

If the checkbox in the [☑Presets] button is activated, six station preset buttons are displayed in the *RADIO* main menu ⇒ fig. 11.

If .

Version II

- Touch the [Options] function button in the *RADIO* main menu ⇒ fig. 10.
- Press the [Presets] to display the station preset buttons.

The station preset buttons are displayed when a different option for selecting stations is chosen.

- Touch the [Options] function button and choose a different method of selecting station in the pop-up window ([Station list] or [Tune]).

Changing the displayed station preset buttons

The station preset buttons are displayed in groups of six function buttons (⇒ fig. 11 [1] to [6]).

- Turn the tuning knob ⇒ fig. 1 (10) in order to tag the station preset buttons one after the other. If the first or last station preset button is tagged, turn the tuning knob in either direction to display the next group of six station preset buttons. ◁

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Storing station to the station preset buttons

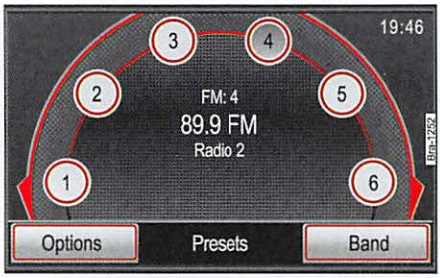

Fig. 11 RADIO main menu with display of the station preset buttons.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

Storing a station on a station preset button overwrites the previously stored station.

- Showing station preset buttons and selecting a station.
- Press the desired station preset button until a signal tone sounds.
- The currently played station is then saved to this station preset button ⇒ fig. 12.
- **OR:** Tag a station preset button by *turning* the tuning knob ⇒ fig. 1 and pressing it until a signal tone sounds.

Alternatively, stations can be saved by using the tuning knob.

- *Hold* the tuning knob until the next free station preset button is automatically offered for the current station.
- *Turn* the tuning knob to select another station preset button.
- *Briefly press* the tuning knob to save the station.

Stations can also be saved via the station list view ⇒ page 13.

All stations stored on station preset buttons can be deleted individually or collectively ⇒ page 19.

If the station preset buttons are usually **not** used for station selection, Volkswagen recommends hiding them. The station list can be opened directly by rotating the tuning knob. ⇒ fig. 1 ⑩ ⇒ page 13. ◁

Accessing stations stored on station preset buttons

Fig. 12 RADIO main menu with display of the station preset buttons.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

- Open the *RADIO* main menu and display station preset buttons if necessary ⇒ page 15.
- Turn the tuning knob ⇒ fig. 1 ⑩ in order to tag the station preset buttons one after the other. The station stored on the respective station preset button is displayed.
- Press the tuning knob to access the displayed station.
- **OR: Briefly** touch the station preset button displayed on the screen.
- **OR:** If ◁★▷ is displayed ⇒ fig. 12, all stations can be accessed with the arrow buttons ◁ and ▷ browsed ⇒ page 19.

A stored station can only be played if it can still be received at the current location. ◁

Starting satellite radio mode (SAT)

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

A wide variety of audio programs from various categories (music, news, sports, entertainment, etc.) can be accessed with satellite radio.

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

- In Radio mode, press the SETUP button ⇒fig. 1 ②.
- Press the SIRIUS ID function button.

The SIRIUS ID as well as the web address or phone number needed for activation are displayed in a pop-up window.

Different packages can be ordered. Please ask your Volkswagen dealer for more information about Satellite Radio mode or visit the displayed Internet address.

- Press the OK function button to close the pop-up window.

The Sirius ID is displayed on channel 0 ⇒page 18.

ℹ If a MEDIA-IN multimedia interface is connected while in Satellite Radio mode, track information for the current track can be cached in the radio as a "Song Tag" or transferred to a connected iPod™, with certain requirements ⇒page 30. ◁

Satellite radio main menu

Fig. 13 Satellite Radio main menu.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

- In the *RADIO* main menu press the BAND button briefly to scroll through the available frequency bands.
- **OR:** Press the Band function button, then press the SIRIUS function button in the pop-up window ⇒fig. 13.

The last selected station is played if the selected channel is still receivable.

Information regarding the selected station (type of station, station name and channel number) is displayed in the *Satellite radio* main menu, with information regarding the current program also displayed (Track, Artist and Album Name ⇒fig. 13).

On-screen service displays

Display: Meaning
Channel Update: The Sirius program structure is being updated. No satellite radio reception is possible during the update. After this, some stations may be on different channels.
Invalid: Station is no longer available on the saved or manually selected channel.
Unsubscribed: Station is not included in the current subscription package or the subscription has expired.
Linking: There is currently no satellite radio reception possible, because of heavy foliage or because you are in an underground garage, for instance.
Antenna: Antenna malfunction. Please contact a Volkswagen dealer. ▶

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The method for storing and accessing preset stations is the same as in Radio mode ⇒page 12.

The satellite radio stations are responsible for transmitted content. ◁

Changing Sirius stations

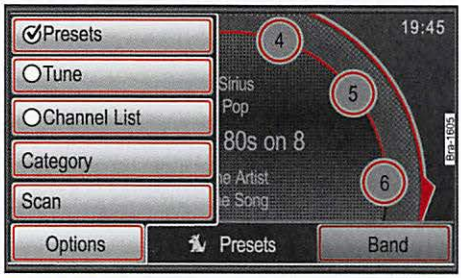

Fig. 14 Station selection options.

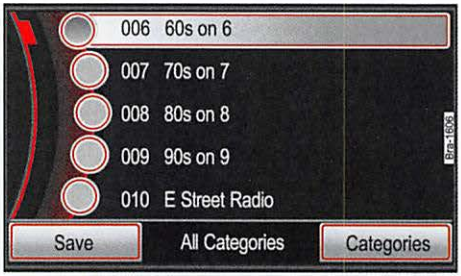

Fig. 15 Station list of all selectable stations (All Categories).

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

Changing stations using the arrow buttons

- Press one of the arrow buttons on the device ⇒fig. 1 ③ to switch to the next station in the selected category.

If ◁★▷ is displayed, only the stations saved on the station preset buttons are browsed through ⇒page 16.

Configuring station selection options

- Press the [Options] function button in the *Satellite radio* main menu ⇒fig. 14.
- Activate the [Presets] function button in the pop-up window to show the station preset buttons in the *Satellite radio* main menu ⇒page 15.
- **OR:** Activate the [Tune] function button to **browse through** the **channels** by turning the tuning knob ⇒fig. 1 ⑩.
- **OR:** Activate the [Channel List] function button by turning the tuning knob to **open**the **Station list** view and access a station there.

Selecting satellite stations from the station list

All the activated stations in the chosen category are displayed in the station list ⇒fig. 15.

- Open the station list as described above.
- Change category if required ⇒page 19.
- Browse the list and tag the desired station by turning the tuning knob. Then press the tuning knob to access the station.
- Press the [⇦] ⇒fig. 1 ⑧ button to close the station list.

The list will close automatically after a period of inactivity.

SCAN

The method for starting and ending Scan is the same as in Radio mode ⇒page 12. ◁

Opening station lists by category

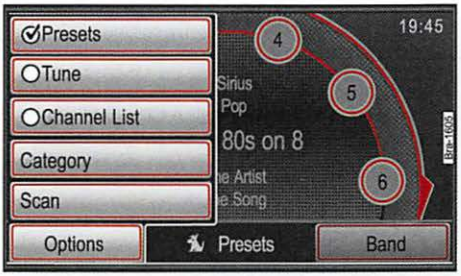

Fig. 16 Station selection options.

Fig. 17 Select a category.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

- Open the station list ⇒page 18.
- Press the [Categories] function button ⇒fig. 15.

If **no** MEDIA-IN multimedia interface is connected, the list of selectable categories can be accessed from the *Satellite Radio* main menu.

- Touch the [Options] function button and the [Category] function button in the pop-up window ⇒fig. 16.

Opens the list of available categories ⇒fig. 17.

- Select the desired category by turning and pressing the tuning knob or pressing the screen.

The station list corresponding to the chosen category will be opened. Only the stations in the selected category will be displayed.

If [▸All Categories] is selected, stations of all categories will be displayed ⇒fig. 15.

- Press the [⮌] button to close a list.

The list view will close automatically after a period of inactivity. ◁

Radio settings menu (SETUP)

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 12.

In the *RADIO* main menu, press the [SETUP] button to open the **Radio** *settings menu.*

Function key: Effect
[▸Arrow Keys]: Set the station selection for arrow buttons [◁] and [▷].
[Station List]: **All** stations within reach in the selected frequency band can be browsed using the arrow buttons ⇒page 13.
[Presets]: **Only the** stored stations can be browsed using the arrow buttons ⇒page 16 (Display: ◁★▷ ⇒fig. 12).
[Deleting Sirius Presets], [Delete FM Presets], [Delete AM Presets]: Delete stations for a frequency band Stored on the station preset buttons.
[All]: All stored stations in the frequency band are deleted.
[Single]: *Turn* the frequency knob ⇒fig. 1 ⑩, to display the stored stations one after the other, and *press* to delete the displayed station.
[SIRIUS ID]: Shows the Sirius Audio ID as well as the web site and phone number for activation ⇒page 17.
Press the [⮌] button to cancel ⇒fig. 1 ⑧. ◁

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Media mode

Introduction

In this section you'll find information about:

Requirements for media sources and audio files 20
Playback sequence of files and directories .. 21
MEDIA main menu 22
Inserting or ejecting a CD 22
Inserting or removing a memory card 23
External audio sources: (AUX-IN) input 24
Connecting external audio sources via Bluetooth® 24
Opening the Media Selection Menu and selecting a media source 26
Manual track change 26
Changing playback mode (Extras function key) 28
Media settings menu(SETUP) 28

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 related drives or audio inputs of the radio navigation system (internal CD drive, external CD changer, SD memory card slot, AUX-IN socket, etc.).

In the following, the listed playable data formats are referred to as "audio files". A CD containing such audio files is referred to as an "audio data CD".

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Operation basics ⇒ page 8
- Multimedia interface ⇒ page 30
- External CD changer ⇒ page 34

MPEG-4 HE-AAC audio codec technology and patents are licensed from Fraunhofer IIS.

This product is protected by specific legal rights and copyrights of Microsoft Corporation. Use or operation of such technology outside of these products without a license from Microsoft or an authorized Microsoft subsidiary is prohibited. ◁

Requirements for media sources and audio files

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

Factory-installed CD players comply with the safety class 1 according to DIN IEC 76 (CO) 6/ VDE 0837.

Only 12 cm standard CDs and memory cards with physical dimensions of 32 mm x 24 mm x 2.1 mm or 1.4 mm should be inserted into the device.

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 maximum 700 MB (Megabyte) in ISO 9660 Level 1 and 2, Joliet or UDF – 1.02, 1.5, 2.01, 2.5 file system SD and MMC memory cards in FAT12, FAT16 and FAT32 file system up to a maximum of 2 GB (Gigabyte) and SDHC memory cards up to a maximum 32 GB.	MP3 files (.mp3) with bit rates from 48 to 320 kbit/s or variable bit rate. – WMA files (.wma) up to 9.2 or up to 10.0 –mono/stereo without copy protection. – Audio files in OGG-Vorbis – and AAC format –. – Play lists in PLS, B4S –, ASX – and WPL formats. – File name and file path no longer than 256 characters. – Directory structures with a maximum of eight levels. – On audio file CDs a maximum of 256 folders and 512 files. – On memory cards a maximum of 2048 folders and 15000 files; per folder maximum of 6000 files.

Media source	Conditions for playback
⑧ Audio file playback via Bluetooth®[a].	– The device or vehicle must be equipped with a suitable mobile phone package and the external audio source must support Bluetooth A2DP profile ⇒page 24.
AUX. External audio source	– 1.8 inch jack plug connectable for audio output ⇒fig. 1 ⑨.
MDI. External data media	– Compatible with MEDIA-IN multimedia interface ⇒page 30.

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!

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.

The read time can vary greatly depending on the size, usage status (copy and delete processes), folder structure and file type.

Play lists only define a certain playback sequence. Playlists do *not* save any files. Playlists *cannot* be played if the files on the data medium are *not* saved in the location to which the playlist is referring (relative data path). ◁

Playback sequence of files and directories

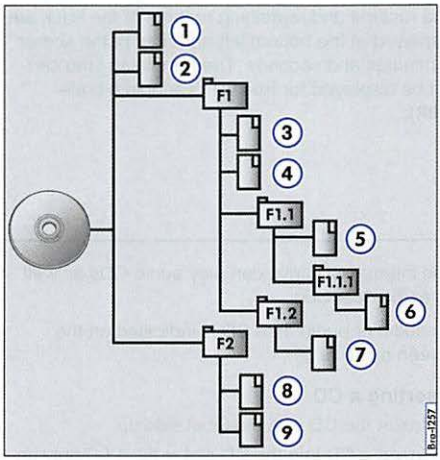

Fig. 18 Possible structure of an audio data CD.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

Audio files ☐ on data medium are often sorted via data directories 🗀 and playlists 🎵 in order to define a certain playback sequence.

Titles, directories and playlists on the data medium are sorted in numerical and alphabetical order by name.

Figure ⇒fig. 18 shows an example of a typical audio data CD containing tracks ☐, directories 🗀 and subdirectories.

The tracks are played back as follows:

1. Track ① and ② in the CD root directory.
2. Track ③ and ④ in the **first** directory **F1** in the root directory of the CD.
3. Track ⑤ in the **first** subdirectory **F1.1** of the directory **F1**
4. Track ⑥ in the **first** subdirectory **F1.1.1** of the subdirectory **F1.1**
5. Track ⑦ in the **second** subdirectory **F1.2** of the directory **F1**
6. Track ⑧ and ⑨ in the **second** directory **F2**

Playlists 🎵 are treated like directories in the playback sequence.

The playback sequence can be changed by selecting different playback modes (**Repeat**, **Mix**) ⇒page 28. ◁

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MEDIA main menu

Fig. 19 MEDIA main menu: Audio CD track display.

Fig. 20 MEDIA main menu: Audio data CD track display.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

Different media sources can be selected and played back in the *MEDIA* main menu ⇒ page 26.

Only playable audio sources are displayed and played. Other files are ignored.

- Press the MEDIA button.

The last media source played will resume playing.

The current media source is displayed in center of the bottom line of the screen ⇒ fig. 19.

If no media source is selectable, the *MEDIA* main menu cannot be opened.

Displaying track information

In the center of the screen the **track** and track number are displayed by default, according to the sequence on the data medium ⇒ fig. 19.

For audio files also containing track information (CD text, ID3 tag for MP3 files), the **track name** is displayed in the center, under the **artist name** and above the **album name** ⇒ fig. 20.

If you press the i ⇒ fig. 1 ⑦ button, further track information (such as the file path) will be displayed.

The runtime and remaining runtime of the track are displayed at the bottom left and right of the screen in minutes and seconds. The remaining time cannot be displayed for files with variable bit rate (**VBR**). ◁

Inserting or ejecting a CD

Fig. 21 MEDIA main menu: CD media source.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

The internal CD drive can play audio CDs as well as audio data CDs.

An audio or audio data CD is indicated on the screen by **CD** or ⊘.

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.

Ejecting a CD

Depending on the country, the ignition key for convertibles must be in the ignition lock in order to eject the CD (anti-theft protection). ▶

- Press the ⏏ button.
- 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.

CD not readable

If an inserted CD cannot be read, a pop-up window with a related message is displayed.

Depending on the device, an unreadable CD may be automatically ejected and pulled in again three times to allow another three read attempts before the pop-up message is displayed.

- Press the OK function button to confirm the message and eject the CD.

If the CD is not removed within 10 seconds, it will be pulled in again but CD mode will not start. The function button in the *Media selection menu* will remain inactive ⇒ page 26. The CD must be removed manually.

The playback can skip on poor roads or during severe vibration.

If the device's internal temperature is too high, CDs will no longer be accepted or played.

If **CD drive malfunction** is displayed after inserting different CDs, contact an authorized dealership. ◁

Inserting or removing a memory card

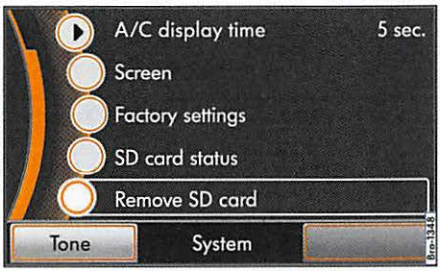

Fig. 22 System settings menu (RNS 310 only): Removing memory card.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

A memory card with readable audio files is indicated by **SD card** or on the screen.

Inserting a memory card

If a memory card cannot be inserted, check the insert position and memory card.

- Insert compatible memory cards with the cut corner first and pointing upward into the memory card slot ⇒ fig. 1 (12), until it engages.
- Playback starts automatically if readable audio files are stored on the memory card.

Preparing to remove the memory card

The inserted memory card must be prepared before it is removed.

- Press the SETUP button and press the System function button.
- Access the Remove SD Card function button by rotating and pushing the tuning knob ⇒ fig. 2210 ⇒ fig. 1 - -.
- Touch the OK function button.

The memory card must be manually removed and re-inserted before it can be selected again.

Manually removing a memory card

- Press on the inserted memory card. The memory card "jumps" into removal position.
- Remove the memory card.

Memory card not readable

If a memory card is inserted which does not contain readable audio files, then memory card mode is **not** activated after loading.

If an inserted memory card cannot be read, a pop-up window with a related message is opened.

- Press the OK function button and wait for the prompt to eject the memory card!

When a memory card is inserted which does not contain any audio files or is unreadable, the function button in the *Media selection menu* will remain inactive ⇒ page 26.

Memory cards must be removed manually. ◁

External audio sources: (AUX-IN) input

Fig. 23 External audio source connected to the AUX-IN multimedia socket.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

The AUX-IN ⇒fig. 1 ⑨ multimedia socket only works with a 1.8 inch jack plug.

The connected external audio source is played back via the vehicle speakers and **cannot** be controlled via the radio navigation system.

A connected external audio source is indicated by **AUX** on the screen.

Connecting an External Audio Source to the AUX-IN Multimedia Socket.

- Reduce volume on the radio navigation system.
- Connect an external audio source to the AUX-IN multimedia socket.
- Start playback on the external audio source.
- To change to playback of an external media source over the vehicle speakers, use the AUX function button in the *Media selection menu* ⇒page 26.

The **playback volume** of the external audio source should be adjusted to match the volume of the other audio sources ⇒page 28.

Operating an external audio source via the AUX-IN multimedia socket

Operation	Effect
Selection of a different audio source on the radio navigation system.	External audio source continues in the background.
Stop playback of the external audio source.	The radio navigation system remains in the **AUX** menu.
Remove the jack from the AUX-IN socket.	The radio navigation system switches to playback of the last played media source.

Read and follow the instructions for use of the external audio source manufacturer.

If the external audio source is powered by the 12 volt outlet of the vehicle, interference is possible. ◁

Connecting external audio sources via Bluetooth®

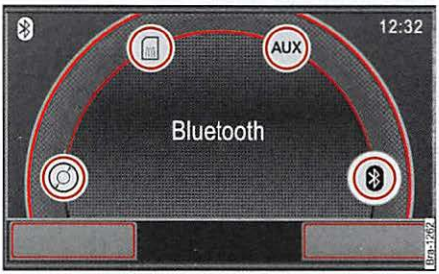

Fig. 24 Media selection menu with BT audio selected.

Fig. 25 Bluetooth audio mode. ▶

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

In Bluetooth audio mode, audio files that are played through an external media player connected via Bluetooth® (for example, a mobile phone) can be played through the vehicle speakers. Control via the radio-navigation system is possible, depending on the device.

The Bluetooth audio source must support the A2DP or AVRCP Bluetooth profile.

Bluetooth Audio mode is possible in vehicles equipped with a factory-installed cell phone package that supports this function. To learn about the operation of the cell phone package, read the corresponding vehicle owner's manual ⇒ booklet *Cell Phone Package*.

Pairing and connecting is done via the radio navigation system on the RNS 315 ⇒ page 59.

Starting Bluetooth audio playback

- Follow the directions in the owner's manual to pair or connect the external audio source with Bluetooth interface to the cell telephone package.
- Reduce volume on the radio navigation system.
- Start playback on the external Bluetooth audio source.
- To change to playback of the external media source over the vehicle speakers, use the *Media selection menu* and the [⇧] **Bluetooth** function button ⇒ page 26.

Bluetooth Audio mode is indicated on the screen by **Bluetooth Audio** ⇒ fig. 25.

The **playback volume** of the external audio source should be adjusted to match the volume of the other audio sources ⇒ page 28.

Manually activating Bluetooth audio

In some devices, Bluetooth audio playback requires a one-time manual activation:

- After the initial start-up of a Bluetooth audio transmission, a pop-up window opens.
- Request for confirmation of Bluetooth audio playback.
- Bluetooth audio playback is started and the checkbox in the [☑Activate BT audio] function button in the **Media** *Settings menu* is automatically activated ⇒ page 28.

If the checkbox in the [☑Activate BT-Audio] function button is activated, Bluetooth Audio mode must be switched to manually after the start of Bluetooth Audio transmission, as previously described.

RNS 315: Additional functions during Bluetooth Audio mode

For some media players that support the AVRCP profile, playback on the Bluetooth audio source is started or stopped automatically by switching to Bluetooth Audio mode or another audio source. In addition, track display or track change with the radio navigation system's arrow keys ⇒ fig. 1 ③ is possible.

When the playback of the connected Bluetooth audio source has ended, the radio navigation system remains in the **Bluetooth audio** menu ⇒ fig. 25.

If the Bluetooth connection is broken, the radio navigation system switches to playback of the previously played media source.

If the Bluetooth audio source is connected via the Telephone menu, it is possible that Bluetooth Audio playback will still need to be manually activated.

- In Radio mode, press the [SETUP] button.
- Press the [Bluetooth setup] function button in the **Media** *settings menu*.
- Press the [List of paired devices] function button.
- Tag the device currently connected and press the [Connect] function button.

ℹ Read and follow the owner's manual from the manufacturer of the Bluetooth audio source.

ℹ Because of the large number of possible Bluetooth audio sources, it cannot be guaranteed that all the functions described can be executed without errors.

ℹ On a connected Bluetooth audio source, all warning and service tones, such as touch tones on a cell phone, should be switched off to avoid interference and malfunctions.

ℹ Do not connect external media players to the radio navigation system **at the same time** for music playback via Bluetooth and via the MEDIA IN ⇒ page 30 multimedia interface, as this could lead to limitations on the playback.

ℹ Some countries may have restrictions regarding the use of Bluetooth devices. Information can be obtained from the local authorities. ◁

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Opening the Media Selection Menu and selecting a media source

Fig. 26 MEDIA main menu.

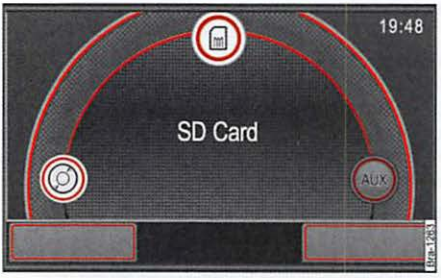

Fig. 27 Media selection menu.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

In the *MEDIA* main menu the current media source is indicated in the center of the bottom line on the screen ⇒ fig. 26. Other inserted or connected media sources must be selected via the *Media selection menu*.

- In the *MEDIA* main menu press the [MEDIA] ⇒ fig. 1 button.

The *Media selection menu* is opened ⇒ fig. 27.

- Repeatedly press the [MEDIA] button in order to browse available media sources one by one.
- **OR:** Access the desired media source by touching the appropriate icon.
- **OR:** Turn the tuning knob ⇒ fig. 1 (10) to tag available media sources one after the other, and press the tuning knob to access them.
- Press the [⇦] button to close the pop-up window without making changes.

A media source not currently selectable is displayed as inactive, for example the function button [AUX] ⇒ fig. 27.

If a previously played media source is selected again, the playback continues at the last played position. *Exception:* Audio source connected to the AUX-IN multimedia socket ⇒ page 24.

Selectable media sources in the Media selection menu

Function button: Media source
[CD]: Internal CD Drive ⇒ page 22.
[SD Card]: Inserted memory card ⇒ page 23.
[AUX]: 1.8 inch multimedia jack plugged in to AUX-IN multimedia socket ⇒ fig. 1 (9) ⇒ page 24.
[CD changer]: Additional external CD changer connected ⇒ page 34.
[MDI]: Data media to MEDIA-IN multimedia interface ⇒ page 30.
[ᛒ]: External Bluetooth audio source (media player, cell phone) ⇒ page 24. ◁

Manual track change

Fig. 28 Track list of a MP3 CD being played.

Fig. 29 Highest level of an MP3 CD being played. ▶

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

Start playback of a media source (CD, memory card, MDI) controlled via the radio navigation system.

Browsing tracks with the arrow buttons

Operation	Effect
Briefly press the arrow button ◁ once.	Go to the start of the current track.
Briefly press the arrow button ◁ twice.	Go to the start of the previous track.
Briefly press the arrow button ▷ once.	Go to the next track.
Hold the arrow button ◁ .	Fast rewind.
Hold the arrow button ▷ .	Fast forward.

A current audio source and a source controlled by the device can be operated from **each** menu via the arrow buttons on the device.

Opening and searching the track list

- Open the *MEDIA* main menu.
- Press the Select function button or turn the tuning knob ⇒ fig. 1 ⑩ to open the track list. The current track is highlighted ⇒ fig. 28.
- Tag tracks one after another by turning the tuning knob, and access tagged tracks by pressing the knob.
- **OR:** Move the scroll mark to scroll through the list.

Searching the directory structure in MP3 mode

After opening the track list, folders 🗀 and playlists can be displayed as well as tracks ♪ ⇒ fig. 29. The name of the directory containing the current track is indicated in the bottom line of the screen (in fig. 28: **F2**).

- Press the Up function button to open the next higher directory ⇒ fig. 29.
- Press the folder display (e.g. 🗀F1) to select another track ♪ from this folder or to open an additional subfolder 🗀.

The tracks of the current media source can be browsed or directly selected from the track list.

- **OR:** Turn the tuning knob to tag a folder and press the knob to open it; turn and press the knob again to select a track ♪ or open a subfolder 🗀.
- Repeatedly pressing the Up function button switches the directory up to the root of the current media source. In the root directory the Up function button is inactive. The current media source is displayed in the bottom line of the screen ⇒ fig. 29.

If a MEDIA-IN multimedia interface is installed and an iPod™[1] or iPhone™[1] is connected, a special selection menu is displayed in the top selection level (root folder) ⇒ fig. 35.

Selecting tracks and CDs from an external CD changer ⇒ page 34. ◁

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[1] iPod™ and iPhone™ are protected trademarks of Apple Inc.

Changing playback mode (Extras function key)

Fig. 30 MEDIA main menu: Extras function button in MP3 mode.

Fig. 31 MEDIA main menu with selected playback mode.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

Depending on settings, **Subdirectories** are included in the selected playback mode ⇒ page 28.

Starting and ending a playback mode

The playback mode selection depends on the selected media source and the type of audio files played.

- During playback, press the Extras function button in the *MEDIA* main menu.
- Select one of the playback modes offered in the pop-up window by turning and pressing the tuning knob ⇒ fig. 1 ⑩.

Selectable playback modes

Function key: Effect
Scan: The first 10 seconds of each track in the current folder or media source will be played one after the other. The scan will start with the next track.
Mix: The tracks of an audio CD are played back in random order.
Mix folder: The tracks of the current folder are played in random order.
Mix all: The tracks of the current data medium are played in random order.
Repeat Track: The currently played track is repeated.
Repeat CD: The tracks of the audio CD currently playing are repeated at the end of the CD.
Repeat folder: The tracks of the current folder are repeated at the end of the folder.

Random playback and the repeat function stay activated for the respective media source until they are deactivated or the data medium is removed. ◁

- The pop-up window will close. The selected playback mode is displayed in the function button (fig. 31 Mix all).
- Briefly touch this function button to end the playback mode and continue the normal playback of the current track.

Note the playback sequence of files and directories ⇒ page 21

Scan mode can be activated or deactivated by briefly pressing the adjustment knob ⇒ fig. 1 ⑩.

Media settings menu(SETUP)

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 20.

In media mode press the SETUP button to open the **Media** *settings menu*. The choice of setup options depends on the device and equipment. ▶

The menu item [Bluetooth settings] serves to link or connect external Bluetooth devices via the radio navigation device and is only selectable on the RNS 315 ⇒ page 61.

Function key: Effect
[Scan/Mix/Repeat including]: Subfolders are included in the selected playback mode ⇒ page 28.
[▶ AUX volume]: Adjust the **input volume** of an external audio source connected via the AUX-IN socket ⇒ fig. 1 (9) to equalize it with the **playback volume** of other audio sources ⇒ page 24.
[▶ MDI volume]: Adjust the **input volume** of an iPod™ or an iPhone™ connected via the MEDIA-IN multimedia interface to equalize it with the **playback volume** of other audio sources ⇒ page 30.
[Activate BT audio] [a]: Audio files from an external audio source which is connected to a factory-installed cell phone package via Bluetooth® can be played over the vehicle speakers ⇒ page 24.
[BT volume] [a]: Adjust the **input volume** of an external Bluetooth audio source to equalize it with the **playback volume** of the other audio sources ⇒ page 24.

a) Selectable, depending on the device.

Adjusting the playback volume

Lower the default volume of the radio-navigation system before turning up the volume on an external audio source.

If the external audio source is played back **too softly**, increase the **output volume** of the external audio source, if possible. If that is not sufficient, set the **input volume** to [Mid-range] or [Maximum].

If the connected external audio source is played back **too loudly, or the sound is distorted**, lower the external audio source**output volume** if possible. If that is not sufficient, set the **input volume** to [Mid-range] or [Minimum].

NOTICE

Excessively loud or distorted playback can damage the vehicle speakers. ◁

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MEDIA-IN multimedia interface

Introduction

In this section you'll find information about:

Instructions for connecting data media 30
Connection and operation 31
iTunes™ Tagging 32

Depending on the vehicle, the MEDIA-IN multimedia interface is located either in the passenger side storage compartment or in the center armrest between the front seats.

The playable file formats listed below are referred to collectively as "audio files".

Audio files on an external data medium connected via the MEDIA-IN multimedia interface can be played back and controlled via the radio navigation 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
- Operation basics ⇒page 8
- Media mode⇒page 20

The rubber insert in the storage compartment next to the MEDIA-IN multimedia interface can be removed. ◁

Instructions for connecting data media

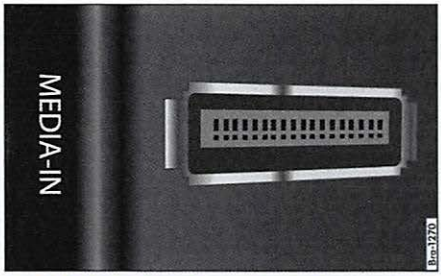

Fig. 32 MEDIA-IN multimedia interface.

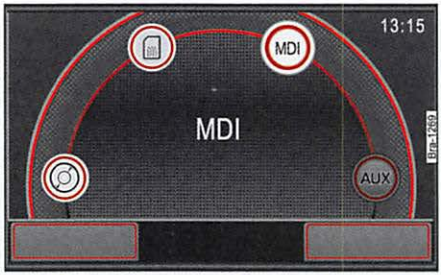

Fig. 33 Selection menu of the available media sources with external media source (MDI).

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 30.

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! ▶

Instructions and requirements

Connectable data media	Readable files and formats
USB 2.0 devices. FAT file system FAT16 (< 2 GB) or FAT32 (> 2 GB). iPods™ and iPhones™ of different generations[a]). MTP players 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 owner's manual of the external data medium.

a) iPod™and iPhone™ are protected trademarks of Apple Inc.

Instructions and restrictions

The radio navigation 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.

For data media that are divided into multiple partitions, only the **first** partition is recognized.

Read about additional limitations and notes with regard to media sources ⇒page 20.

NOTICE

The adapter cable must not be wedged in or bent sharply. The can damage the adapter and lead to loss of function.

Do not connect external media players to the radio navigation system **at the same time** for music playback via Bluetooth and via the MEDIA-IN multimedia interface, as this could lead to limitations on the playback. ◁

Connection and operation

Fig. 34 MEDIA main menu: MDI media source (MEDIA-IN multimedia interface).

Fig. 35 Selection menu of a connected iPod.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 30.

Reduce playback volume on the radio navigation system prior to connecting or playing back an external data medium.

Connecting or disconnecting an external data medium (MDI)

- Connect an appropriate adapter to the MEDIA-IN multimedia interface ⇒page 30.
- 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. ▶

Operation via the radio navigation system

External data media connected to the MEDIA-IN multimedia interface can be operated via the radio navigation system.

Depending on the device, it may be necessary to manually launch playback on the radio navigation system after connecting and switching the external data medium on.

- Open the *Media Selection Menu* and access the [MDI] function button to start or advance playback from external data media ⇒ page 20.

Additional control of the external data media (accessing track change, track selection and playback modes) takes place as described in the corresponding chapters ⇒ page 20.

iPod™ and iPhone™

When and iPod™ or iPhone™ is connected, an iPod-specific list view is displayed on the highest selection level ⇒ fig. 35.

The iPod selection menu operates as usual.

The music control of a connected iPod™ or iPhone™ is disabled.

The **volume** of some iPods™ or iPhones™ can be adjusted to match the volume of other audio sources ⇒ page 28.

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. ◁

iTunes™ Tagging

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 30.

In Satellite Radio mode, track information (Song Tags) for a played track can be transmitted to a connected iPod™ and later uploaded after connecting to a computer.

Requirements

- MEDIA-IN multimedia interface.
- Special iPod™ adapter cable.
- Satellite Radio mode.
- Track and artist are displayed.
- Track information is available as a Song Tag. Not all tracks are currently supported by SIRIUS for iTunes™ Tagging.
- Compatible iPod™ for saving Song Tags or selecting from the `Tagging-List`.

Saving current track information

- Press the [Options] function button in the *Satellite Radio* main menu.
- Press the [Tag] function button in the pop-up window or press the tuning knob ⇒ fig. 1 (10).

When a compatible iPod™ is connected to the MEDIA-IN Multimedia interface, the track information is stored directly in the iPod™ as a Song Tag.

When the track information for the current track is not available as a Song Tag, or the track has already been stored during playback, the [Tag] **function buttonis inactive**.

Saving Song Tags without a connected iPod™

When **no iPod™** is currently **connected**, up to 50 Song Tags can be cached in the **Song Tags** list in the navigation system. ▶

If the [Tag] function button is pressed for the first time while operating the navigation system, a message is shown one time that no iPod™ is currently connected. If the [Tag] function button is pressed again during this operating cycle, the number of Song Tags that have been already saved, as well as the number of Song Tags that can still be saved, is displayed.

Saving is cancelled if the current track is already saved in the **Song Tags** list, or if the **Song Tags** list is full (50 Song Tags). After pressing the [Tag] function button, a corresponding message follows.

The next time an iPod™ is connected, all saved Song Tags are automatically transferred to it and and deleted from the **Song Tags** list in the navigation system. The Song Tags saved on the iPod™ can later be displayed and purchased over the internet.

Display and manually deleteSong Tags list

- In Media mode, press the [SETUP] button.
- Press the [Song Tags] function button in the **Media** *settings menu*.

The saved Song Tags are displayed in a list one after the other.

- Press the [Delete] function button to delete all saved Song Tags, after further confirmation. ◁

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External CD changer

Introduction

In this section you'll find information about:

External CD changer with front loading 34
External CD changer with magazine 35
Operation via the radio navigation system ... 36

Depending on the vehicle, there may be may be an external CD changer. Two different types can be installed at the factory.

Six standard 4.75 inch 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 navigation system.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Operation basics ⇒ page 8
- Media mode ⇒ page 20

Audio data CDs (MP3 and WMA) and 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. ◁

External CD changer with front loading

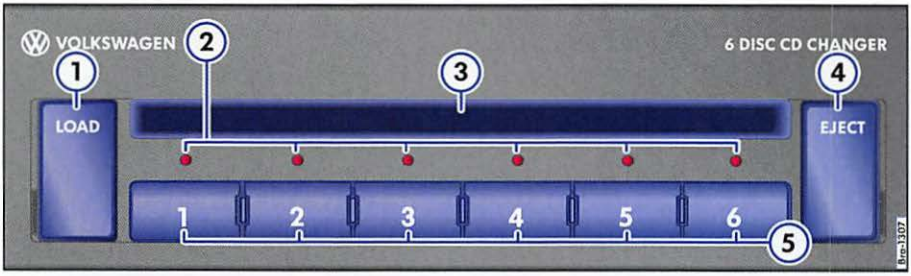

Fig. 36 External CD changer in the passenger side storage compartment or in the front center armrest.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 34.

Inserting CDs

- Press the LOAD button. The LED ⇒ fig. 36 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 ⇒ ①.

For **quick loading**, press the LOAD device button 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 and hold 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 blinks quickly. CD can be removed.

ⓘ NOTICE

Prior to closing the storage compartment on 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. ◁

External CD changer with magazine

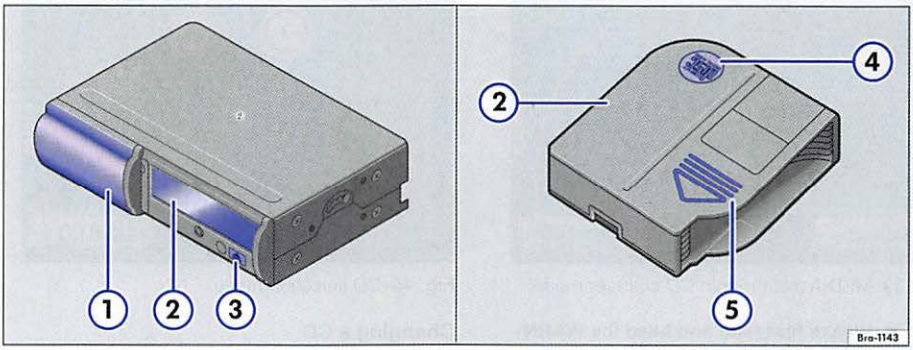

Fig. 37 CD changer and CD magazine.

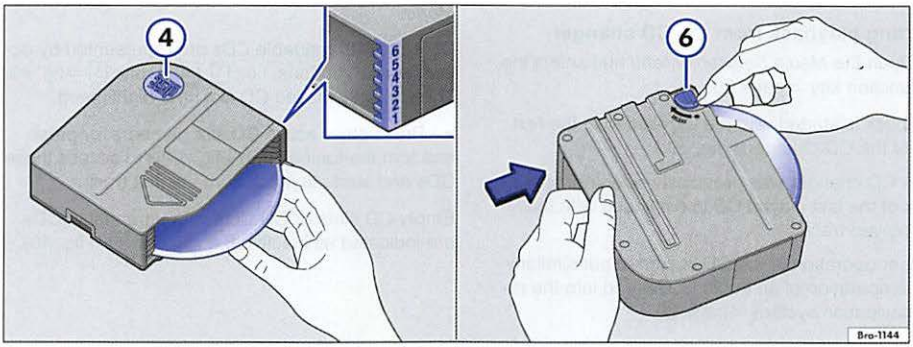

Fig. 38 Loading and removing CDs into and from the magazine.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 34. ▶

External CD changer with magazine can be found in the right-hand side of the luggage compartment or beneath the passenger seat, depending on the vehicle.

Removing and inserting the magazine

- Slide the magazine cover ⇒ fig. 37 ① completely open in order to expose the magazine.
- Press the button ③ for magazine removal and remove the magazine ②.
- In order to insert the magazine ② again, insert and push the magazine as far as it will go with the label "disc" ④ facing upwards and in the direction of the arrows ⑤.
- Close the magazine cover ① completely in order to prevent dust and dirt from entering.

Loading and removing CDs into and from the magazine

- Hold the CD magazine with the "disc" ④ label facing upwards ⇒ fig. 38.
- Hold the CD by the center hole or the outer edge with the **printed side facing up**.
- Insert CDs individually and without tilting into the magazine until you hear them engage.
- To remove CDs, turn the CD magazine over and rotate the release lever ⑥ against the spring force.
- Gently push the CDs in the direction of the arrow through the opening in the rear of the magazine. ◁

Operation via the radio navigation system

Fig. 39 MEDIA main menu: CD changer mode.

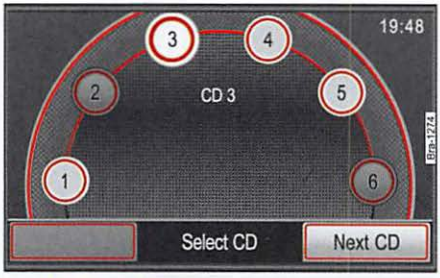

Fig. 40 CD selection menu.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 34.

Starting playback from the CD changer

- Open the *Media Selection Menu* and select the [⊘] function key ⇒ page 20.

Playback is started with the CD loaded in the first slot of the CD changer ⇒ fig. 39.

If the CD changer was previously selected, playback of the last played CD is continued with the last played track.

Further operation of the CD is carried out similarly to the operation of an audio CD loaded into the radio navigation system ⇒ page 20.

Changing a CD

- Touch the [Select CD] function button in CD changer mode ⇒ fig. 39 to open the *CD Selection Menu*.

CD slots with readable CDs are represented by active function buttons, i.e., [1], [3], [4] and [5] ⇒ fig. 40. The currently played CD slot [3] is highlighted.

- Press other active CD slot numbers, or press and turn the tuning knob ⇒ fig. 1 ⑩ to access these CDs and start playback from the first track.

Empty CD slots or CD slots with unreadable CDs are indicated as inactive (i.e., [2] and [6] ⇒ fig. 40). ◁

Navigation

Introduction to navigation

Introduction

In this section you'll find information about:

Navigation limitations 37
RNS 315: Using or installing navigation data on a memory card 38
Navigation main menu 39
Input screens with on-screen keyboard 40

General information

The current driving position is determined via the Global Positioning System (GPS). Sensors in the vehicle measure distances driven. All measurement values are compared using the detailed navigation data media maps and in accordance with stored traffic routing. Based on this data, the navigation system calculates the optimal directions to the destination.

An address or a point of interest, e.g. a gas station or hotel, can be entered as a destination.

Acoustic navigation messages and graphic display on the navigation system and in the instrument cluster guide to the destination ⇒ page 51.

Depending upon the country, some functions of the radio navigation system may not be selectable on the screen above a certain driving speed. This is not a malfunction, but rather compliance with legal regulations.

Navigation data

Several different device generations are used in Volkswagen vehicles. The navigation data media are **not** compatible with each other. The navigation data designed for the specific device is required by the navigation system. Please contact a Volkswagen dealer for more information.

Normally, all necessary navigation data comes preinstalled on the RNS 315. If this data needs to be updated, a memory card with the navigation software can be obtained at your Volkswagen dealership ⇒ page 38.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Operation basics ⇒ page 8
- Destination input ⇒ page 42
- Destination memory ⇒ page 47
- Destination guidance ⇒ page 51 ◁

Navigation limitations

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 37.

Possible navigation errors

If the navigation system cannot receive data from GPS satellites (dense canopy of leaves, underground garage), navigation is still possible via the vehicle sensor system.

In areas that are not digitized or only partially digitized on the data medium (e.g. one-way streets and street type not sufficiently captured), the navigation system also tries to enable route guidance.

In the case of missing or incomplete navigation data, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Navigation region and navigation data refresh rate

Street routing is subject to ongoing changes, such as new streets, street names or street numbers. Navigation CDs are not up-to-date after a while. Therefore, route guidance can be inaccurate or faulty.

Current navigation data media and other country versions can be obtained from your Volkswagen dealer. ◁

RNS 315: Using or installing navigation data on a memory card

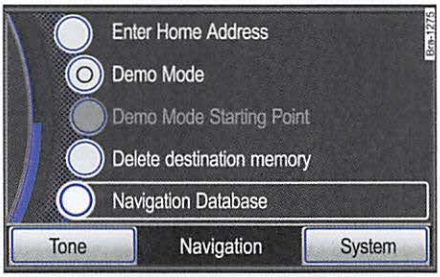

Fig. 41 Navigation settings menu.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 37.

Navigation data is already stored in the navigation data memory and can be used for navigation ⇒page 38.

Memory cards with up-to-date navigation data can be ordered through a Volkswagen Dealer.

- Remove the physical write-protection from the memory card.
- Insert a memory card⇒page 20

When an inserted memory card contains valid navigation data, a pop-up window opens. For licensing reasons, the memory card must be assigned for use in the radio-navigation system. The memory can **not** be used in other similar types of radio-navigation systems.

- Press the [Assign] function button to continue the process.

Information regarding the navigation data installed and available on the memory card will be displayed.

When the navigation memory is updated or replaced with another country version, **existing navigation data will be deleted** and cannot be recovered.

- Press the [Install] function button to start the installation process ⇒page 38, *Installation process.*

When the navigation area available in the device will be briefly left, a memory card with the navigation data about this additional area can be used short-term for navigation.

- Press the [Use SD] function button to navigate directly from the memory card ⇒page 38, *Navigating from the memory card.*

Installation process

The installation process takes about 2 hours. During this process, no navigation functions are available.

Don't remove the memory card! This can destroy the memory card!

If the device is switched off during the process, installation is interrupted and is continue automatically once the device is turned on again.

If the installation is manually interrupted before completion, this can cause the navigation data in the device to be unusable.

Navigating from the memory card

When the [Use SD] function button is set for short-term use of a memory card, the navigation data on the memory card is verified. Any ongoing route navigation or destination entry is interrupted.

- Don't remove the memory card during the validation. Wait until the validation display is hidden.

When the validation has finished, you can start navigating from the memory card. is displayed on the top left of the screen.

Route guidance between the navigation data area in the device and that on the memory card is not possible.

When the memory card is no longer needed in the device, it must be prepared for removal.

- Press the [SETUP] button and access the [Navigation Database] function button.
- Access the [Remove SD Card] function button and wait until the [OK] function button is displayed.
- Press the [OK] function button and remove the memory card manually ⇒page 20.

Before the memory card can be used in the device again, it must be manually removed and re-inserted.

Managing navigation data via the `Navigation Database` menu

- Press the [SETUP] button in Navigation mode.
- Access the [Navigation Database] function button. ▶

Function key: Effect
[Show navigat. database version]: Shows the navigation area and the version number of the navigation data stored in the device.
[Show SD Data Information]: Shows the navigation area and the version number of the navigation data stored in the device.
[Install/Use SD Data]: Manually starts the described installation or short-term use of the memory card.
[Remove SD Card]: Prepares the memory card for removal.

NOTICE

Do not remove the memory card while navigation data is being copied or used. This can destroy the memory card! ◁

Navigation main menu

Fig. 42 Navigation main menu with destination input options.

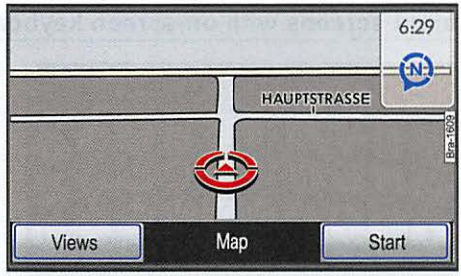

Fig. 43 Vehicle location in the map view.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 37.

The navigation functions are only accessible if navigation data for the region in which you are travelling is available in the radio navigation system.

The *Navigation* main menu can be used to select a new destination, a previously used or stored destination, or to search points of interest.

Accessing the Navigation main menu

- Press the [NAV] button to open the last menu accessed in the navigation menu.
- If the *Navigation* main menu is **not** displayed, press the [NAV] button again until the *Navigation* main menu is displayed ⇒ fig. 42.
- **OR:** Press the [⮌] button to switch back to the *Navigation* main menu and undo destination entries step-by-step ⇒ page 42.

Switching between Map view and the Navigation main menu

- In the *Navigation* main menu, press the [NAV] button in order to switch to the map view ⇒ fig. 43.
- Press the [NAV] button again in order to switch back to the *Navigation* main menu ⇒ fig. 42.

Entering a destination from the Navigation main menu

- Open the *Navigation* main menu ⇒ fig. 42.
- Turn the tuning knob ⇒ fig. 1 (10) in order to tag the destination input symbols one after the other. The tagged destination input type is displayed in the center of the screen, e.g.,**Address** ⇒ fig. 42.
- Press the tuning knob to access the displayed destination.
- **OR:** Directly press the destination input symbol on the screen.

The related destination input menu will open after the function button has been selected ⇒ page 42.

Pressing the [Start] function button starts route guidance to the displayed destination ⇒ fig. 42. ▶

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Destination input options

Meaning of the symbols in the *Navigation* main menu (left to right):

Function key: Effect
Address: Opens input screen for selection of a destination address.
Intersection: Opens input screen for selection of the intersection of two roads.
Last Destinations: Opens list of automatically stored recent destinations.
Dest. Memory: Opens list of destinations stored manually in the destination memory.
Point of Interest: After selecting a search location, a search term can be submitted.
Home Address: Enter your home address / get directions to a previously stored home address. ◁

Input screens with on-screen keyboard

Fig. 44 Keypad for entering free text.

Fig. 45 Input screen for selecting a destination.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 37.

Input screens with screen keypad are used for target address selection or, for example, inputting a name.

The layout of the on-screen keyboard can be adjusted ⇒ page 72.

Not all function buttons listed here are available in all input screens.

The input row with the cursor is in the upper screen rows. All inputs are displayed here.

Input screens for "free text input"

Input screens for "inputting free text" are used for entering names. Numbers, letters and symbols can be selected in any combination ⇒ fig. 44.

Input screens for selecting stored entries (e.g. selecting a destination address)

During input, only letters, numbers and special characters which correspond to a saved destination can be selected, such as in a destination address saved in the navigation data memory ⇒ fig. 45. Thus a destination address cannot be freely entered, but instead must be "selected" from the available navigation data ⇒ page 42.

Operation

- Characters selectable in the keypad area are accepted into the input prompt by touching them.
- **OR:** Select characters by rotating and pressing the tuning knob ⇒ fig. 1 ⑩.

Additional controls

Function button	Use and meaning
⇧	Press to change between upper and lower case.
⁄:*	Press to open the input screen for numbers and special characters. ▶

Function button	Use and meaning
OR: [A-Z]	Press to change back to the letter input screen.
[◄] and [►]	Press to move cursor to the left or right in the input field.
○	Press to insert a space.
Characters with ▼	Hold to open a pop-up window with all special characters based on this letter. Press the desired character to accept it.
[ÄÄÄ]	Press to quickly highlight **all** function buttons for which special characters are available. Press a function button to open the pop-up window for selecting special characters.
[АБВ][a)]	Press to change back to the Cyrillic input screen.
[Delete]	Press to delete characters from right to left in the input row.
[List/OK][b)]	Press to close the input screen and open the list of selectable entries matching the inputs.
OR: [OK][c)]	Press to accept the text from the input row and close the input screen.

a) Only in Europe.

b) For selecting a saved entry.

c) For free text entry.

◁

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Destination input

Introduction

In this section you'll find information about:

Selecting a destination address or intersection 42
Selecting stored destinations 43
Selecting a point of interest 44
Detailed view of a destination 45
RNS 315: Saving, selecting and importing destinations (vCards) on memory cards 45

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Operation basics ⇒ page 8
- Introduction to navigation ⇒ page 37 ◁

Selecting a destination address or intersection

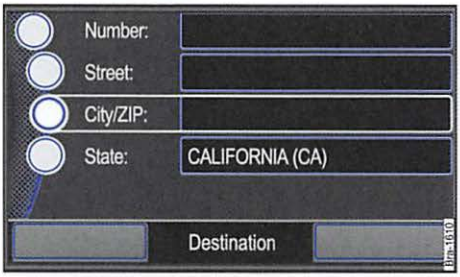

Fig. 46 Address entry window.

Fig. 47 Input screen for selecting a destination.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 42.

- Open an **address** or **intersection** from the *Navigation* main menu ⇒ page 37.
- Press one of the function buttons on the left hand side ⇒ fig. 46 to open the appropriate screen ⇒ fig. 47.

The destination address or intersection can be narrowed down through a series of input screens ⇒ page 37.

After selecting a state or province, the following destination details can be entered in any order: first the city or postal code, then the street name and street number, or the other way around.

- Press the [List] function button to open the list of possible destinations which correspond to the presets.

If fewer than six destinations are selectable, the list is opened automatically .

- When an entry in the list is tagged , press the [i] device button to display additional information.
- Access the desired entry from the list to continue destination input.

When composite terms are entered, the space character must be entered as well, e.g. "San Fernando".

A "City" is a locality or a postal code area, and can also be chosen by entering the relevant postal code.

When narrowing down a destination address **keep in mind** that each entry narrows down subsequent selection options. For example, if a searched street is **not** located in a previously entered postal code area, it cannot be found in the subsequent street selection.

- Press the [⇦] button to undo entered destination details.

If the [Downtown] function button is displayed at the bottom left of the screen, you can receive directions directly to the city center. ▶

- Press the OK function button or Downtown to open the Details view of the selected destination ⇒page 45. ◁

Selecting stored destinations

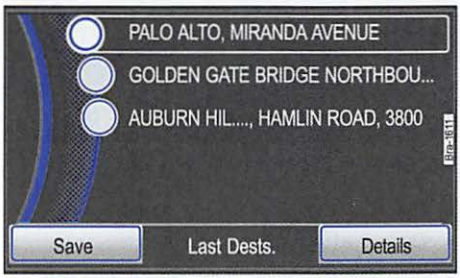

Fig. 48 List of automatically stored recent destinations.

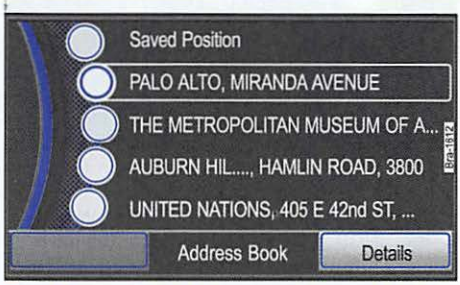

Fig. 49 List of destinations manually stored in the destination memory.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 42.

You can start route guidance to a saved home address or to an automatically or manually saved destination.

Starting route guidance to a stored home address

- Open the *Navigation* main menu and access **Home Address** ⇒page 37.

Save or edit the home address ⇒page 47.

Starting route guidance to a stored destination

Destinations which were entered for route guidance are **automatically** saved in the **Last Destinations** list ⇒fig. 48.

Manually saved destinations are stored in the **Destination memory** ⇒fig. 49.

- Open the **Last Destinations** or **Dest. Memory** list in the *Navigation* main menu to enter a destination ⇒page 37.
- Tag a destination in the list by rotating the tuning knob ⇒fig. 1 ⑩, and start route guidance by pressing the knob.
- **OR:** Browse the list by moving the scroll mark across the screen, and start route guidance by pressing a destination.

When a destination in the list is tagged, press the Details function button to initially open the destination in the Details view ⇒page 45. ◁

Fig. 50 Select point of interest category.

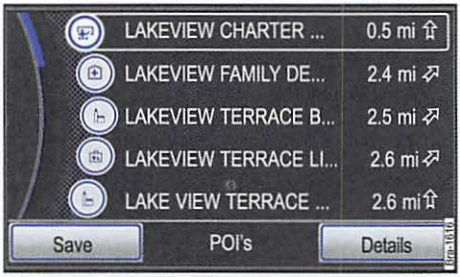

Fig. 51 Point of interest search results.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 42.

- Select **`Points of Interest`** in the *Navigation* main menu to enter a destination ⇒ page 37.

Opens the list of available point of interest categories ⇒ fig. 50.

Searching for points of interest at the current location

- Select the desired point of interest category from the list of selectable categories by turning and pushing the tuning knob ⇒ fig. 1 ⑩ or by pressing the screen.

Points of interest in the selected category will be searched for in the area around the vehicle's position and displayed in a list.

Starting a point of interest search using a keyword

A key word is defined as a word or number and letter combination which occurs in the name or the details of the point of interest searched.

- Press the topmost [Search] function button in the list of available point of interest categories ⇒ fig. 50.
- Press the [Here] function button to look for points of interest near your current location.
- **OR:** Press the [City] function button to open the dialog to select a specific location as the center of the search area.

After selecting a location, press the [Search] function button.

The keyword entry window will be opened. The keyword can be entered freely ⇒ page 37. Be certain to spell the keyword correctly!

- Enter keyword, for example: "Lake".
- Press the [Search] function button.

Starting from the center of the search area and moving towards the edge, points of interest whose names contain the keyword will be searched. For example, the point of interest "Hotel by the *Lake*" or the address "*Lake* Street" would be possible results for the keyword "Lake".

During the point of interest search

A corresponding message is displayed if no point of interest could be found meeting the requirements.

If several points of interest were found which meet the parameters, the list view of search results will be opened after a few seconds ⇒ fig. 51.

The area that was searched is gradually enlarged and the list view is automatically enlarged with the points of interest that are further away, until a radius of approx. 30 miles around the center of the search area is searched.

Selecting a point of interest from a list

- Turn the tuning knob ⇒ fig. 1 ⑩ to tag a destination in the list, and press the tuning knob to start route guidance.
- **OR:** Browse the list by moving the scroll mark across the screen, and start route guidance by pressing a destination.
- When a destination in the list is tagged, press the [Details] function button to initially open the destination in the Details view ⇒ page 45.
- Press the [Save] function button to store the point of interest in the **`Dest. memory`** ⇒ page 47.

Distance and directions to points of interest indicate straight-line distances. ◁

Detailed view of a destination

Fig. 52 Details view of a destination from the destination memory.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 42.

In Details view, the name under which the destination was saved as well as additional destination details are displayed ⇒ fig. 52.

- Press the [Start] function button in order to start route guidance to the displayed destination ⇒ page 51.

Recently selected destinations, as well as destinations saved in the **Last Destinations** list, can be saved in the **Dest. Memory** by pressing the [Save] function button ⇒ page 47.

Destinations already saved in the **Dest. Memory** can be deleted or renamed.

- Press the [Edit] function button ⇒ fig. 52.
- Press [Rename] in the pop-up window to change the memory name.
- **OR:** Press the [Delete] button to delete the destination. ◁

RNS 315: Saving, selecting and importing destinations (vCards) on memory cards

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 42.

Digital business cards (vCards) on an inserted memory card can be used as navigation destinations if they are available in the proper data format and were saved in the correct folder.

Readable digital business cards (vCards) can be created with the Volkswagen NAV Companion.

Creating addresses (V-Cards) using Volkswagen NAV Companion

- Create an empty folder in the highest memory level of a device-compatible memory card and call it "destinations". Please write carefully!
- Search for an address on the Internet using "Volkswagen NAV Companion".
- Save the address to "Address Navigation".
- Following the additional instructions, save the addresses in the file "destinations" on the memory card.

"Image Navigation" and importing destinations from travel guides is not possible on the RNS 315.

Selecting destinations from a memory card

- Insert the memory card into the radio navigation system ⇒ page 20.
- Open the **Dest. Memory** list from the *Navigation* main menu ⇒ page 37.
- Press the [SD Dests.] function button.

Readable destinations that have been saved on the memory card are prepared. When the input is finished, the list of **business cards** with all the destinations saved in the folder "destinations" is opened.

- Turn the tuning knob ⇒ fig. 1 (10) to tag a destination in the list, and press the tuning knob to start route guidance.
- **OR:** Browse the list by moving the scroll mark across the screen, and start route guidance by pressing a destination.
- **OR:** Press the [Details] function button, and in the Details view press the [Start] function button.

Readable business cards can also be imported into the destination memory of the radio navigation system. ▶

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Import destinations

- Press the [Import] function button in the list view or Details view.

The list of importable destinations is opened.

- Activate the checkboxes of the destinations to be imported by pressing the screen or turning and press the tuning knob.

When the upload of a destination is started from the Details view, the checkbox of the corresponding destination is already made active.

- Press the [Import] function button.

When the import has ended successfully, a corresponding message window appears.

- Touch the [OK] function button.

Imported destinations can be accessed in the same manner as manually saved destinations from the [Dest.] **Dest. memory** ⇒ page 43. ◁

Destination memory

Introduction

In this section you'll find information about:

Automatically saved recent destinations 47
Saving destinations manually 48
Deleting or renaming destinations in the destination memory 48
Displaying the Info window and saving flagged destination 49
Saving or editing the home address 50

The destination memory is used for **manually** saving destinations.

Function buttons to save a trip destination are only active and accessible if the destination has been sufficiently defined.

Stored destinations can be used for route guidance and can be edited.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Operation basics ⇒page 8
- Introduction to navigation ⇒page 37
- Destination input ⇒page 42 ◁

Automatically saved recent destinations

Fig. 53 List of recent destinations.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 47.

Destinations which were entered for route guidance are **automatically** saved in the **`Last Destinations`** list ⇒fig. 53.

Older *recent destinations* are automatically overridden by newer destinations if the list is full. In order to permanently save a *recent destination* the destination must be stored in the **`Destination memory`**.

- Open the **`Last Destinations`** list via the *Navigation* main menu ⇒page 37.
- Turn the tuning knob ⇒fig. 1 (10) to tag ⇒fig. 53a destination in the list, and press the tuning knob to start route guidance.
- Press the [Details] function button to open the destination in the Details view ⇒page 42.
- Press the [Save] function button to store the destination in the **`Dest. memory`** ⇒page 48. ◁

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Saving destinations manually

Fig. 54 Input screen for defining individual names.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 47.

If the [Store] function button is shown, the displayed destination can be stored in the destination memory.

- Touching the [Store] function button opens an input screen to define a name ⇒ fig. 54.
- Touching the [OK] function button saves the destination to the **Dest. memory** with the displayed name.
- **OR:** Enter proper names as described ⇒ page 37. ◁

Deleting or renaming destinations in the destination memory

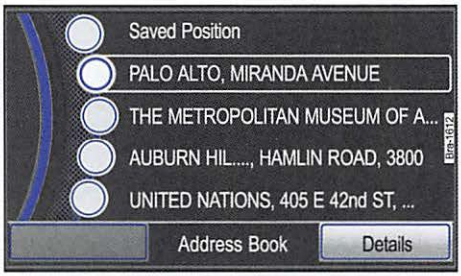

Fig. 55 Destination memory with manually stored destinations.

Fig. 56 Details view of a destination from the destination memory.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 47.

- Access the **Dest. Memory** list from the *Navigation* main menu ⇒ page 37. Opens list of manually stored destinations ⇒ fig. 55.
- Turn the tuning knob ⇒ fig. 1 ⑩ in order to tag the station preset buttons one after the other.
- Press the [Details] function button.

The destination is opened in the Details view ⇒ fig. 56.

- Press the [Start] function button in order to start route guidance to the displayed destination.
- **OR:** Press the [Edit] ⇒ fig. 56 button to rename or delete the destination.
- Press [Rename] in the pop-up window to change the memory name.
- **OR:** Press the [Delete] button to delete the destination.

If a **Saved Position** is displayed in the **Dest. Memory** ⇒ page 49.

Deleting all saved destinations

- In any navigation menu, press the [SETUP] button to open the *Navigation* **settings menu**.
- Open the [Delete destination memory] function button, and in the following menu select the destinations which are to be deleted.
- Press the [All Dests.] function button to delete all destinations from the **Dest. Memory** and **Last Destinations** lists. ▶

- **OR:** Press the [Last Destinations] function button to delete all destinations from the **Last Destinations** list.
- **OR:** Press the [↩] button to close the pop-up window without saving any changes. ◁

Displaying the Info window and saving flagged destination

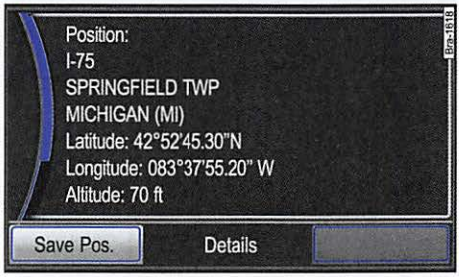

Fig. 57 Info window with detailed view of the current location.

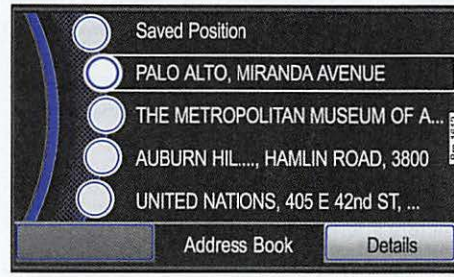

Fig. 58 Destination memory with manually stored destinations.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 47.

Opening the Info window for the current vehicle location

- In any navigation menu (except the **Navigation** *settings menu*) press the [i] button to open the **Details** *info window*.

If **no** route guidance is active, the current vehicle location is displayed in the *info window* ⇒ fig. 57.

During route guidance, the destination is displayed in the *Info window* ⇒ page 51.

- Rotate the tuning knob ⇒ fig. 1 ⑩ in the **Details** *info window* to display all available information regarding the current vehicle location.

Display	Meaning
Position:	Vehicle position calculated using GPS and navigation data.
Latitude:	Latitude
Longitude:	Longitude
Altitude:	Height above sea level.
GPS status:	Technical GPS messages.
Available satellites:	The number determines the GPS status.

Saving a position

- Pressing the [Save Pos.] function button saves the displayed position in the **Dest. Memory** ⇒ page 48.

In order to permanently store the position as a flagged destination, it must be renamed in the **Dest. Memory**. Otherwise the stored position will be overwritten the next time a location is saved.

- Select the [Saved Position] entry in the **Dest. Memory** ⇒ fig. 58 and press the [Details] function button.
- Press the [Edit] function button in the Details view and press [Rename] in the pop-up window.

The name can be changed in the following input screen ⇒ page 37. ◁

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Saving or editing the home address

Fig. 59 Navigation main menu: Select the home address

Fig. 60 Modifying the saved home address.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 47.

Only one address or position can be saved as the home address.

Route guidance to the saved home address can be launched from the *Navigation* main menu by selecting the **Home Address** destination option ⇒ fig. 59.

If no home address has been stored, an address can be entered after confirming a related instruction.

Enter home address

- Press the [Set current position] function button to save your current geographical position (longitude and latitude) as your home address.
- **OR:** Press the [Enter Address] or [Enter Intersection] function button to enter a home address the same way as a regular destination entry ⇒ page 42.

Changing the stored home address

- In any navigation menu, press the [SETUP] button to open the *Navigation* **settings menu**.
- Press the [Enter Home Address] function button.

If you have already saved a home address, it will be shown in the information window ⇒ fig. 60.

- Press the [Change] function button to enter a new home address as described. ◁

Route guidance

Introduction

In this section you'll find information about:

Routing options 51
Navigation messages (acoustic driving suggestions) 52
Visual driving recommendations and map displays 53
Stopping and resuming route guidance 54
Entering an intermediate destination 55
RNS 315: Displaying the Info window and Route list 55
RNS 315: Manually blocking sections in the Route list 56
RNS 315: Blocking upcoming route sections (congestion ahead) 57
Route guidance in Demo mode 57
Navigation settings menu 58

After starting route guidance, the route is calculated according to the parameters in the routing options.

The device changes to map view. Acoustic and visual driving recommendations guide you to the selected trip destination .

Sections of the route may be manually blocked during route guidance.

During route guidance all audio sources of the device are available.

More information:

- Safety instructions ⚠ ⇒ page 3
- Device overview ⇒ page 6
- Operation basics ⇒ page 8
- Introduction to navigation ⇒ page 37
- Destination input ⇒ page 42

⚠ WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- **Traffic signs and regulations take precedence over navigation driving recommendations and displays.**
- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.** ◁

Routing options

Fig. 61 Navigation settings menu.

Fig. 62 Navigation settings menu: Routing options.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

When calculating the route, types of roads blocked and routing criteria specified. Routing options can be changed during route guidance. The route is then recalculated accordingly. ▶

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- In one of the navigation menus, press the SETUP button.
- In the **Navigation** *settings menu*, press the Route Options function button ⇒ fig. 61.
- Select or deselect the desired option by activating the checkbox ⇒ fig. 62.

Defining routing criteria

- Press the Route Criteria function button in the **Route options** *settings menu*.
- In the pop-up window, select the desired setting by pressing it.

Route criteria: Meaning
Fast: Calculates the fastest route to the destination, even if a detour is required.
Economic: The purpose of the calculation is a balance between minimal driving time and driving distance.
Short: Shortest route to the destination, even if a longer trip time is required. The route may have undesirable sections like dirt roads.

Blocking road types for the calculation

The Avoid Freeways, Avoid Toll Roads and Avoid Ferries function buttons specify the kinds of roads that may be factored into the route calculation.

If no reasonable route exists without the road type to be avoided, this road type will be nevertheless considered in the route calculation. An island, for example, cannot be reached without a ferry. When very long distances are calculated, a calculation without highways is also **not** possible. ◁

Navigation messages (acoustic driving suggestions)

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

After the route is calculated, an initial announcement is issued. Prior to turning, up to three navigation messages are issued, e.g. "left turn coming up soon", "after 900 feet, turn left" and "turn left now".

- Pressing the tuning knob ⇒ fig. 1 ⑩ repeats the last navigation message.

The type of road and the speed driven determine the distances to be announced. On highways the first announcement takes place about 6000 ft prior to an exit.

On multilane and branching streets as well as on roundabouts, appropriate messages are issued, for example: "Exit the roundabout at the second exit."

When the destination is reached, the following audio message is issued: "You have reached your destination".

Acoustic driving recommendation settings

Navigation messages are played back at the preset volume.

The volume of an acoustic driving message can be adjusted while it is being give, using the volume control. All additional acoustic driving recommendations will be issued at this volume.

The volume of acoustic driving recommendations can be predefined or switched off in the **Navigation** *settings menu* ⇒ page 58 or in the volume settings ⇒ page 72.

If navigation messages are very quiet when the device is switched on again, check the volume control settings ⇒ page 72. ◁

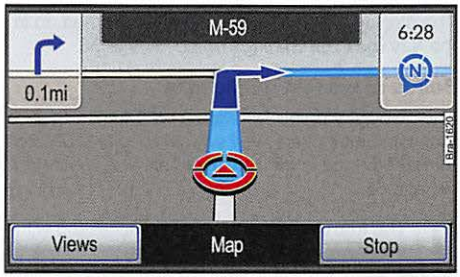

Fig. 63 Map view during active route guidance with overlaid functional areas.

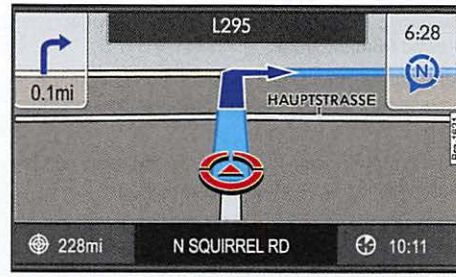

Fig. 64 Map view during active route guidance.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

After starting route guidance, the device automatically switches to map view ⇒fig. 63.

The symbol shows the vehicle location and driving direction ⇒fig. 63. If the vehicle location indicator gets stuck and the map view appears to "freeze", the current vehicle location cannot be determined, e.g., in parking garages.

During active route guidance, the route to be driven is indicated as a blue line. Manually blocked sections of a route are represented on the map in different colors.

The top line of the screen indicates the street into which the vehicle should turn.

After several seconds the function buttons in the bottom line of the screen are faded out in order to show additional route information ⇒fig. 64.

- Briefly press to the right or left in the bottom line of the screen to display the function buttons again ⇒fig. 63.
- Pressing the NAV button switches between the *Navigation* main menu and the map view.

When the function buttons are hidden ⇒fig. 64, the current street and trip duration information are displayed in the bottom line of the screen.

or [1] : Remaining distance to the trip destination.

: The probable arrival time at the destination is displayed ⇒page 58, **Navigation** *settings menu*.

On the RNS 315 you can additionally set whether or not information on the trip destination or intermediate destination is displayed during route guidance ⇒page 55.

A turn arrow indicates the turn direction shortly before reaching the change of direction. In addition, the distance to the turn is displayed.

Changing the map scale (auto-zoom)

By default "auto zoom" is activated in the map view. The map is automatically zoomed in or out: Highway driving is zoomed out; city driving is zoomed in.

- The map scale can be changed for several seconds manually by rotating the tuning knob ⇒fig. 1 (10). Rotating clockwise zooms into the map. Rotating counter-clockwise zooms out of the map.
- If you want the manually selected scale to be permanently retained, then "auto-zoom" in the **Navigation***Settings menu* must be deactivated ⇒page 58..

Select type of Map view

The type of map view can be modified.

- If you cannot see any function buttons in Map view, briefly press to the left or right on the bottom row of the screen in order to display the function buttons.
- Press the Extras function button ⇒fig. 63.
- In the pop-up window, select one of the display modes by pressing it.

2D North: Two -dimensional, viewed from above, facing north. ▶

[1] Displayed only on the RNS 310.

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[2D Travel]: Two-dimensional, viewed from above, facing the direction of travel.

[3D Travel]: Three-dimensional, bird's eye-view, viewed from the front.

Alternatively, the three types of Map view can be browsed by tapping the compass symbols on the map.

During route guidance, the calculated route can also be displayed on an overview map.

- Press the [Map overview] function button in the pop-up window to display the current position and the destination on an overview map.

The scale of the overview map cannot be changed.

- Press the [Back] function button in the overview map to change back to the previous map view.

Displaying the speed limit

If the speed limit for the road currently being driven is saved in the navigation data, the speed limit can be displayed on the left of the map. The display of the turning arrow has priority over the speed limit display during route guidance.

Take note of how up-to-date the navigation data is and pay attention to any restrictions ⇒ page 37!

The display of speed limits must be switched on in the **Navigation** *Settings menu* ⇒ page 58.

Points of interest on the map

The display of points of interest on the map (gas stations, parking lots, Volkswagen dealers) can be turned on or off in the **Navigation** *Settings menu* ⇒ page 58.

The **Route list** can also be accessed with the [Options] button on the RNS 315 ⇒ page 55.

If a turn was missed during route guidance and there is no possibility to turn, continue driving until the navigation system offers an alternative route.

The quality of the device's announcements depends on the navigation data being used. ◁

Stopping and resuming route guidance

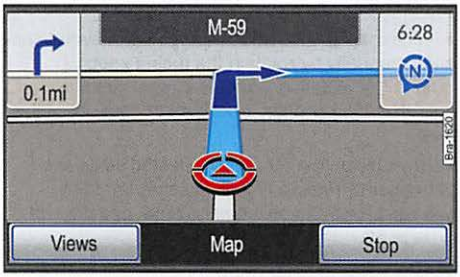

Fig. 65 Stopping route guidance.

Fig. 66 Interrupted route guidance.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

Active route guidance can be stopped at any time and continued later, based on the current vehicle location.

Stopping route guidance

- In the **map view**, briefly touch to the left or right on the bottom row of the screen in order to display the function buttons .
- Press the [Stop] function button ⇒ fig. 65.
- **OR:** Switch to the *Navigation* main menu and press the [Stop] function button.

Continuing route guidance to the last destination

- Press the [Start] button in the Map view ⇒ fig. 66 or in the *Navigation* main menu ⇒ fig. 59 to continue route guidance to the last trip destination. ◁

Entering an intermediate destination

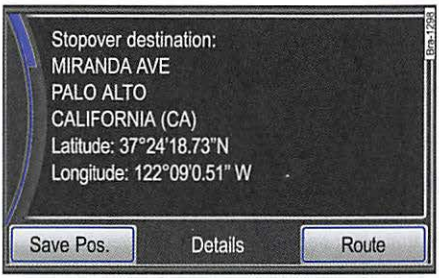

Fig. 67 Info window showing intermediate destination during route guidance.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

During route guidance **one** additional destination can be entered as an intermediate destination. The intermediate destination is driven to before continuing route guidance to the final destination. The final trip destination is always the destination for which route guidance was initially started. Therefore proceed accordingly when entering a destination and intermediate destination.

- In order to enter an intermediate destination, first select the trip destination and start route guidance ⇒ page 42.
- Press the NAV button.
- Using the *Navigation* main menu, select the additional destination similarly to the selection of a final destination.
- Once route guidance to an additional destination has been started, a pop-up window opens.
- Press the Stopover function button in order to drive to the new destination as intermediate destination prior to reaching the final destination.

When the New Dest. button is pressed, new route guidance is started to the newly set destination.

A navigation message is issued when an intermediate destination is reached. After several seconds, route guidance to the final trip destination is resumed. **One** intermediate destination can then be entered again.

If the Stop function button is pressed during route guidance to an intermediate destination ⇒ page 54, an option to delete the intermediate destination will appear.

- Press the ⮌ ⇒ fig. 1 ⑧ device button to close the selection window and continue route guidance without changes.

Intermediate destination display

- Press the ⓘ ⇒ fig. 1 ⑦ device button to display trip destination and intermediate destination in the Info window ⇒ fig. 67.

On the RNS 315 you can additionally set whether or not information on the trip destination or intermediate destination is displayed behind the 🏁 and ⏲ symbols during route guidance ⇒ page 58, `Navigation` *settings menu.* ◁

RNS 315: Displaying the Info window and Route list

Fig. 68 Route list during active route guidance.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

Info window during active route guidance

- In any navigation menu (except SETUP), press the ⓘ button to open the *Info window* ⇒ page 47.

During route guidance, the destination is displayed in the *Info window*. If an intermediate destination has been entered, it will be displayed above the trip destination ⇒ fig. 67. ▶

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Displaying the route list

A route list can be displayed during route guidance.

- Press the [Route] button in the *Info window*, and press the [Route list] button in the pop-up window.
- **OR:** In the map display function, press the [Options] function button and press [Route list] function button in the pop-up window.
- The route list corresponding to the active route guidance is calculated and displayed ⇒ fig. 68.

The route list displays street names or designations which must be passed before the next turn. These are referred to as "route sections". All route sections which must be passed prior to the next destination are displayed.

In addition, the distance to be covered on a route section can be displayed, or the estimated time until the next turn is reached.

- Turn the tuning knob ⇒ fig. 1 (10) to browse the route list.
- Press the tuning knob or the [Details] function button to display the distance, estimated drive time, and where applicable, additional information on the tagged route section.
- Press the [⇦] button to close the detailed information.

Showing partial sections

An arrow ▶ behind an entry in the route list signifies that other sections can be displayed as well.

- Mark the entry with an arrow ▶ by turning the tuning knob and press to "open it" and show the partial sections. The arrow will change to ▼.
- Press the entry with an arrow ▼ to hide the partial sections. ◁

RNS 315: Manually blocking sections in the Route list

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

Displayed route sections can be blocked individually for the calculation or in combination with others. Only one exclusion can be entered at a time.

- Displaying the route list ⇒ page 55
- Rotate the tuning knob ⇒ fig. 1 (10) to tag the route section that is to be blocked.
- Press the [Block] function button.
- Turn the tuning knob clockwise to tag the subsequent route section.

The [Exclude] function button changes to [Exclude to].

- When the route section is tagged up to the route to be blocked, touch the [Exclude to] function button.

If the [Block to] function button appears to be inactive, the section to be blocked is too long. **(Max)** will be displayed after a length at the bottom of the screen.

- Shorten the section of the route to be blocked until the **(Max)** disappears and the [Block to] function button becomes active again. Show parts of a route section if needed ⇒ page 56.

If a closure has been confirmed, the route list will be closed.

The route is recalculated as long as the navigation system can determine a reasonable route to avoid the blocked section.

The [Exclude] function button changes to [Cancel] in the route list.

The blocked route sections are then displayed on the map in red. If a detour is calculated, the blocked route section is displayed in gray.

Removing a block

- Press the [i] button in any of the navigation menus (except for SETUP).
- Press the [Route] button In the *Info window*, and press the [Lift Route Excl.] button in the pop-up window.
- **OR:** Open the Route list ⇒ page 55 and press the [Cancel] function button.

Information regarding exclusion starting with the vehicle location ⇒ page 57. ◁

RNS 315: Blocking upcoming route sections (congestion ahead)

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

An upcoming section of road can be blocked manually while route guidance is in process.

- Press the [i] button in any of the navigation menus (except for SETUP).
- Press the [Route] function button in the *Info window*.
- Press the [Cong. ahead] function button in the pop-up window.
- Set the length of the section which is to be blocked by turning the tuning knob ⇒ fig. 1 (10).

The length of the section being blocked is displayed at the bottom of the screen. If **(Max)** appears at the bottom, this signifies the maximum blockable distance.

- Press the tuning knob or press the [OK] function button to confirm the block.

Blocked sections are displayed on the map in gray.

The route is recalculated as long as the navigation system can determine a reasonable route to avoid the blocked section.

Removing a block

- Press the [i] button in any of the navigation menus (except for SETUP).
- Press the [Route] function button in the *Info window*.
- Press the [Remove Cong. Ex.] function button in the pop-up window.

Information regarding manually blocking additional upcoming route sections ⇒ page 56. ◁

Route guidance in Demo mode

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

If Demo mode is activated in the **Navigation** *settings menu*, ⇒ page 58, then an additional pop-up window is opened after starting route guidance.

- Touching the [Demo] function button starts "virtual route guidance" to the entered trip destination.
- If the [Normal] function button is touched, "real route guidance" is started.

The sequence and operation of virtual route guidance are comparable to real route guidance .

Virtual route guidance is repeated after reaching the fictional trip destination, and always restarts from the starting point if interrupted.

If the starting point for Demo mode was defined manually in the **Navigation** *settings menu*, then virtual route guidance starts from this position.

A manually entered starting point is overwritten by the current vehicle location when the vehicle is moved and the current location of the vehicle can be determined via GPS ⇒ page 58.

If, after virtual route guidance in Demo mode, real route guidance is started, then the device must be re-oriented. Depending on the number of satellites being received at the time, this may take a while. Vehicle movement can reduce the re-orientation time

Ending Demo mode

The demo mode should be deactivated after being used, as you are normally required to choose between a virtual or a normal route guidance at the beginning of any navigation.

Demo mode is usually automatically ended when the route guidance is finished or a new final destination (not intermediate destination) is entered. Moving the vehicle or switching the device off will also close Demo mode.

You can also manually end Demo mode in the **Navigation** settings menu.

- Press the [SETUP] button in any of the navigation menus.
- Deactivate the checkbox in the [☑ Demo mode] function button. ◁

121.5U6.N31.23

Navigation settings menu

Fig. 69 Navigation settings menu.

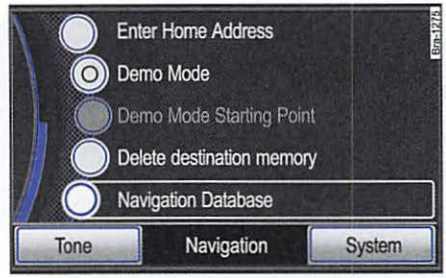

Fig. 70 Navigation settings menu.

Please first read and heed the WARNINGS ⚠ on page 3, note the introductory information and heed the WARNINGS ⚠ on page 51.

In any navigation menu press the SETUP button to open the **Navigation** *settings menu* ⇒ fig. 69.

Function key: Effect
Route options: ⇒ page 51.
Navigation volume: Rotate the tuning knob ⇒ fig. 1 ⑩ to change the volume of the navigation announcements. In order to them switch off, turn to the left until **OFF** is displayed. This is also adjustable via the general volume settings ⇒ page 72.
Day/Night Automatic: The day and night designs of the Map view are dependent on whether the low beams are switched on or off. Day: Map display remains in bright day design. Night: Map display remains in dark night design.
POIs on map: Points of interest (gas stations, parking, Volkswagen dealers) are shown as symbols on the map.
Auto-zoom: "Auto-zoom" is activated for Map view mode ⇒ page 53.
Speed limit indication: Speed limits for the current street will be shown during route guidance as long as they are saved in the navigation data ⇒ page 54.
Time display: Duration is displayed during route guidance ⇒ page 53. ETA: Displays the estimated time of arrival at the final destination. Travel time: Displays the estimated duration of the journey to the final destination.
Time display to[a]: Displayed during route guidance with an intermediate destination ⇒ page 55. Destination: Displays the estimated arrival time at the final destination. Intermediate destination: The estimated arrival time at the intermediate destination is displayed.
Enter a home address: See **Destination memory** ⇒ page 47.
Demo Mode: After route guidance starts, virtual route guidance to the entered destination can be started ⇒ page 57.
Starting point for Demo mode: If Demo mode is activated and the vehicle is not moving, then a fictional starting point can be defined for the virtual route guidance.
Delete Destination memory: Deletes saved destinations ⇒ page 47.
Navigation Database: Show information regarding the data media used during navigation as well as the navigation data stored on them ⇒ page 37.

a) Only selectable on the RNS 315.

Telephone control (PHONE)

Introduction to telephone control

Introduction

In this section you'll find information about:

Places with special regulations 60
Using a mobile phone without a connection to the outside antenna 60
Pairing and connecting the cell telephone to the navigation system 61
Connecting the cell phone via the instrument cluster 63
PHONE main menu 63
RNS 315: Voice command 64
Settings menu **Telephone** (SETUP) 64

The telephone functions described in the following can be operated via the radio navigation system as long as a switched-on mobile phone is connected to the radio navigation system.

The connection varies from device to device.

- Connect the mobile phone to the radio navigation system ⇒page 61.
- Pair and connect mobile phone via the instrument cluster ⇒page 63.

For a connection to the radio navigation system, it is essential that the phone is **Bluetooth®** capable.

If there is no cell phone connected to the radio-navigation system, then phone control is not available.

Warnings and observations regarding the use of a mobile phone in the vehicle without connection to the outside antenna ⇒page 60

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Operation basics ⇒page 8

⚠ WARNING

Talking on the phone and/or operating the radio navigation system while driving can distract from traffic and lead to accidents.

- **Always drive attentively and responsibly.**

⚠ WARNING (continued)

- **Select volume settings so that acoustic signals from the outside are audible for example the sirens of emergency rescue vehicles.**
- **In areas with no mobile network coverage or poor mobile network coverage, as well as in tunnels, garages and subways, phone conversations may be interrupted, and it may be impossible to make phone calls – even emergency calls!**

⚠ WARNING

An unsecured cell phone or improperly secured cell phone can be thrown around the inside of the vehicle during a sudden braking maneuver, a crash or other accident and cause injury to vehicle occupants.

- **Always mount mobile phones properly while driving, outside the operational area of the airbags.**

⚠ WARNING

A switched-on mobile phone can cause interference with a pacemaker, if worn directly on top of a pacemaker.

- **Keep a distance of at least 8 inches between the antennas of the mobile phone and pacemakers, as mobile phones can affect the functionality of a pacemaker.**
- **Never carry a switched-on cell phone in the breast pocket directly over a pacemaker.**
- **If you suspect there may be interference with a pacemaker or other medical device, switch off the cell phone 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.**

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NOTICE

High speeds, poor weather and road conditions and poor network quality can affect a telephone call in the vehicle.

The appearance of the various telephone menus varies from phone to phone. There may be variations.

Consult the mobile phone and accessory instructions as well as possible regulations regarding headset usage.

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. ◁

Places with special regulations

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

Switch off the mobile phone and mobile phone package at explosion-prone locations! These locations are often, but not always, identified clearly ⇒ ⚠ in *Introduction* on page 59. These include, for example:

- Vicinity of pipes and tanks containing chemicals.
- Lower decks of ships and ferries.
- Vicinity of vehicles powered by liquefied petroleum gas (such as propane and butane).
- Areas with chemicals or particles in the air, such as flour, dust or metal powder.
- All other locations where the vehicle engine must be switched off.

⚠ WARNING

Switch off the mobile phone at explosion-prone locations! The mobile phone will automatically connect to the mobile network when the Bluetooth connection to the mobile phone package is disconnected.

NOTICE

In areas with special regulations relating to or prohibiting the use of mobile phones, the mobile phone and the mobile phone package or the PREMIUM mobile phone package 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. ◁

Using a mobile phone without a connection to the outside antenna

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

Mobile or cellular telephones send and receive radio waves, 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, personal exposure to electromagnetic fields will be higher than when using the cellular telephone while properly connected to an integrated or other telephone antenna outside the vehicle.

If the vehicle has a hands-free system installed, the requirements of the laws of many states and localities permitting the use of mobile phones only with a hands-free device are met. ▶

The factory-installed hands-free system is designed for use with conventional cell phones and Bluetooth®-compatible phones. Mobile phones must be placed in a suitable phone cradle. 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 antenna or other outside vehicle telephone antenna will lower your personal exposure to electromagnetic fields. You should also experience a better quality of service.

If a mobile phone is used inside the vehicle without this hands-free device, it is not securely attached to the vehicle and is not connected to the vehicle's outside telephone antenna. The cell phone will not be recharged either. Also, you might experience more dropped calls and an overall impaired quality of the connection.

Therefore, we strongly recommend that you use your mobile phone in your vehicle only when it is properly attached to an appropriate cradle mounted on a base plate on the instrument panel.

⚠ WARNING

An unsecured cell phone or improperly secured cell phone can be thrown around the inside of the vehicle during a sudden braking maneuver, a crash or other accident and cause injury to vehicle occupants.

- **Always mount mobile phones properly while driving, outside the operational area of the airbags.**

⚠ WARNING

Using a cell phone or CB radio inside the vehicle without a properly installed and separate outside antenna can cause the electromagnetic radiation level in the vehicle to exceed established limits. 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, as mobile phones can affect the functionality of a pacemaker.**
- **Never carry a switched-on cell phone in the breast pocket directly over a pacemaker.**
- **If you suspect there may be interference with a pacemaker or other medical device, switch off the cell phone immediately.** ◁

Pairing and connecting the cell telephone to the navigation system

Fig. 71 Setup: Bluetooth settings.

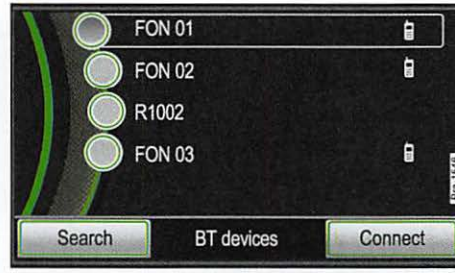

Fig. 72 List of Bluetooth devices found. ▶

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Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

A **one-time** pairing of both devices is necessary to connect a mobile phone to the radio navigation system.

Pairing should take place in a stationary vehicle. In some countries, pairing while driving is **not** possible.

For RNS 315, the radio navigation system can be used to complete pairing. Other devices require that the mobile phone be connected via the instrument cluster ⇒page 63.

When connecting via the RNS 315 radio navigation system, the mobile phone can be connected in one of two ways:

- **Active connection**
- **Passive connection**

For active connection, the device search will be started by the **radio navigation system**. For passive connection, the device search will be started by the **mobile phone**. The following settings are essential for both connection processes and must be configured on the mobile phone and the radio navigation system:

- The **Bluetooth® function** must be activated and visible on both the cell and radio navigation system.
- The mobile phone's **keylock** should be disabled.
- The mobile phone's **key and warning tones** should be disabled.

You will be required to make entries via the mobile phone keypad during the pairing process. Your mobile phone must be kept handy for this.

When the pairing has been successfully completed, the telephone book and the phone lists in the cell phone will be automatically transferred. The length of the transfer depends on the volume of data saved on the phone. After the transfer is complete, the data is available on the radio-navigation system.

Starting active cell telephone pairing

An active mobile phone connection ends an existing connection to another mobile phone.

- Press the [PHONE] button.
- Press the [SETUP] button.
- Press the [Bluetooth settings][1] function button.
- Press the [Search for devices] function button.

The scanning process can last 15 to 20 seconds. When the process has been completed, the names of the Bluetooth devices found will be displayed ⇒fig. 72.

- Access the cell telephone to be paired from the list of Bluetooth devices found ⇒fig. 72.

The radio navigation system and the mobile phone will now be connected to each other. To confirm the connection of these devices, entries must be made on the mobile phone.

- Confirm the connection on the mobile phone.
- On the mobile phone, submit and confirm the PIN code displayed on the screen of the radio navigation system.

When the pairing is successfully completed, the *PHONE* main menu is displayed ⇒page 63.

Starting passive cell telephone pairing

- Press the [PHONE] button.
- Press the [SETUP] button.
- Press the [Bluetooth settings][1] function button.
- Press the [Make BT visible] function button.
- Search for Bluetooth audio accessories using the phone.

The scanning process can last 15 to 20 seconds. When the process is complete, the cell phone will display the radio navigation system as **VW-Phone**.

- Tag **VW Phone** on the mobile phone to select it from the list of Bluetooth audio accessories and start a connection.

The radio navigation system and the mobile phone will now be connected to each other. In some cases, additional entries are required on the cell phone to complete the connection of both devices. Where applicable, the PIN code displayed on the radio navigation system's screen must be entered and confirmed with cell telephone.

Bluetooth visibility will automatically be switched off if the PIN is entered incorrectly. For safety reasons, the duration of the radio navigation system's Bluetooth visibility is limited to precisely 5 minutes.

When the pairing is successfully completed, the *PHONE* main menu is displayed ⇒page 63. ▶

[1] If the connection function buttons are **not** available, the device has to be connected via the instrument cluster ⇒page 63.

Pairing and connecting cell telephones

There can be up to **four** cell telephones paired with the radio-navigation system, but only **one** cell telephone can be connected to the radio-navigation system at any one time.

When the radio navigation system is switched on, it will automatically try to create a connection with the mobile phone that was most recently connected. If a connection cannot be made to this mobile phone, the phone control will attempt to connect to the next phone on the list of paired devices.

The maximum reception distance for a Bluetooth connection is **30 feet**. An existing Bluetooth connection will be interrupted if this distance is exceeded. The connection will be **automatically** re-established as soon as a paired device is within Bluetooth range again.

If four cell phones are already paired and an additional one is to be connected, one cell phone must be removed from the list of paired devices.

- Press the [SETUP] button.
- Press the [Bluetooth settings][1] function button.
- Press the [Paired device list] function button.
- In the list of paired devices, tag the cell phone to be deleted and press the [Delete] function button to confirm the process. ◁

Connecting the cell phone via the instrument cluster

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

If no mobile telephone is connected, telephone functions are not accessible via the radio navigation system.

The mobile phone must be connected to the mobile phone package installed in the vehicle and connected to the ⇒ booklet *mobile phone package* according to the instructions in the owner's manual. ◁

PHONE main menu

Fig. 73 PHONE main menu.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

After the pairing process, the address book data and call list on the connected cell phone will be transferred to the radio navigation system and can be accessed and controlled via the *PHONE* main menu.

- Press the [PHONE] button to open the *PHONE* main menu.

Displays in the PHONE main menu

The name of the paired cell phone (e.g., **FON 01**) and the name of the cell phone service provider will be displayed in the *PHONE* ⇒ fig. 73main menu in the middle of the screen.

The symbol in the top left hand corner of the screen shows an existing Bluetooth® connection.

The bars underneath the Bluetooth® symbol show the current signal strength of the phone reception.

For the displays described, it is assumed that the phone supports **Hands-free Protocol 1.5**.

Function buttons in the PHONE main menu

[⌨]: Dialing a number.

[📖]: Phone book.

[✕]: Missed Call.

[→]: Numbers dialed. ▶

[1] If the connection function buttons are **not** available, the device has to be connected via the instrument cluster ⇒ page 63.

[ ]: Received calls.

[ ]: Voicemail number[1]).

[ ]: Accept or make calls.

[ ]: Voice control ⇒page 64.

RNS 315: Voice command

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

Some phone functions can be accessed by saying voice commands.

Voice commands must be spoken in the language selected in the system settings ⇒page 72. Currently supports the languages shown in the table "Voice command help" ⇒page 64.

- To activate voice operation, touch the [ ] function button in the *PHONE* main menu ⇒fig. 73.

The voice operation is activated with a rising signal tone.

Audible voice instructions guide through the following voice dialogue. At the end of the voice instructions a short "Beep" sounds as a prompt to say a voice command.

- Say the desired voice command, e.g., "*Dial number*".
- To interrupt a voice instruction and give the next voice command, briefly press the [ ] function button.

Once an action is completed, voice operation will end automatically.

Voice operation can be manually ended in the middle of a voice command.

- Say "*Cancel*".
- **OR:** Press the [ ] function button.

The voice operation is ended with a falling signal tone.

The same function can often be called up by using different voice commands. For entering a phone number, the voice command "*Dial*" is understood, as is the voice command "*Call*". If in doubt, simply try a voice command.

Voice operation help

Voice operation help should be activated at first use.

- Press the [ ] function button.
- Say the voice command in the preset language to start the navigation system Help, and follow the voice dialogue instructions.

Language	Voice command
Czech	Pomoc
German	Hilfe
English	Help
Spanish	Ayuda
French	Aide
Italian	Aiuto
Dutch	Help
Portuguese	Ajuda
Russian	Справка

Settings menu Telephone (SETUP)

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 59.

In any Telephone menu, press the [SETUP] button to open the **telephone** *Settings menu.* The choice of setup options depends on the device and equipment.

The menu item [Bluetooth settings] serves to link or connect external Bluetooth devices via the radio navigation device and is only selectable on the RNS 315 ⇒page 61.

[1]) The voicemail number must be manually entered in the **Telephone** *Settings menu* ⇒page 64.

Function key: Effect
Enter voice mail number: Enter voicemail number.
Telephone audio volume: Set Telephone audio volume.
Load address book: The address book entries from the mobile phone and SIM card are synchronized with the radio. This process can take a few minutes.
Default settings: Revert to factory settings and delete saved user profiles and phone numbers. ◁

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Saved numbers

Introduction

In this section you'll find information about:

Phone book 66
Searching telephone book entries 67
Call lists 67
Displaying and changing phone numbers 68

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Operation basics ⇒page 8
- Introduction to telephone control ⇒page 59 ◁

Phone book

Fig. 74 PHONE main menu.

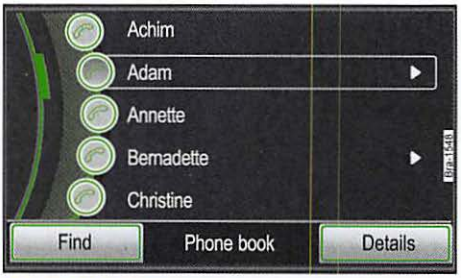

Fig. 75 Phone book.

Please first read and note the introductory information on page 66.

After connecting to a mobile phone, the address book entries can be opened and organized via the phone controls *PHONE*.

- Press the ⌫ ⇒fig. 74function button in the *PHONE* main menu to open the address book ⇒fig. 75.
- Browse the address book by turning the tuning knob ⇒fig. 1 ⑩ or moving the scroll mark.
- Press the tuning knob to access the tagged telephone book entry.
- **OR:** Directly press the telephone book entry in the list.

If only **one** phone number is saved for the phone book entry, a connection is made immediately to this number.

If several numbers are saved under one entry, they will be identified by this symbol ▶. After opening this phone book entry, all numbers saved with this entry are displayed.

The phone number to be saved to the phone book entry can be displayed and edited before connecting to it ⇒page 68.

Up to 2500 address book entries can be managed using the telephone controls. ◁

Searching telephone book entries

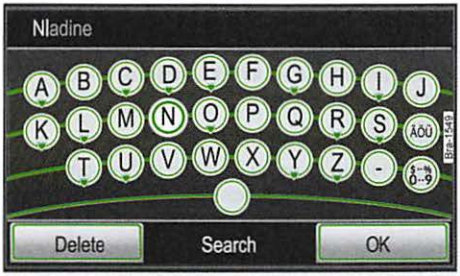

Fig. 76 Searching address book entries.

Please first read and note the introductory information on page 66.

- Press the [Search] ⇒ fig. 75 function button in the telephone book.
- Enter the desired name in the input screen ⇒ fig. 76.

For each character that is entered, corresponding suggestions from the address book will appear in the entry field.

If no name is suggested during input, then there is no matching name in the phone book.

- Delete characters in the input line until a name is suggested again for selection.

Entries in the address book search are not case sensitive.

- Press the [OK] function button to tag the entry found in the telephone book. ◁

Call lists

Fig. 77 Call list.

Please first read and note the introductory information on page 66.

All call lists saved on the mobile phone may be opened through the radio navigation system telephone control. All calls made on the cell phone will be displayed in the call lists.

If the phone supports **Hands-Free protocol 1.5**, calls not made via the radio navigation system phone control will also be shown.

Opening the call list

- Press the function button in the *PHONE* main menu which corresponds to the desired call list ⇒ fig. 74.

Call list: Meaning
Missed Calls: Displays phone numbers of missed and not accepted calls.
Dialed Nmbrs.:The call list shows all numbers that were dialed using the cell phone and the radio navigation system cell phone control.
Received calls:The call list shows all numbers that were dialed using the cell phone and the radio navigation system cell phone control.

- **OR:** Tag the desired call list in the *PHONE* main menu by turning the tuning knob ⇒ fig. 1 (10) and confirm by pressing the knob.

If a phone number is saved in the address book, the name will be displayed in the call list rather than the number.

The appearance of the call lists varies from phone to phone. ◁

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Displaying and changing phone numbers

Please first read and note the introductory information on page 66.

A number saved in the phone book or in a call list can be displayed and edited in an input screen before it is dialed.

Displaying a phone number in a telephone book entry and editing it in an input screen

- Tag the phone book entry and press the Details function button ⇒ fig. 75.
- If multiple phone numbers are saved to a telephone book entry, the desired phone number must be tagged next.
- Press the Edit function button to view the tagged phone number in the input screen.

Opening phone numbers from a call list in an input screen

- Tag an entry in a call list and press the Edit function button ⇒ fig. 77.

Editing phone numbers

Phone numbers can be changed in the input screen. Once the changes have been made, a call can be started by pressing the function button.

Changes made will **not be permanently** saved in the phone book. Once the edited number has been dialed, it will be available under *Dialed numbers*.

DTMF Key Sequences[1)]

The displayed phone number can be played as a DTMF key sequence during an ongoing call. ◁

[1)] Not available everywhere.

Calling

Introduction

In this section you'll find information about:

Accepting, declining or ending a call 69
Entering a phone number and making a call . 69
Making a call to a saved phone number 70
During a telephone call 70
Making and switching to additional phone calls 70
Making a conference call 71

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Operation basics ⇒page 8
- Introduction to telephone control ⇒page 59
- Stored telephone numbers ⇒page 66 ◁

Accepting, declining or ending a call

Fig. 78 PHONE main menu.

Please first read and note the introductory information on page 69.

An incoming call can be answered, ended or rejected using the radio navigation system phone control.

- Press the function button to **accept** an incoming call.
- Press the function button to **end** a call.
- Press the function button to **reject** an incoming call. ◁

Entering a phone number and making a call

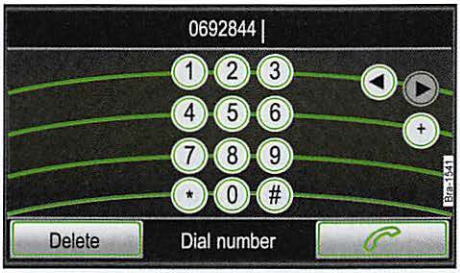

Fig. 79 Enter the phone number.

Please first read and note the introductory information on page 69.

A phone number can be entered manually via the *PHONE* main menu.

- Press the function button in the *PHONE* main menu ⇒fig. 78.
- Enter the desired number by typing the numbers into the input screen.
- After entering the full number, press the function button to begin the call.

In some countries the Info Call and Roadside Assistance function buttons are displayed. ◁

121.5U6.N31.23

Making a call to a saved phone number

Please first read and note the introductory information on page 69.

Open the telephone book or call list and scroll through as described ⇒page 66.

Telephone book entry

- Tag the desired entry by turning the tuning knob ⇒fig. 1 ⑩ and make a connection by pressing the tuning knob.
- **OR:** Press the tagged telephone book entry to begin a call.

Making a call to an entry in a call list

- Tag the desired entry by turning the tuning knob and connect to it by pressing the tuning knob or tapping the [ ] function button.
- **OR:** Press the tagged telephone book entry to begin a call. ◁

During a telephone call

Fig. 80 Displaying an active connection.

Please first read and note the introductory information on page 69.

Displaying an active connection

During a phone call, the phone number and call duration will be displayed on the screen.

If a phone number of a caller is saved in the phone book, the saved name is shown instead of the number.

Muting a call

To ensure that the caller does not hear conversations in the vehicle during a call, audio transmission can be interrupted.

- Press the [Extras] function button during an active call.
- Press the [MUTE] function button in the pop-up window to stop sending an audio signal to the caller.
- Press the [MUTE] function button in the pop-up window to resume sending an audio signal to the caller. ◁

Making and switching to additional phone calls

Fig. 81 Call waiting.

Please first read and note the introductory information on page 69.

An additional call can be received during a phone call. You can switch from one call to the other. ▶

Call waiting: answering an additional incoming call

- If another caller contacts you during a phone call, the incoming number or name will be displayed on the screen. The message "**... waiting**" will also appear.
- If the second caller is to be ignored, turn the tuning knob ⇒ fig. 1 (10) to tag the second caller and press the [ ] function button.
- To accept the second caller, turn the tuning knob to tag the second caller and press the [ ] function button.

If the second call is answered, the connection to the first caller will be interrupted but **not** ended (Display: "**Call on hold**".

Switching between two callers

- To switch between two callers, press the call display symbol of the caller to whom you want to switch.
- **OR:** Press the [Extras] function button and click on the [Swap call] function button in the pop-up window.

As long as there is still a connection to one of the two callers, the connection to the other one will be maintained.

- Press the [ ] function button to end an active call.

You can only have **one** other caller on hold while you are connected to another caller.

The "call waiting" function must be activated on the mobile phone.

The effect of the "Swap" function depends on the hands-free protocol version that the phone supports. For the functions outlined above to apply, **HFP 1.5** must be supported. ◁

Making a conference call

Fig. 82 Adding callers to a teleconference.

Please first read and note the introductory information on page 69.

A "held" caller can be added to a telephone conference with the active caller.

Adding callers into a teleconference

All callers in a conference call can speak and listen concurrently.

- Press the [Options] function button and press the [Conference] function button in the pop-up window to add both callers to a teleconference.

"**Conference**" is displayed on the screen.

An additional call can be received during an active teleconference. You can toggle between the conference and the new call or the caller can also be added to the teleconference. Depending upon the provider, teleconferences can have up to six participants.

- Press the [ ] function button to end the teleconference and end connection to **all** callers. ◁

Settings (SETUP)

Sound, volume and system settings

Introduction

In this section you'll find information about:

Sound and volume settings 72
System settings (SETUP) 73

Pressing the [SETUP] button will always open a context-dependent *Settings menu*for the selected device operation mode.

Depending on the country and the device, as well as the vehicle equipment, the selection of possible settings can vary.

More information:

- Safety instructions ⚠ ⇒page 3
- Device overview ⇒page 6
- Operation basics ⇒page 8
- `Radio` *settings menu* ⇒page 12
- `Media` *settings menu* ⇒page 51
- `Navigation` *settings menu* ⇒page 51
- `PHONE` *settings menu* ⇒page 59 ◁

Sound and volume settings

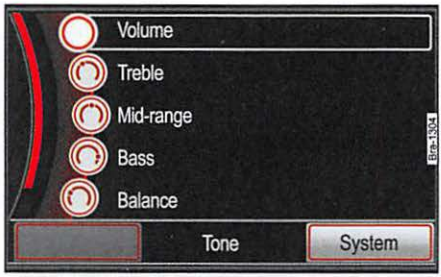

Fig. 83 Tone settings selection menu.

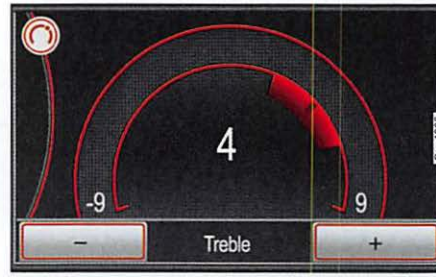

Fig. 84 Settings menu for tone pitch.

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 72.

Accessing the Sound main menu

- Press the [SETUP] device button from any menu.
- Press the [Sound] function button on the lower left of the screen to open the tone and volume adjustment menu ⇒fig. 83.

In the overview the current settings are graphically displayed in the circle in the front of the respective menu item ⇒fig. 83.

Adjusting balance and fader

- Press the [Treble], [Mid-range] or [Bass] function button in order to open a settings menu for the adjustment of the "pitch" ⇒fig. 84.
- Turn the rotary knob ⇒fig. 1 (10) or press the [-] or [+] function button in order to change the current settings.
- Press the [Balance] or [Fader] function button in order to open a menu for changing the sound adjustment to the left or right (Balance) or front or back (Fader)
- Turn the rotary knob or press the appropriate function button in order to change the current settings.

Changing volume settings and adjustments

Volume and volume adjustments can be pre-defined.

While adjustments are being made to the volume settings, the current audio source is played back using the applied adjustments.

- In the **Sound** *main menu*, press the [Volume] function button ⇒fig. 83.
- Press the function buttons [Maximum switch-on volume], [Navigation volume] or [Speed-dependent vol. adjustment] to open the corresponding settings menu. ▶

- Turn the tuning knob or press the [-] or [+] function buttons.
- Pressing the [PDC: vol. reductn.] function button opens a pop-up window to define how much the volume should be lowered when park distance control is active.

If the maximum volume is set to a very low value, the navigation messages will be lowered to this value. This can result in the need for manual adjustments to navigation volume every time the device is switched on.

Functionality of the Speed-dependent Volume Control (SDVC)

The Speed-dependent Volume Control automatically adjusts the volume according to the vehicle speed.

The level of volume increase (SDVC) is defined in increments from **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 (Display: **OFF**).

System settings (SETUP)

Please first read and heed the WARNINGS ⚠ on page 3 and note the introductory information on page 72.

- Press the [SETUP] button and press the [System] function button to open the system settings.

Reverting to factory settings

Resetting to the original settings **deletes all previous inputs, destinations and settings**.

- In the `System` *settings menu*, press the [Factory settings] function button.
- In the following confirmation prompt, touch [Yes] to reset the device to its original conditions.

Additional system settings

Function key: Effect
[Language]: Press to select desired language for text and voice.
OR: Select [Automatic] to accept the language set in the instrument cluster.
[Keypad display]
[ABC]: Alphabetical alignment of the keypad block in the input screens.
[QWERTY]: Computer-like alignment of the keypad block in the input screens.
[Display]: Adjust display settings.
[Brightness]: Press to adjust the level of brightness.
[Day/Night]: Change the map display.
[Automatic]: The map display changes depending on activation or deactivation of the headlights.
[Day]: The map display is always in day design (bright).
[Night]: The map display is always in night design (dark).
[Confirmation tone]: (De)activate confirmation sound when pressing a function button on the screen.
[Factory settings]: Reset device to delivery status.
[AC Display]
[3 sec], [5 sec], [10 sec]: Changes to the climate control system will be shown on the screen for 3, 5 or 10 seconds.
[Off]: Changes to the climate control system are **not** displayed on the screen.
[Clock display]: (De)Activate time display.

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Function key: Effect
SD card status[a]: Display status of the memory card with navigation data.
Remove memory card: Some devices require the memory card to be prepared for removal before it is taken out ⇒ page 20.

[a] Only on RNS 310.

The instrument cluster is used to define the unit system displayed in the navigation menu (metric or Anglo-American). ◁

Abbreviations

Abbreviation	Meaning
AM	Amplitude modulation (medium wave, MW).
AUX	Auxiliary input
EON	Enhanced Other Network (support for other networks).
FM	Frequency modulation (ultra short wave, VHF).
MDI	Media Device Interface
RDS	Radio Data System
TMC	Traffic Message Channel
TP	Traffic Program (traffic news function).

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Artikel-Nr.: 121.5U6.N31.23

Owner's Manual

GTI

U.S. Edition, Model Year 2012

Signs and symbols

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

Arrow indicating that the section continues 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 stated page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.

⇒ ⓘ Cross reference to a Notice about possible property damage, in the same section or on the stated page.

⚠ DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if not avoided.

⚠ WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if not avoided.

⚠ CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor or moderate injuries if not avoided.

ⓘ NOTICE

Texts with this symbol contain information regarding situations which could cause vehicle damage if not avoided.

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 vehicle 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 could 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) 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.
- Any technical modifications to the vehicle that were introduced after the editorial deadline can be found in a supplement to this Manual.

All options and models are described without identification as optional equipment or model versions. Some of the described equipment may not be installed on your vehicle or may be available at a later time or only 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 Manual set includes:

- Warranty and Maintenance booklet
- Owner's Manual

The Manual set may also include:

- Supplement
- Radio or Navigation system
- Mobile Phone Package
- *Other inserts* ◁

Vehicle overview

Exterior views

Side view

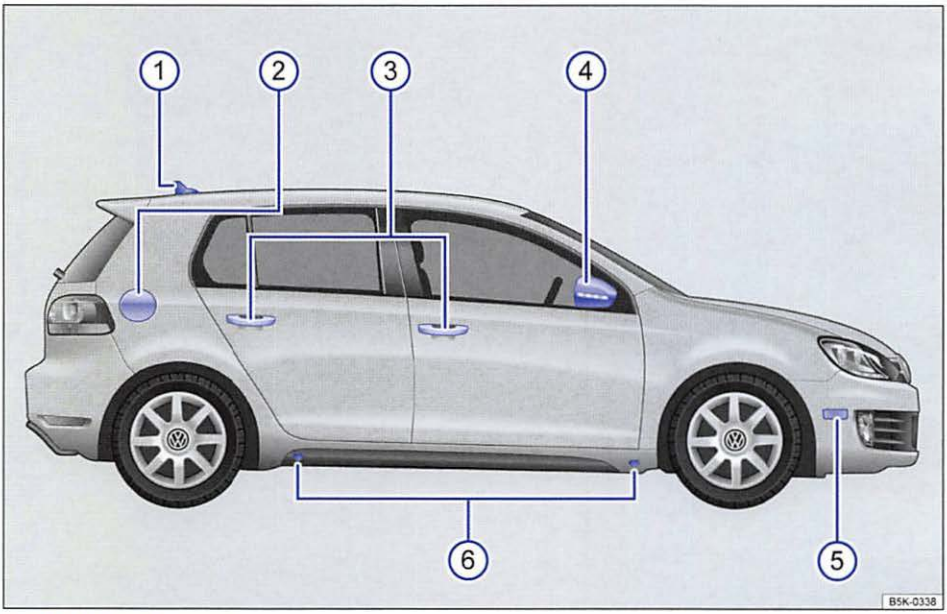

Fig. 1 Vehicle side overview.

Key to fig. 1:

①	Roof antenna	291
②	Fuel filler flap	214
③	Outside door handles	47
④	Outside mirror	134
	– Additional turn signal light	122
⑤	Side marker light	
⑥	Lift points for the jack	310 ◁

Front view

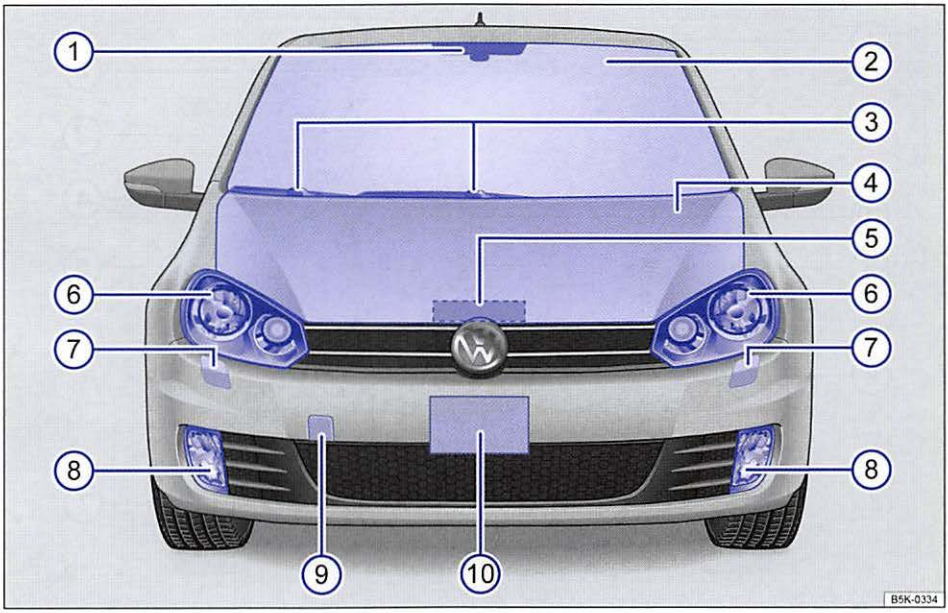

Fig. 2 Vehicle front overview.

Key to fig. 2:

①	Inside mirror	134
②	Front windshield	
③	Front windshield wipers	129
④	Engine hood	222
⑤	Engine hood release	222
⑥	Headlights	122, 320
⑦	Headlight washers (if applicable)	129
⑧	Fog lights/static cornering lights (if applicable)	122, 320
⑨	Threaded hole for the front towing eye (behind cover)	330
⑩	Front license plate bracket	

◁

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Rear view

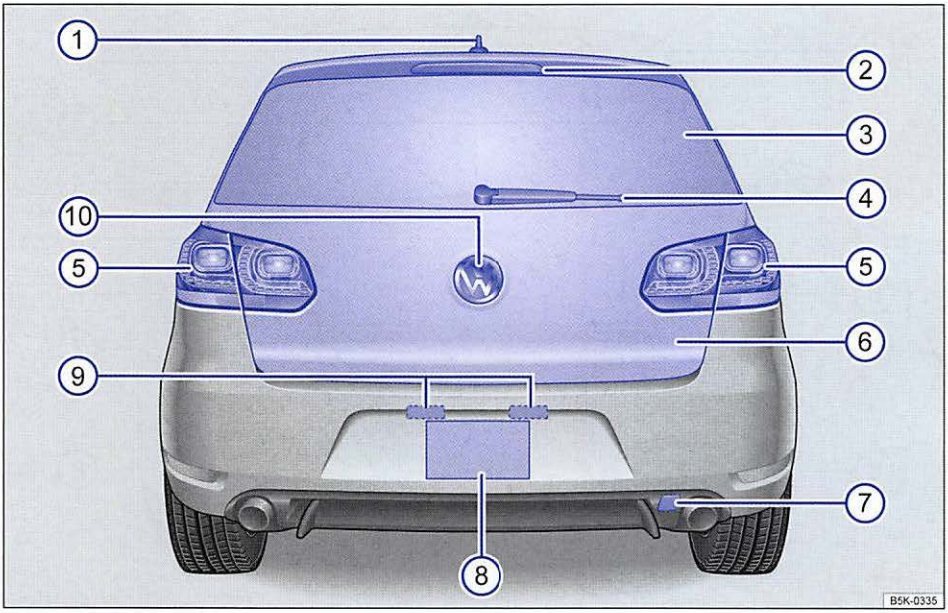

Fig. 3 Vehicle rear overview.

Key to fig. 3:

①	Roof antenna	291
②	High-mounted brake light	122, 320
③	Rear window	
	– Rear window defroster	207
④	Rear windshield wiper	129
⑤	Taillights	122, 320
⑥	Rear hatch	49
⑦	Threaded hole for the rear towing eye (behind cover)	330
⑧	Rear license plate bracket	
⑨	License plate lights	320
⑩	Volkswagen Emblem for opening the rear hatch	49 ◁

Passenger compartment

Driver door overview

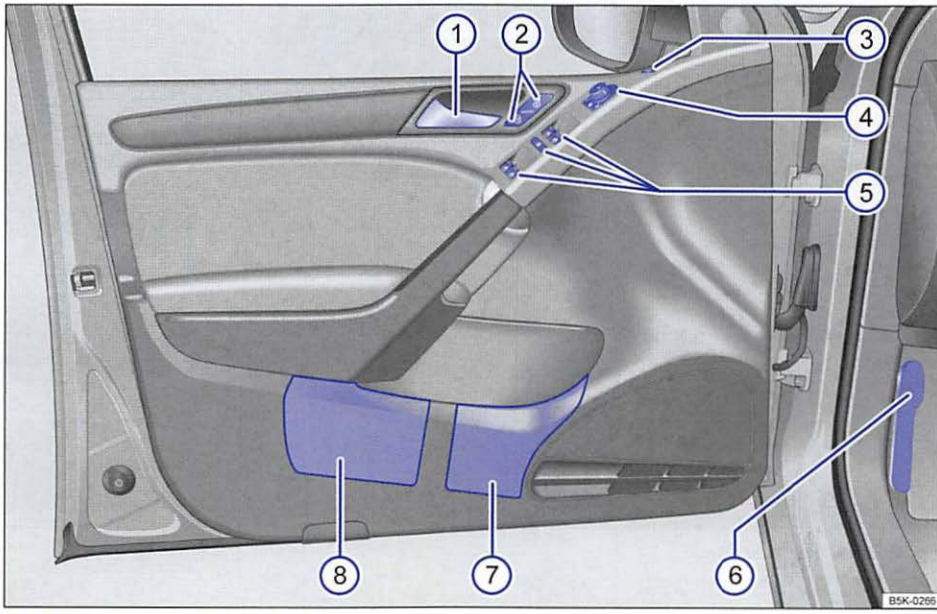

Fig. 4 Overview of controls in the driver door.

Key to fig. 4:

①	Door handle	47
②	Power locking switch for locking and unlocking the vehicle 🔒 – 🔓	41
③	Indicator light for anti-theft alarm system	41
④	Switch for adjusting the outside mirror – Adjusting outside mirrors L – 0 – R – Outside mirror heating	134
⑤	Buttons for operating the power windows – Power windows – Safety switch for rear power windows	53
⑥	Handle for releasing the engine hood	222
⑦	Bottle holder	161
⑧	Storage compartment	157 ◁

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Driver side overview

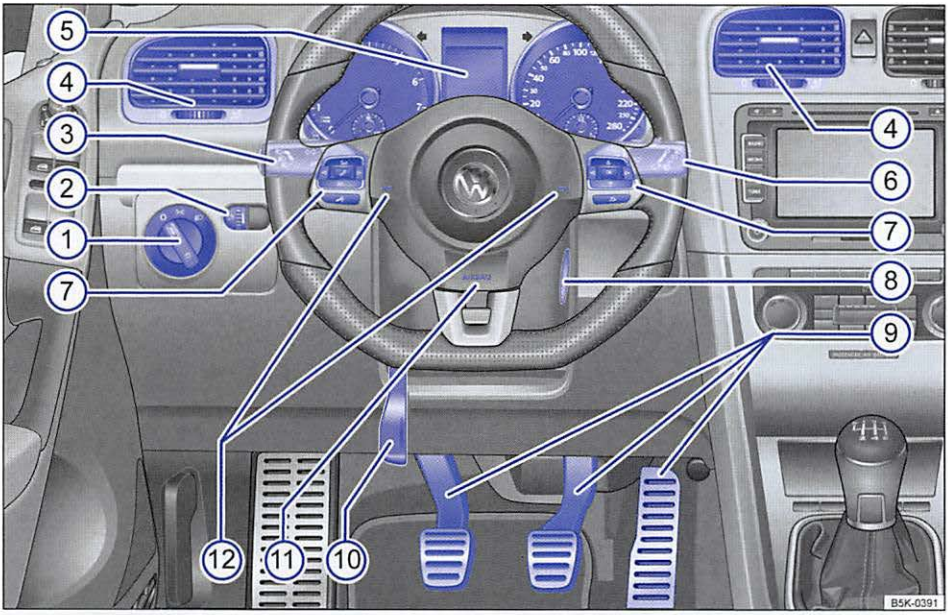

Fig. 5 Driver side overview.

Key to ⇒ fig. 5:

① Headlight switch ☼ 122
- Off position -0-
- Low beams ≡D
- Fog lights ≡D

② Dimmer control for the instrument and switch illumination 122

③ Lever for 122
- High beams ≡D
- Headlight flasher ≡D
- Turn signals ⇦⇨
- Cruise control system **ON** – **CANCEL** – **OFF** – **RES/+** – **SET/-** 197

④ Air vents **0** – 207

⑤ Instrument cluster:
- Instruments 18
- Display 18
- Warning and indicator lights 15

⑥ Windshield washer lever 129
- 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 (Basic version) TRIP- , OK/RESET . . 24

(7) Multi-function steering wheel controls 24
- Volume setting for radio, navigation system notifications (if applicable), or telephone calls + – –
- Mute switching for radio or activation of voice control
- Display Phone main menu or accept telephone calls
- Audio, Navigation ◁ – ▷
- Control buttons for the Volkswagen Information System (Premium version) + – △ – ▽ – –, OK,

(8) Ignition switch or starter button (for vehicles with Keyless Access locking and starting system) 165

(9) Pedals 171

(10) Lever for adjustable steering wheel 58

(11) Driver front airbag 82

(12) Horn (only works when the ignition is switched on) ◁

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Center console overview

Upper center console

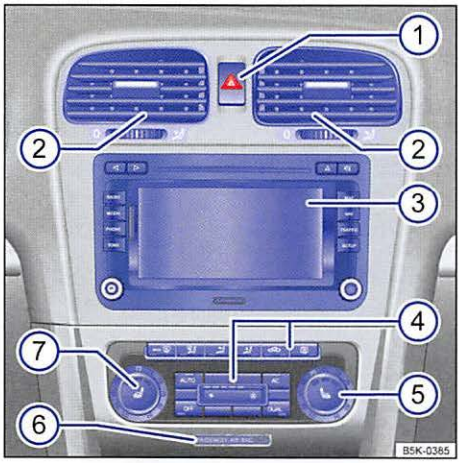

Fig. 6 Overview of the upper center console.

Key to fig. 6:

① Switch for emergency flashers ⚠ 299

② Air vents ▯ – ⤵ 207

③ Radio or Radio & Navigation system (factory-installed) ⇒ booklet *Radio* or ⇒ booklet *Navigation system*

④ Controls for:

– Manual AC 207

– Climatronic 207

⑤ Passenger seat heating switch 67

⑥ PASSENGER AIR BAG OFF light (front airbag for front seat passenger) 82

⑦ Driver seat heating switch . . . . . 67 ◁

Lower center console

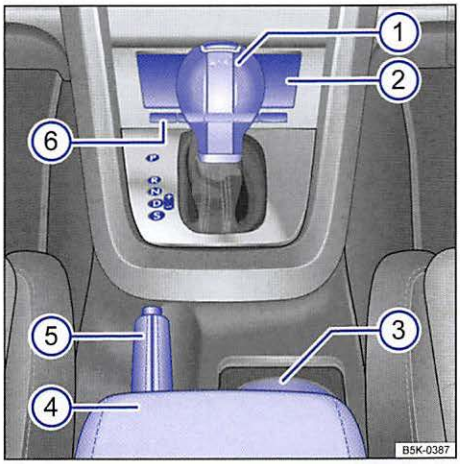

Fig. 7 Overview of the lower center console.

Key to fig. 7:

① Levers for:
- Manual transmission 171
- Automatic transmission 171

② Storage compartment 157
- with 12 Volt socket 163

③ Cup holder in the center console 161

④ Center armrest with storage compartment 157

⑤ Parking brake lever 179

⑥ Button for:
- Anti-slip regulation (ASR) ..... 179 ◁

Front passenger side overview

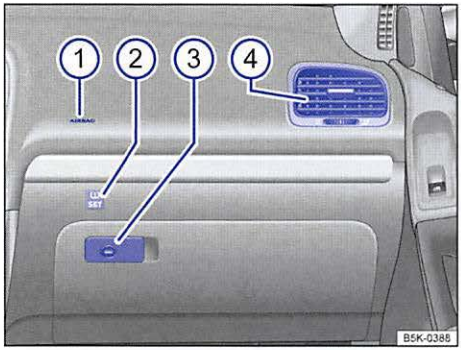

Fig. 8 Overview of the front passenger side.

Key to fig. 8:

① Passenger front airbag location in the instrument panel (approximate) 82
② Inside the glove compartment: SET button for Tire Pressure Monitoring System SET 200
③ Opening handle for the lockable glove compartment 157
④ Air vent – . . . . . 207 ◁

Symbols on the roof console

Symbol	Meaning
	Interior and reading lights ⇒ page 122
	Power sunroof ⇒ page 56
	Three-button module ⇒ booklet *Mobile Phone Package* ◁

Instrument cluster and instrument panel

Warning and indicator lights

Warning and indicator lights notify you of warnings ⇒⚠, malfunctions ⇒ⓘ, or certain functions. Some warning and indicator lights come on when the ignition is switched on and should go out when the engine is running or when the vehicle is moving.

Additional text messages appear in the instrument cluster of appropriately equipped vehicles to give more information or prompt you to take certain actions ⇒page 18, *Instrument cluster*.

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

In addition, a chime or other acoustic warning sounds when certain warning and indicator lights go on.

Symbol	Meaning ⇒⚠, ⇒ⓘ	Refer to
(P) PARK	Parking brake engaged.	⇒page 179
(!) BRAKE	**Stop!** Brake fluid level too low, or brake system malfunction.	
	Stop! Lights up: Engine coolant level too low, too high, or engine coolant system malfunction. Flashes: Engine coolant system malfunction.	⇒page 233
	Stop! Engine oil pressure too low.	⇒page 227
	Stop! At least one vehicle door is ajar or not closed properly.	⇒page 47
	Stop! Engine hood is open or not closed properly.	⇒page 222
	Stop! Rear hatch is open or not closed properly.	⇒page 49
	Stop! Lights up or flashes: Steering system malfunction.	⇒page 192
	Driver and/or passenger safety belts not buckled.	⇒page 69
	DSG® transmission too hot.	⇒page 171
	Alternator malfunction.	⇒page 238 ▶

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Symbol	Meaning ⇒⚠, ⇒ⓘ	Refer to
BRAKE WEAR	Front brake pads worn.	⇒page 179
ESC	Lights up: ESC malfunction or ESC switched off. Flashes: ESC or ASR is working.	
ESC OFF	ASR manually deactivated.	
ABS	ABS malfunction.	
	One or more driving lights burned out.	⇒page 320
	Adaptive Front Lighting System (AFS) malfunction.	⇒page 122
EPC	Lights up or flashes: Engine control / monitoring system malfunction (engine Malfunction Indicator Light - MIL). Engine control malfunction.	⇒page 295
	Lights up or flashes: Problem with the steering.	⇒page 192
	Tire pressure is too low or Tire Pressure Monitoring System malfunction.	⇒page 200
	Not enough windshield washer fluid.	⇒page 129
	Fuel tank almost empty.	⇒page 214
	Fuel filler cap not properly closed.	
	Lights up: engine oil level too low.	⇒page 227
	Flashes: engine oil system malfunction.	
	Airbag and safety belt pretensioner system malfunction.	⇒page 82
OFF	Passenger front airbag turned off (PASSENGER AIR BAG OFF light).	⇒page 82
	Turn signals, left or right.	⇒page 122
	Emergency flashers switched on.	⇒page 299

Symbol	Meaning ⇒⚠, ⇒ⓘ	Refer to
	Fog lights switched on (indicator light on the headlight switch).	⇒page 122
DRL	Daytime running lights (DRL) on.	
	Lights up: Depress brake pedal! Flashes: The lock button in the selector lever is not engaged.	Changing gears ⇒page 171 Braking ⇒page 179
CRUISE	Cruise control is regulating vehicle speed.	⇒page 197
	High beams switched on or headlight flashers in use.	⇒page 122
	Service reminder display.	⇒page 22

⚠ 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, always switch off the engine and let the engine cool down.**
- **Always 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 222.**

ⓘ NOTICE

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

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Instrument cluster

Introduction

In this section you'll find information about:

Instrument overview 18
Displays 19
Compass 21
Service reminder display 22

More information:

- Warning and indicator lights ⇒ page 15
- Display of the selected gears (automatic transmission) ⇒ page 171
- Service reminder information ⇒ booklet *Warranty and Maintenance*.

⚠ WARNING

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

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

Instrument overview

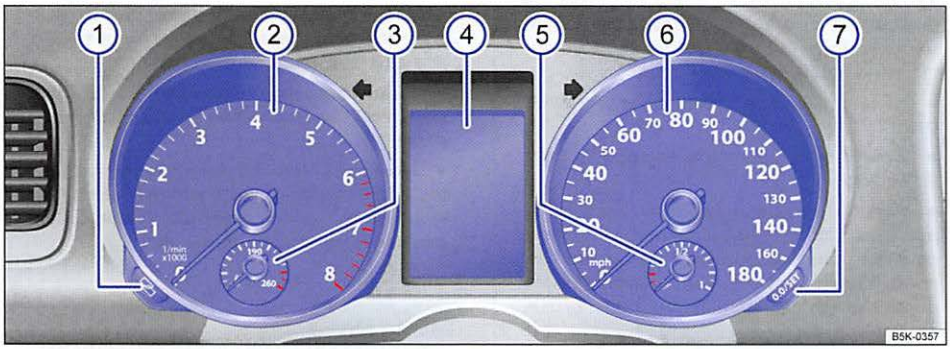

Fig. 9 Instrument cluster in the instrument panel.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 18.

Instrument explanations ⇒ fig. 9:

① **Button for setting the clock**[1].
- With the ignition on, 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 233. ▶

[1] On appropriately equipped vehicles, the clock can also be set via the **Settings** menu in the instrument cluster display ⇒ page 28.

④ **Displays** ⇒page 19.

⑤ **Fuel gauge** ⇒page 214.

⑥ **Speedometer**.

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

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

NOTICE

- **Avoid high engine speeds, full throttle acceleration and heavy engine loads when the engine is cold.**

NOTICE (continued)

- **To help prevent engine damage, the tachometer needle should only enter the red zone (warning zone) briefly.**

Upshifting early into the next higher gear saves fuel and reduces engine noise. ◁

Displays

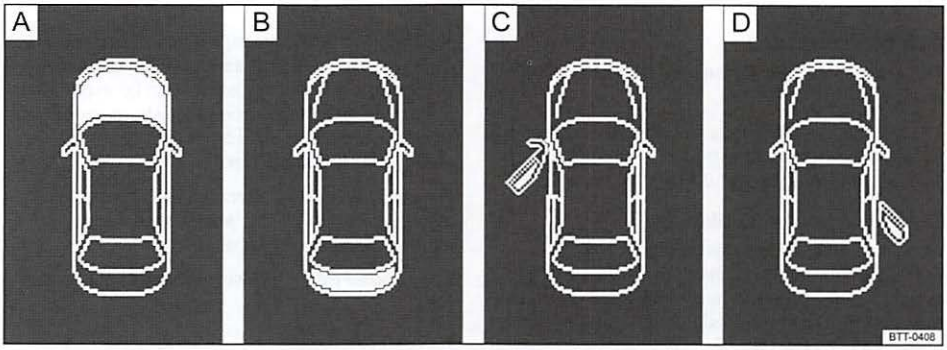

Fig. 10 In the instrument cluster display: A: Open engine hood, B: open rear hatch, C: Open front driver side door, D: Open rear passenger side door.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 18.

Depending on the vehicle model, different information may be shown in the instrument cluster display ⇒fig. 9 ④.

- Warning and informational texts
- Odometer displays
- Time
- Outside temperature
- Compass display
- Open door, engine hood, or rear hatch
- Selector lever position ⇒page 171
- Multi-Function Display (MFD) and menus for different settings ⇒page 24
- Service reminder display ⇒page 22
- Alternative speed display (`Settings` menu) ⇒page 24

Warning and information 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 15). In some cases, they may also be signaled acoustically. The display can vary depending on the instrument cluster model. ▶

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Type of notification	Symbol color	Explanation
Priority 1 warning message	Red	Symbol flashing or lit – sometimes with acoustic warnings. **Stop!** ⇒ ⚠! Check malfunction and take corrective action. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance if necessary. Menus cannot be accessed when a priority 1 warning message is displayed. The warning message will turn off automatically after a few seconds. You can confirm and turn off some warning messages using the OK button.
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 an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance if necessary.
Information text	–	Information about various vehicle situations.

Odometer displays

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

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

Outside temperature display

At outside temperatures below about +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 displayed may be slightly higher than the actual outside temperature.

The measurement 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 21, *Compass*.

Selector lever positions

The selector lever position is shown both on the side of the selector lever and in the instrument cluster display. The respective gear may also be shown in the instrument cluster display in Drive **D** and Sport Drive **S**, as well as in Tiptronic® mode.

Alternative speed display (mph or km/h)

The alternative speed display shows the current vehicle speed in units *other than* the units shown on the vehicle's speedometer. For example, if the speedometer shows mph, the alternative speed display shows a digital readout of the current vehicle speed in km/h. This feature can be especially helpful when driving in countries where speed limit signs are posted in units other than those shown on the vehicle's speedometer.

For vehicles with the Premium instrument cluster display, select the **Alt. speed dsp** menu item in the **Settings** menu ⇒ page 24.

For vehicles with the Basic instrument cluster display:

- Start the engine.
- Press the button 3 times. The odometer display 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 alternative 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.**

⚠ WARNING (continued)

- **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.**

⚠ WARNING (continued)

NOTICE

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. For displays without warning and information messages, malfunctions are only signaled with indicator lights.

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

Compass

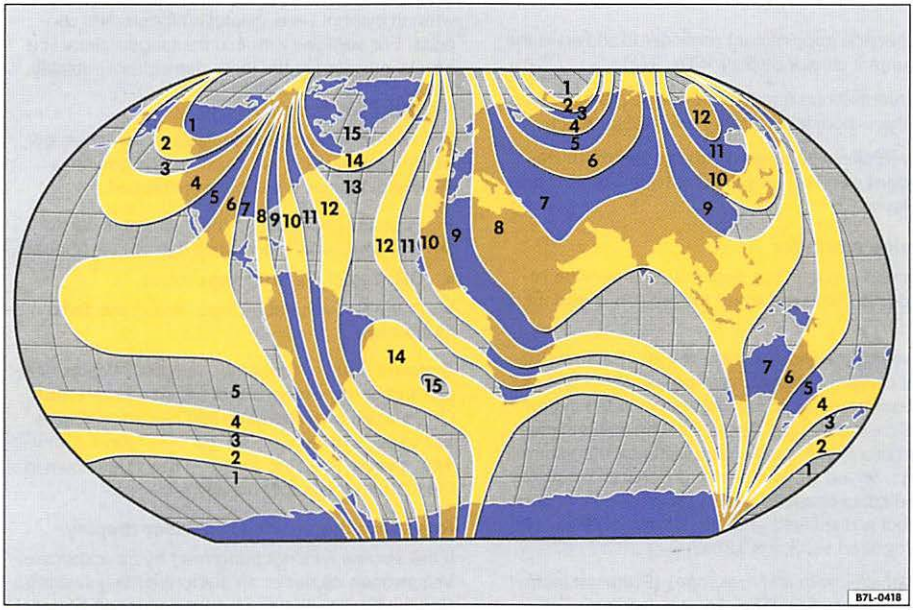

Fig. 11 Compass zones.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 18.

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

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

Adjusting the compass zone

- Switch on the ignition.
- Select the **Settings** menu followed by the **Compass** and **Zone** menu items.
- Select the compass zone according to the current location ⇒ fig. 11.
- Adjust and confirm compass zone (**1-15**).

Calibrating the compass

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

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

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

Service reminder display

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 18.

The service appointment reminder is shown in the instrument cluster display ⇒ fig. 9 ④.

For information on maintenance intervals, please see the ⇒ booklet *Warranty and Maintenance*.

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

Service reminder

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

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

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

Service event

When **service is due**, a warning chime 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 in the instrument cluster display.

Viewing 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.

A **minus sign** in front of the number of miles (kilometers) or days means that **service is overdue**. On *vehicles with Premium text message display*, **Service since --- mi or --- days** (**Service since --- km or --- days**) is shown in 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 Premium text message display:
Select the **Settings** menu.
In the **Service** sub-menu, select the **Reset** menu item.
Confirm request with [OK].

Vehicles with Basic 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. ◁

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Volkswagen Information System

Introduction

In this section you'll find information about:

Menu structure – overview 24
Using menus in the instrument cluster 25
Main menu 26
MFD menu (Multi-Function Display) 27
Settings menu 28
Convenience sub-menu 29
Lights & Vision sub-menu 30
Personal convenience settings 30

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

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

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

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

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

More information:

- Outside mirrors ⇒ page 134
- Driver assistance systems ⇒ page 195
- Radio or Navigation system ⇒ booklet *Radio* or ⇒ booklet *Navigation system*
- Mobile phone package ⇒ booklet *Mobile Phone Package*

⚠ WARNING

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

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

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

Menu structure – overview

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

Multi-Function Display (MFD) ⇒ page 27

- Travel time
- Curr. Consum.
- Avg. Consum.
- Route
- Avg. speed
- Digit. speed
- Speed warning
- Back

Audio ⇒ booklet *Radio* or ⇒ booklet *Navigation system*

Navigation ⇒ booklet *Navigation system*

Telephone ⇒ booklet *Mobile Phone Package*

Assistant ⇒ page 26

- Cornering light ON / OFF

Vehicle status ⇒ page 26

Settings ⇒ page 28

- Language
- Multi-Function Display (MFD) data
  - Travel time
  - Curr. Consum. ▶

- Avg. Consum.
- Route
- Avg. speed
- Digit. speed
- Speed warning
- Back

- Compass
- Convenience ⇒ page 29
  - ATA confirm
  - Door open

    Manual (All doors, Single door, Veh. side, Individual)

    Automatic (Auto Lock, Auto Unlock)
  - Window op.

    OFF

    All

    Driver
  - Mirror adjust

    Individually

    Both mirrors
  - Factory
- Lights & Vision ⇒ page 30
  - Background lighting
  - Footwell lighting
  - Ln. Chg. Flash
  - Factory setting
- Time
- Snow tires
- Units
- Alternative speed display
- Service
  - Info
  - Reset
- Factory setting ◁

Using menus in the instrument cluster

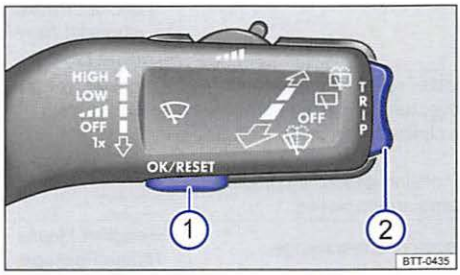

Fig. 12 In vehicles without a multi-function steering wheel: Use button ① in the windshield wiper lever to confirm menu items and rocker switch ② to switch menus.

Fig. 13 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 24.

Displaying the main menu

- Switch on the ignition.
- If a message or the vehicle icon is displayed, push the OK button (⇒ fig. 12 ① or ⇒ fig. 13).
- *For operation with windshield wiper lever:* Main menu is shown ⇒ page 26.
- *For operation with multi-function steering wheel:* Main menu is not shown. In order to scroll through the various main menu items, push the buttons ⊕ or ⊖ several times. ▶

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Displaying a sub-menu

- Push rocker switch ⇒fig. 12 ② 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 2 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 pressed in order to increase or decrease values more quickly as needed.
- Highlight 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 pressed.
- *For operation with multi-function steering wheel:* Press ⮌. ◁

Main menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

Menu	Function	See
MFD	Information for the Multi-Function Display (MFD).	⇒page 27
Audio	Station display in radio mode. Track display in CD mode. Track display in media mode.	⇒booklet *Radio* or ⇒booklet *Navigation system*
Navigation	Information displays on the navigation system (if applicable): 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 Package*
Assistant	Cornering light ON / OFF (if applicable).	⇒page 122
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 18
Settings	Different settings are possible, such as MFD Data, Convenience, Lights & Vision, time, speed warning for winter tires, language, and units.	⇒page 28

◁

MFD menu (Multi-Function Display)

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

The multi-function display has 2 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 2 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 2 hours or more, stored information is automatically deleted. If the trip is continued within 2 hours after the ignition was switched off, the new values are added.
2	Total trip memory	The memory displays and stores the accumulated driving and fuel consumption data of any number of single trips up to a total driving time of 99 hours and 59 minutes, and up to a total distance of 9,999 miles (9,999 km), depending on the instrument cluster version. If one of the maximum values is exceeded, then the memory is automatically cleared and starts again from 0.

Possible displays

Menu	Function
`Travel time`	Driving time in hours (h) and minutes (min) since the ignition was switched on.
`Curr. Consum.`	Current fuel consumption in mpg (l/100 km) while driving. *When units are set to miles*, dashes appear instead of a number when the engine is running and the vehicle is standing still. *When units are set to kilometers*, the display shows liters consumed per hour when the engine is running and the vehicle is standing still.
`Avg. Consum.`	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.
`Route`	Estimated distance in miles (km) that the vehicle can go with the fuel left in the tank the way you are currently driving. Takes account of the current fuel consumption, among other things
`Avg. Speed`	Average speed on trips per trip memories 1 and 2 (toggle). Displayed once the vehicle has been once the vehicle has been driven about 300 feet (100 m). Until then, dashes appear instead of a number. The value displayed is updated every 5 seconds.
`Digit. Speed`	Digital display of current vehicle speed.
`Speed Warn.`	When the set speed (from 20 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 ▽ buttons on the multi-function steering wheel. Then press the OK button a second time or just wait a few seconds. The speed is saved and the warning is activated.
- *To deactivate*, press the OK button. The set speed is deleted. ▶

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Manually erasing memory 1 or 2

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

Enabling and disabling displays

Use the **Settings** menu, submenu **MFD data** to enable displays you want to be available under the MFD menu in the instrument cluster display. The units in which data is displayed can also be changed ⇒ page 28. ◁

Settings menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

Menu	Function
Language	Set language for messages in the display and navigation system.
MFD data	Enable the features you want to be available under the MFD menu in the instrument cluster display ⇒ page 27.
Compass	Calibrate the compass on vehicles without a factory-installed navigation system. To calibrate, follow instructions in the instrument cluster display ⇒ page 21.
Convenience	Convenience function settings ⇒ page 29.
Lights & Vision	Vehicle lighting settings ⇒ page 30.
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.
Snow tires	Set up a visual and acoustic speed warning. Use this function only when winter tires are installed that have a speed rating less than top vehicle speed.
Units	Set units in which temperature, fuel consumption and distances should be displayed (for example, whether to show distance driven in miles or kilometers).
Alt. speed dsp.	Activate or deactivate alternative speed display (mph or km/h).
Service	Display service messages or reset service reminder display.
Factory set.	Resets the functions in the **Settings** menu back to the factory settings. ◁

Convenience sub-menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

Menu	Function	
ATA confirm	Acoustic confirmation when the anti-theft alarm system is switched On or Off ⇒page 41.	
Door open ⇒page 41	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. – **Single door**: When unlocking the vehicle with the vehicle key, only the driver door unlocks when the button is pressed once. All doors and the rear hatch unlock when the button is pressed twice. On vehicles with Keyless Access ⇒page 44, touching the sensor surface of the door handle on the side where the valid vehicle key is located unlocks the respective door. – **Veh. side**: The doors on the driver side are unlocked. – **Individual**: Only the driver door is unlocked. On vehicles with Keyless Access, touching the sensor surface on the door handle unlocks the respective door or the rear hatch together with the driver door ⇒page 41.
	Automatic	**Auto Lock**: All doors and the rear hatch lock automatically when the vehicle speed reaches approximately 15 km/h. To unlock when the vehicle is stationary, press the central locking button or remove the vehicle key from the ignition.
		Auto Unlock: All doors and the rear hatch unlock when the vehicle key is removed from the ignition.
Window op.	Off	The windows do not open or close automatically when you unlock or lock the vehicle ⇒page 53.
	All	All windows open or close automatically when you unlock or lock the vehicle ⇒page 53.
	Driver	The window in the driver door opens or closes automatically when you unlock or lock the vehicle ⇒page 53.
	Back	The display switches back to the **Convenience** menu.
Mirror adjust	Individually	Both outside mirrors are adjusted separately ⇒page 134.
	Both mirrors	The front passenger's outside mirror is adjusted at the same time as the driver outside mirror ⇒page 134.
	Back	The display switches back to the **Convenience** menu.
Factory set.	Resets the features in the **Convenience** sub-menu back to the factory settings.	
Back	The display switches back to the **Settings** menu.	

◁

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Lights & Vision sub-menu

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 24.

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	Switch the daytime running lights on or off.
Ln. chg. flash	Enable or disable the lane change flash feature (comfort turn signal). When the feature is enabled, the turn signal flashes at least 3 times when the turn signal is tapped ⇒ page 122.
Factory set.	Resets the functions in the **Lights & 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 24.

When 2 people use the vehicle, Volkswagen recommends that each person always use "a separate" remote control vehicle key. When the ignition is switched off or the vehicle is locked, personal convenience settings are stored automatically and assigned to the remote control vehicle key ⇒ page 24.

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

Settings menu

- Time
- Language
- Units

Settings / Convenience menu

- Door open (All doors, Single door, Veh. side, Individual)

Settings / Lights & Vision menu

- Footwell lighting
- Lane change flash (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 about:

Getting ready and driving safely 31
Driving in other countries 32
Driving through water on roads 33

More information:

- Sitting properly and safely ⇒ page 58
- Transporting ⇒ page 137
- Starting, shifting, parking ⇒ page 165
- Saving fuel and helping the environment ⇒ page 189
- Consumer information ⇒ page 291

⚠ 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 31.

Checklist

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

- ✓ Check proper function of lights and turn signals.
- ✓ Check tire pressure (⇒ page 258) and fuel level (⇒ page 214).
- ✓ Make sure that all windows are clean.
- ✓ 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 103.
- ✓ Properly adjust front seats, all head restraints and mirrors to the correct height ⇒ page 58.
- ✓ Wear shoes that give your feet a good grip, and that give you a feel for the pedals.
- ✓ Make sure that the floormat on the driver side is properly fastened and cannot interfere with the pedals.
- ✓ Assume a proper seating position before the vehicle starts to move and keep this position while driving. Make sure that all passengers do the same ⇒ page 58.
- ✓ Properly fasten your safety belt before driving the vehicle and wear your safety belt properly at all times while driving. Make sure that all passengers do the same ⇒ page 69.
- ✓ 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.

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Checklist (continued)

- ✓ Never let passengers or phone calls distract you while driving, and never take your attention off the road while using vehicle software or adjusting vehicle equipment or accessories.
- ✓ Always adapt your speed and driving style to visibility, weather, road, and traffic conditions.
- ✓ Always obey traffic laws and speed limits.
- ✓ On long trips make frequent rest stops – at least once every 2 hours.
- ✓ Secure animals in the vehicle with a system that corresponds to weight and size.

⚠ WARNING

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

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

Driving in other countries

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

Checklist

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

- ✓ Should the vehicle be technically prepared for the trip abroad, such as masking or adjusting headlights?
- ✓ Are maintenance, repair facilities, necessary tools and testing equipment as well as spare parts readily available for your vehicle?
- ✓ Are there authorized Volkswagen dealers and authorized Volkswagen Service Facilities in the countries where you will be driving?
- ✓ For gasoline engines: Is unleaded fuel with the right octane rating readily available?
- ✓ Are engine oil (⇒ page 227) and other operating fluids that meet Volkswagen quality and performance requirements available where you will be driving? For more information, please see ⇒ booklet *Warranty and Maintenance*.
- ✓ Does the factory-installed navigation system work in the countries where you will be driving, and is navigation data available?
- ✓ Are special or heavy-duty tires necessary for the kind of driving expected?

NOTICE

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

Driving through water on roads

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

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.**

ⓘ NOTICE

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

Technical data

Introduction

In this section you'll find information about:

Important vehicle labels 34
Engine data 35
Dimensions 35

Your vehicle's engine type is shown on the vehicle identification label.

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

More information:

- Transporting ⇒page 137
- Saving fuel and helping the environment ⇒page 189
- Fuel ⇒page 219
- Engine oil ⇒page 227
- Engine coolant ⇒page 233
- Tires and wheels ⇒page 258
- Consumer information ⇒page 291

⚠ WARNING

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

Important vehicle labels

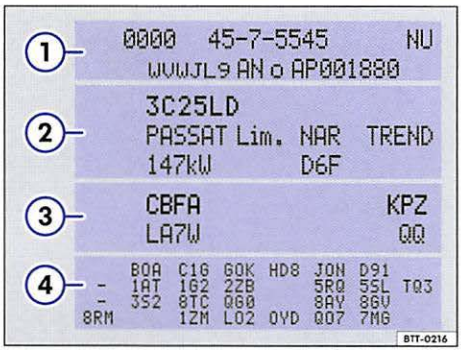

Fig. 14 Vehicle identification label: shown in the example with engine identification code CBFA ③.

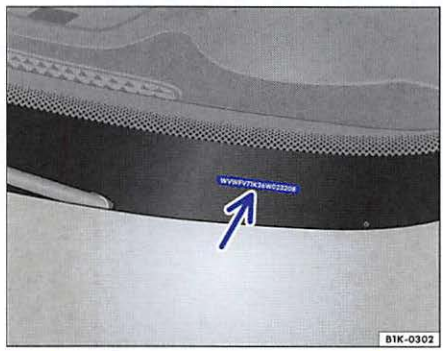

Fig. 15 Vehicle identification number (VIN).

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

Vehicle identification number

The vehicle identification number is on a plate on top of the instrument panel on the driver side, and is visible from the outside through the windshield ⇒fig. 15. The view window is on the side at the bottom of the windshield. The vehicle identification number is also stamped into the top of the right drip channel in the engine compartment. The drip channel is between the spring strut tower and the right fender. Open the engine hood to read the vehicle identification number ⚠ ⇒page 222.

Vehicle identification label

The vehicle identification label ⇒fig. 14 is affixed to 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 output, transmission ▶

③ Engine and transmission code letters, paint number, interior. In the example, the engine classification code is "CBFA" ⇒ fig. 14.

④ Optional equipment, part numbers

Other important vehicle labels

Other important vehicle labels are discussed elsewhere in this Manual:

- **Safety Compliance Certification Label,** affixed to the driver door jamb (see ⇒ page 291, *Consumer information*).
- **Radiator fan and high voltage warning sticker** in the engine compartment next to the engine hood release (see ⇒ page 291, *Consumer information*).
- **Tire inflation pressure label** on the driver door jamb (see ⇒ page 258, *Tires and wheels*). ◁

Engine data

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

Gasoline engines

Maximum power output (SAE net)	Injection technology	Engine code	Maximum torque (SAE net)	No. of cylinders Displacement
200 hp at 5100 – 6000 rpm 147 kW at 5100 – 6000 rpm	TSI®	CCTA 2.0T	207 lb-ft at 1700 – 5000 rpm 280 Nm at 1700 – 5000 rpm	4 cylinders 121.1 CID 1984 ccm

◁

Dimensions

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

Length	165.3 – 169.6 inches (4,199 – 4,308 mm)
Width	70.3 inches (1,786 mm)
Height (unloaded)	57.5 – 60.3 inches (1,461 – 1,532 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 (unloaded)	about 5.2 – 5.9 inches (132 – 150 mm)
Ground clearance (fully loaded)	–[b]

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

b) Information not available at time of printing.

NOTICE

- **Please be careful when parking your vehicle in areas with parking barriers or curbs. These vary in height and could damage your bumper and related parts if the front of your vehicle hits a barrier or curb that is too high while you are getting into or out of a parking spot.**

NOTICE (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).** ◁

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Opening and closing

Vehicle key set

Introduction

In this section you'll find information about:

Remote control vehicle keys 37
Mechanical key 38
Indicator light in the remote control vehicle key 38
Replacing the remote control vehicle key battery 39
Synchronizing the remote control vehicle key 39

More information:

- Volkswagen Information System ⇒ page 24
- Power locking and closing system ⇒ page 41
- Starting and stopping the engine ⇒ page 165
- Consumer information ⇒ page 291
- Emergency closing and opening ⇒ page 301

⚠ DANGER

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

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

⚠ WARNING

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

⚠ WARNING (continued)

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

Remote control vehicle keys

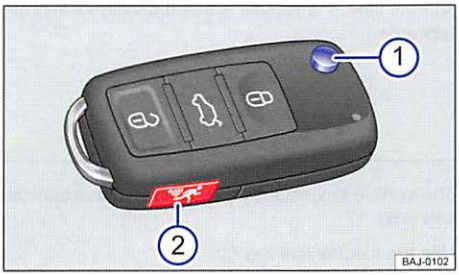

Fig. 16 Remote control vehicle key with panic button.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 36.

Remote control vehicle key

The remote control vehicle key can unlock and lock the vehicle from a distance ⇒page 41.

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

If the remote control vehicle key will not lock or unlock your vehicle, you probably need to replace the battery in the remote control vehicle key ⇒page 39, *Replacing the remote control vehicle key battery*. If this is not the problem, the key should be resynchronized by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop. See also ⇒page 39, *Synchronizing the remote control vehicle key*.

Folding the key bit in or out

Pressing button ⇒fig. 16 ① releases the key bit and folds it out.

To *fold the key bit in* press button ① while pressing back the key bit until it clicks.

Panic button

Press the panic button ② only in emergencies! After pushing the panic button, the horn will sound and the turn signals will flash. Press the panic button again to switch off the panic feature.

Replacement vehicle keys

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

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

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

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

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

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

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

NOTICE

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

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

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

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

If the remote control vehicle key buttons ⇒ fig. 21 or the power locking buttons ⇒ fig. 22 are pushed repeatedly in quick succession, the power locking system is switched off for a brief period to help keep it from being overloaded.

The vehicle is then unlocked for about 30 seconds. Unless a door or the rear hatch is opened in this span of time, the vehicle is automatically locked afterwards. ◁

Mechanical key

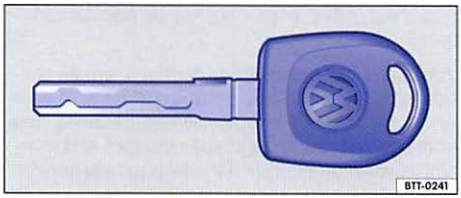

Fig. 17 Mechanical key.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 36.

The vehicle key set may also include a mechanical key ⇒ fig. 17.

Use the mechanical key for:

- Manually locking and unlocking the vehicle ⇒ page 301.
- Starting the engine ⇒ page 165. ◁

Indicator light in the remote control vehicle key

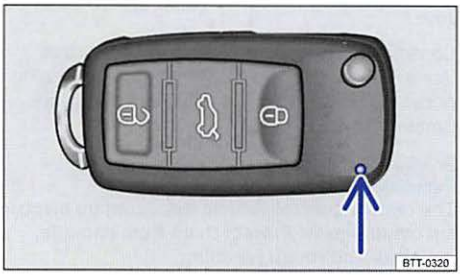

Fig. 18 Indicator light in the remote control vehicle key.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 36.

If a button in the remote control vehicle key is pressed briefly, the indicator light ⇒ fig. 18 (arrow) will flash once briefly. If you push and hold a button, it flashes repeatedly.

If the indicator light in the remote control vehicle key does not come on when the button is pressed, the battery inside the key must be replaced ⇒ page 39. A Declaration of Compliance with the United States FCC and Industry Canada regulations is found in the Consumer Information section of this Manual ⇒ page 293. ◁

Replacing the remote control vehicle key battery

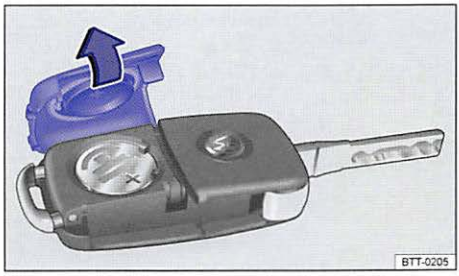

Fig. 19 Remote control vehicle key: Open battery compartment cover.

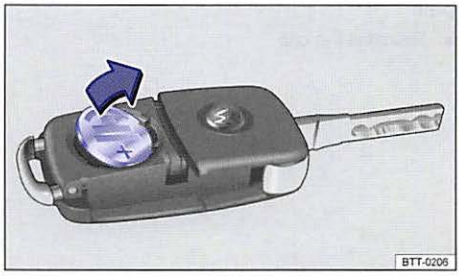

Fig. 20 Remote control vehicle key: Remove old battery.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 36.

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

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

Replacing the battery

- Unfold the key bit on the remote control vehicle key ⇒ fig. 18.
- Remove the cover on the back of the remote control vehicle key ⇒ fig. 19 in the direction of the arrow ⇒ ⓘ.
- Use a thin object to pry the battery out of the battery compartment ⇒ fig. 20.
- Position the new battery in as shown ⇒ fig. 19 and press it into the battery compartment (opposite to direction of the arrow) ⇒ ⓘ.
- Position the cover as shown ⇒ fig. 20 and press it down (opposite to direction of the arrow) until you hear it click into place.

NOTICE

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

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

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

Synchronizing the remote control vehicle key

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 36.

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

- Unfold the key bit on the remote control vehicle key ⇒ fig. 16.
- Remove the cap from the door handle on the driver door ⇒ page 301.
- Press the button on the remote control vehicle key. Stand immediately next to vehicle while doing so. ▶

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- Manually unlock the vehicle using the key bit within one minute. The synchronization is complete.
- Reinstall the cap. ◁

Power locking and closing system

Introduction

In this section you'll find information about:

Description of the power locking system 41
Unlocking and locking the vehicle from the outside 42
Unlocking and locking the vehicle from the inside 43
Unlocking and locking vehicles with Keyless Access 44
Anti-theft alarm system 45

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

More information:

- Exterior views ⇒page 6
- Personal comfort setting in the Volkswagen Information System ⇒page 24
- Vehicle key set ⇒page 36
- Doors ⇒page 47
- Rear hatch ⇒page 49
- Power windows ⇒page 53
- Power sunroof ⇒page 56
- Trailer towing ⇒page 149
- Emergency closing and opening ⇒page 301

⚠ 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. 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 41.

The power locking system lets you unlock and lock all doors, the rear hatch, and the fuel filler flap:

- From the outside with the vehicle key ⇒page 42.
- From outside with Keyless Access ⇒page 44.
- From the inside with the power locking switch ⇒page 43.

Special functions of the power locking system can be activated or deactivated via the **Convenience** sub-menu in the **Settings** menu on vehicles with the Premium instrument cluster ⇒page 24 or by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The doors, the rear hatch, and the fuel filler flap can be locked manually if the vehicle key or the power locking system is not working. ▶

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Automatic locking (Auto Lock)

The vehicle locks automatically when it reaches a speed of about 10 mph (15 km/h). When the vehicle is locked, the indicator light comes on in the power locking button ⇒ fig. 22.

Locking the vehicle after airbag inflation

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

Function	Action
Locking the vehicle **with the power locking switch**:	– Switch the ignition off. – Open a door once. – Press the power locking switch.
Locking the vehicle **with the remote control vehicle key**:	– Switch the ignition off. **OR:** Remove the vehicle key from the ignition. – Open a door once. – Lock the vehicle with the remote control vehicle key.

If the vehicle key buttons ⇒ fig. 21 or one of the power locking buttons ⇒ fig. 22 are pushed repeatedly in quick succession, the power locking system is switched off for a brief period to help keep it from being overloaded. The vehicle is then unlocked for about 30 seconds. Unless a door or the rear hatch is opened during this time, the vehicle is automatically locked afterwards. ◁

Unlocking and locking the vehicle from the outside

Fig. 21 Remote control vehicle key with panic button.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 41.

Function	Using the buttons on the remote control vehicle key ⇒ fig. 21
Unlock the vehicle.	Press the button.
Lock the vehicle.	Press the button.
Unlock the rear hatch.	Press the button ⇒ page 49.

Note: Depending on the settings for the power locking system in the **Convenience** sub-menu on vehicles with the Premium instrument cluster, it may be necessary to press the button on the remote control vehicle key twice to unlock all doors and the rear hatch ⇒ page 24.

The vehicle key unlocks and locks the vehicle only when the battery in the remote control vehicle key has enough power, and the remote control vehicle key is within a few yards/meters of the vehicle.

- All turn signals flash *once* and the horn beeps once to confirm that the vehicle has been locked. The horn beep can be disabled by deactivating the **ATA confirm** feature in the **Convenience** submenu ⇒ page 24.
- All turn signals flash *twice* to confirm that the vehicle has been unlocked.

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

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

If the vehicle was unlocked with the 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 you from leaving the vehicle unlocked unintentionally. ◁

Unlocking and locking the vehicle from the inside

Fig. 22 In the driver and front passenger doors: Power locking switch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 41.

Press button ⇒ fig. 22:

🔓	Unlock the vehicle.
🔒	Lock the vehicle.

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

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

If the vehicle is locked with the power locking switch:

- The indicator light 🔒 in the power locking switch comes on to indicate that all doors and the rear hatch are locked.
- The anti-theft alarm system is **not** turned on.
- Opening doors or the rear hatch from the *outside* is not possible, at a traffic light, for example.
- Doors can be unlocked and opened separately from inside the vehicle by pulling the door handle to open the door. The indicator light 🔒 goes out.

The vehicle is unlocked if you push the 🔓 button while the vehicle is standing still. Depending on the settings in the **Convenience** sub-menu ⇒ page 29, it may also be unlocked when you take the vehicle key out of the ignition or, on vehicles with Keyless Access, when you open the driver door. ◁

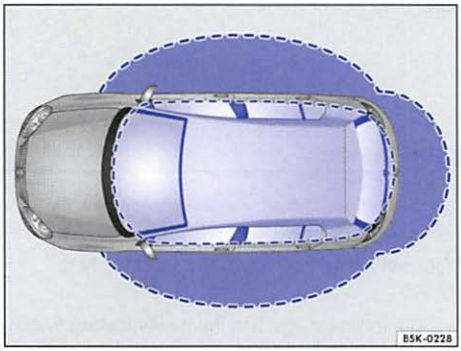

Fig. 23 Ranges of the Keyless Access locking and starting system. Outside the vehicle: Unlocking range. Inside the vehicle: Starting range.

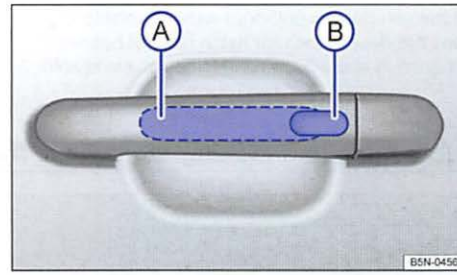

Fig. 24 Keyless Access locking and starting system: Sensor for unlocking Ⓐ on the inside of the front door handles. Sensor for locking Ⓑ on the outside of the front door handles.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 41.

Keyless Access is a keyless starting and locking system that unlocks and locks the vehicle without active use of a vehicle key. All you have to do is touch a sensor surface on one of the front door handles ⇒ fig. 24 or push the Volkswagen emblem on the rear hatch ⇒ page 50 when a valid vehicle key is within range ⇒ ⓘ.

General information

When a valid vehicle key comes within range ⇒ fig. 23, the Keyless Access locking and starting system recognizes a valid vehicle entry request as soon as a door handle sensor on the driver or front passenger door is touched or the Volkswagen emblem on the rear hatch is pressed. The following functions are then enabled without active use of the vehicle key:

- Keyless Entry: Unlocking the vehicle with the sensor surfaces on the door handles of the driver or front passenger door ⇒ fig. 24 Ⓐ or by using the Volkswagen emblem on the rear hatch.
- Keyless Go: Start engine and drive. For this, you just have to press the starter button and a valid vehicle key must be inside the vehicle.
- Keyless Exit: Locking the vehicle via the door handle sensor on the driver or front passenger door Ⓑ.

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

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

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

Unlocking and opening doors (Keyless Entry)

- Grasp the door handle of the driver or front passenger door so that you touch the unlocking sensor surface Ⓐ.
- Open the door.

Closing and locking doors (Keyless Exit)

- Close the driver door.
- Touch the sensor surface in the door handle on the driver or front passenger door Ⓑ. The door is locked. The door being locked must be closed.

Unlocking and locking the rear hatch

If the vehicle is locked and a valid vehicle key is within range ⇒ fig. 23 of the rear hatch, it unlocks automatically when opened.

- Open and close the rear hatch as you would a standard rear hatch ⇒ page 49.

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

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

Locking with a second vehicle key

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

When the vehicle is locked from the outside, the keyless go (starting) function of any keys left in the passenger compartment will be deactivated. All other functions (remote central locking and unlocking as well as emergency starting) remain active and unchanged.

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

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

Automatic deactivation of sensors

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

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

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

- A short time has passed.
- **OR:** The vehicle is unlocked using the button in the remote control vehicle key.
- **OR:** The rear hatch is opened.
- **OR:** The vehicle is mechanically unlocked with the vehicle key .

Convenience functions

The settings in the **Settings – Convenience** menu ⇒page 24 determine which doors open when the door handle unlocking surface is grasped.

NOTICE

The door handle sensor surfaces can be activated by a strong stream of water or steam if a valid vehicle key is within range of the vehicle.

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

If the vehicle battery or the battery in the remote control vehicle key is weak or dead, it might not be possible to unlock and lock the vehicle using Keyless Access. The vehicle can still be manually locked or unlocked with the key bit ⇒page 301.

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

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

Automatic transmission vehicles can only be locked when the selector lever is in Park **(P)**. ◁

Anti-theft alarm system

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 41.

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

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

When is the alarm triggered?

The anti-theft alarm system sounds for about 30 seconds and the turn signals flash for up to 5 minutes if the following occurs with respect to 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 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.

For vehicles with Keyless Access, the alarm can be deactivated by grasping one of the door handles when a valid vehicle key is in range ⇒ page 44.

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

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

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

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

Doors

Introduction

In this section you'll find information about:

Warning light 47
Child safety lock 48

More information:

- Exterior views ⇒ page 6
- Vehicle key set ⇒ page 36
- Power locking and closing system ⇒ page 41
- Power windows ⇒ page 53
- Emergency closing and opening ⇒ page 301

⚠ WARNING

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

⚠ WARNING (continued)

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

⚠ WARNING

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

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

Warning light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 47.

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 not closed properly, the warning light in the instrument cluster or the symbol in the instrument cluster display comes on showing an open door.

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

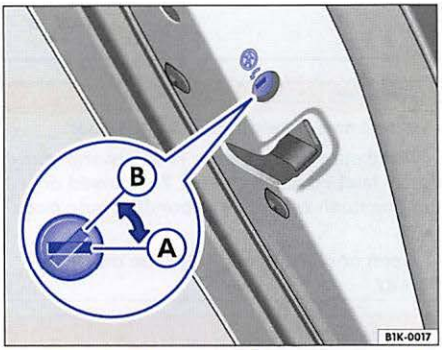

Fig. 25 In the left rear door: Child safety lock Ⓐ deactivated, Ⓑ activated.

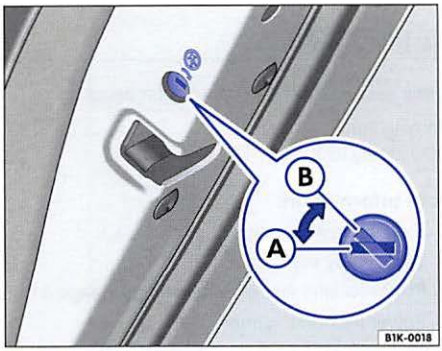

Fig. 26 In the right rear door: Child safety lock Ⓐ deactivated, Ⓑ activated.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 47.

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 remote control vehicle key.
- Using the key bit, move the slot into the desired position.

Slot position ⇒ fig. 25 or ⇒ fig. 26:

Ⓐ 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 about:

Warning light 50
Opening the rear hatch 50
Closing the rear hatch 51

More information:

- Exterior views ⇒ page 6
- Power locking system ⇒ page 41
- Transporting ⇒ page 137
- Emergency closing and opening ⇒ page 301

⚠ WARNING

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

- **Only open or close the rear hatch if no one is in the way.**
- **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.**
- **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**

⚠ WARNING (continued)

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 when the rear hatch is open. A child could crawl into the vehicle and pull the rear hatch shut, becoming trapped and unable to get out. A closed vehicle can become very hot or very cold, depending on the season. Particularly in the summer, heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**
- **Never leave children or anyone who cannot help themselves behind in the vehicle. They may lock the vehicle with the vehicle key or the power locking switch and lock themselves in.**

NOTICE

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

Warning light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 49.

Lights up	Possible cause	Proper response
OR icon appears in the display	Rear hatch open or improperly closed.	**Stop!** Open the rear hatch and then close it again.

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

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

The red warning light or icon will still be displayed even after the ignition is switched off as long as the key has not been taken out of the ignition. The Premium instrument cluster display goes out for a short time 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

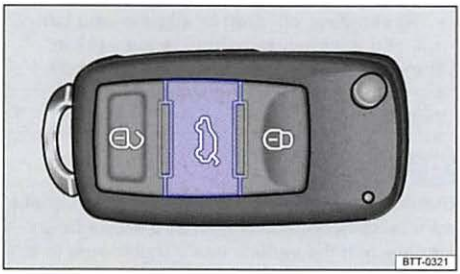

Fig. 27 In the remote control vehicle key: button to unlock and open the rear hatch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 49.

Always remove any item(s) being transported on the rear hatch before opening ⇒ ⚠.

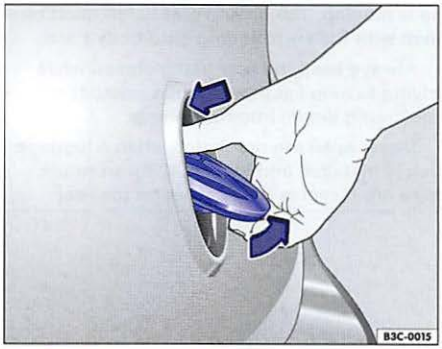

Fig. 28 Opening rear hatch from the outside.

Unlocking with the vehicle key

- Briefly press the button on the remote control vehicle key ⇒ fig. 27 to *unlock* the rear hatch.
- Press and hold the button to *unlatch* the rear hatch. 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. 28 and move the emblem down. Grasp the bottom part of the emblem and pull to lift the rear hatch.

⚠ WARNING

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

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

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

Closing the rear hatch

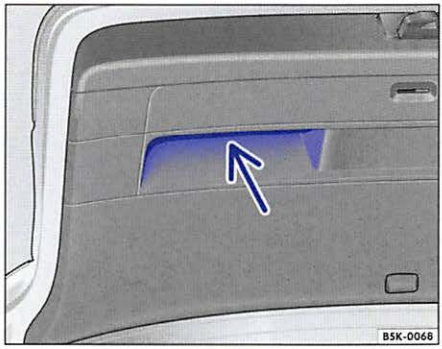

Fig. 29 Opened rear hatch: Recessed grips for closing.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 49.

Closing the rear hatch

- Grasp one of the recessed grips in the rear hatch trim ⇒ fig. 29 (arrow).
- Pull the rear hatch down and close it securely so that the latch engages.
- Check the rear hatch to make sure it is securely latched.

Locking the rear hatch

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

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

- The power locking system also locks the rear hatch.
- If the rear hatch of a locked vehicle is unlocked with the button on the remote control vehicle key, it will lock again right after it is closed.
- A closed but unlocked rear hatch automatically locks at speeds above about 5 mph (10 km/h).

⚠ WARNING

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

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

Opening and closing power windows 53
Power windows – features 54
Power window pinch protection 54

More information:

- Volkswagen Information System ⇒ page 24
- Power locking and closing system ⇒ page 41

⚠ 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.**
- **Always use the safety switch when children are in the back seat to disable the rear power windows and keep them from being opened and closed.**

NOTICE

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

Opening and closing power windows

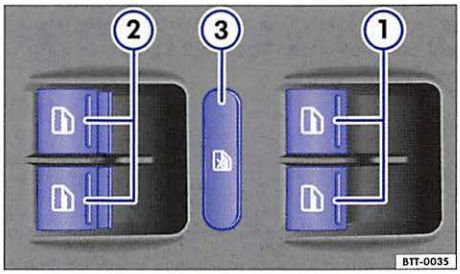

Fig. 30 In the driver door: Switches for front and rear power windows.

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

Switches in the driver door

Key to fig. 30:

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 switch.
Closing:	Pull the switch.
Stopping automatic movement:	Press/pull the switch again.
	The safety switch ⇒ fig. 30 ③ deactivates the power windows in the rear doors. The yellow indicator light in the switch comes on.

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

Power windows – features

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

One-touch opening and closing

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

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

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

Stopping automatic movement: Pull/press the switch again.

Reactivating the one-touch feature

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

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

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

Convenience closing

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

- From inside the vehicle, pull up and hold the switch for the driver window until all windows and the sunroof are closed ⇒ page 53.

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

⚠ WARNING

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

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

ℹ 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 53.

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 one-touch window closing again.
- If the window meets resistance a second time, so that it stops and goes back down, one-touch closing is deactivated for about 10 seconds.
- If you pull the power window button up all the way and hold it during this 10 second interval, 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 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.**

ℹ Pinch protection is also active during convenience closing of the windows and the power sunroof ⇒ page 54. ◁

Power sliding and tilting sunroof

Introduction

In this section you'll find information about:

Opening and closing the power sunroof 56
Power sunroof - convenience closing feature 57
Pinch protection for the power sunroof 57

More information:

- Volkswagen Information System ⇒ page 24
- Power locking and closing system ⇒ page 41
- Emergency closing and opening ⇒ page 301

⚠ WARNING

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

- **Always make sure that no one is in the way of the power sunroof when it is closing.**
- **Always take the key with you when you leave the vehicle.**
- **Never leave children or disabled persons in the vehicle – particularly if they have access to the vehicle key. Unsupervised use of the remote control vehicle key makes it possible to lock the vehicle, start the engine, turn on the ignition and operate the sliding and tilting roof.**

⚠ WARNING (continued)

- **You can still open or close the power sunroof for several minutes after you switch off the ignition, as long as the driver or front passenger door has not been opened.**

NOTICE

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

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

If the power sunroof malfunctions, pinch protection may not function properly. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ◁

Opening and closing the power sunroof

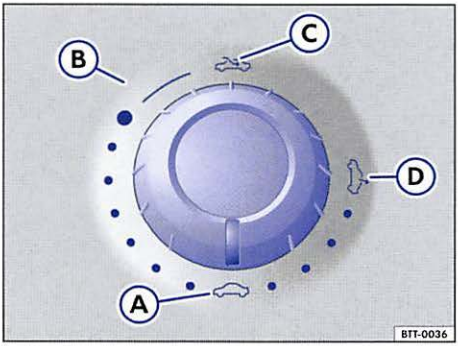

Fig. 31 In the headliner: rotary switch for the power sunroof.

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

Turn the ⇒ fig. 31 rotary switch to the desired position to set the power sunroof in the following positions:

Ⓐ Closed.
Ⓑ In comfort position.
Ⓒ Completely open.
Ⓓ Tilted.

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

Sliding headliner

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

Power sunroof - convenience closing feature

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

Convenience closing

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

- Turn the vehicle key bit in the lock of the driver door to the closing position and hold it there ⇒ page 301. The power sunroof is closed. Release the vehicle key in order to stop the process.

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

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

Pinch protection for the power sunroof

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

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 ⇒ fig. 31 Ⓐ 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 edge of the roof; injuries may result.**

Pinch protection is also active during convenience closing of the windows and the power sunroof ⇒ page 57.

If the power sunroof malfunctions, pinch protection may not function properly. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance. ◁

Sitting properly and safely

Adjusting the seating position

Introduction

In this section you'll find information about:

Examples of improper seating positions 59
Proper seating position 60
Manual controls on the driver and passenger seat 61
Electrical controls on the driver and front passenger seats 62
Adjusting the head restraints 63
Removing and reinstalling head restraints ... 64
Adjusting the steering wheel position 65
Center armrest 66

Number of seats

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

More information:

- Seat functions ⇒ page 67
- Safety belts ⇒ page 69
- Airbag system ⇒ page 82
- Child safety and child restraints ⇒ page 103

⚠ WARNING

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

- **All occupants must sit properly and be properly restrained at all times.**
- **Never let more people ride in the vehicle than there are seating positions with safety belts available.**
- **Always secure children in the vehicle with an approved and suitable restraint system appropriate for their age, weight, and height ⇒ page 103, ⇒ page 82.**
- **Always keep your feet on the floor in front of the seat. Never rest them on the seat, instrument panel, out of the window, etc. The airbag system and safety belt will not be able to protect you properly and can even increase the risk of injury in a crash.**

⚠ WARNING

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

- **Push the passenger seat as far back as possible. Always be sure that there are at least 10 inches (25 cm) between the front passenger's breastbone and the instrument panel.**
- **Always adjust the driver's seat and the steering wheel so that there are 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 these requirements cannot be met for physical reasons, contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to see whether adaptive equipment is available.**
- **Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of personal injury if the driver's airbag inflates.**
- **Never hold the steering wheel at the 12 o'clock position or with your hands at other places inside the steering wheel rim or on the steering wheel hub. Holding the steering wheel the wrong way can cause serious injuries to the hands, arms, and head if the driver's airbag inflates.**
- **Pointing the steering wheel toward your face decreases the ability of the driver's airbag to help protect you in a collision.**
- **Never drive with backrests reclined or tilted back farther than necessary to drive comfortably. The farther back the backrests are tilted, the greater the risk of injury caused by incorrect positioning of the safety belts and improper seating position.**

▶

⚠ WARNING (continued)

- **Never drive with the front seat passenger backrest tilted forward. If the front airbag deploys, the front backrest can be forced backward and injure passengers on the rear seat.**
- **Sit as far back as possible from the steering wheel and the instrument panel.**
- **Always sit upright with your back against the backrest with the front seats properly adjusted. Never lean against or place any part of your body too close to the area where the airbags are located.**
- **Rear seat passengers who are not properly seated and restrained are more likely to be seriously injured in a crash.**

⚠ WARNING

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

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

Examples of improper seating positions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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

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

Therefore, whenever the vehicle is moving:

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

⚠ WARNING

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

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

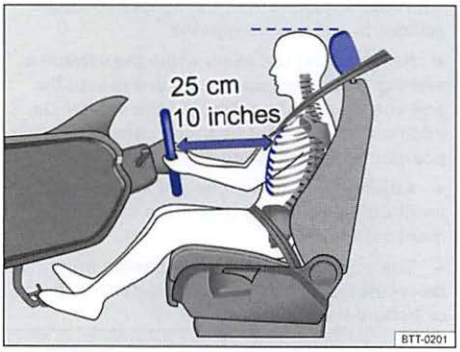

Fig. 32 The driver should never sit closer than 10 inches (25 cm) of the steering wheel.

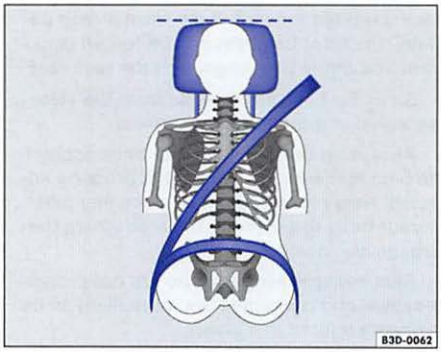

Fig. 33 Proper safety belt positioning and head restraint adjustment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

The following describes the proper seating positions for the driver and front seat passenger.

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

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

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

Applies to all vehicle occupants:

- Adjust head restraints so that the upper edge of the head restraint is at least at eye level or higher. Position the back of your head as close as possible to the head restraint ⇒ fig. 32 and ⇒ fig. 33.
- Push the head restraint completely down for short people, even if the top of the head is then below the upper edge of the head restraint.
- Tall people should pull the head restraint all the way up.
- Adjust the seat backrest angle to an upright position so that your back is in full contact with it when the vehicle is moving.
- Always keep both feet on the floor and in the footwell whenever the vehicle is moving.
- Always adjust and fasten safety belts properly ⇒ page 69.

Driver - seat and steering wheel adjustment:

- Adjust the steering wheel so that there are at least 10 inches (25 cm) between the steering wheel and your breast bone ⇒ fig. 32. When adjusting the proper distance to the steering wheel, grasp the top of the steering wheel with your elbows slightly bent.
- Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of personal injury if the driver's airbag inflates.
- Never hold the steering wheel at the 12 o'clock position or with your hands at other places inside the steering wheel rim or on the steering wheel hub. Holding the steering wheel the wrong way can cause serious injuries to the hands, arms, and head if the driver's airbag inflates.
- Adjust the steering wheel so that the steering wheel cover points at your chest and not at your face. Pointing the steering wheel toward your face decreases the ability of the driver's airbag to help protect you in a collision.
- Adjust the driver's seat so that you can easily push the pedals all the way to the floor while keeping your knee(s) slightly bent.
- Adjust the seat height so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell so that you are in control of the vehicle at all times. ▶

Passenger - front seat adjustment:

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

Manual controls on the driver and passenger seat

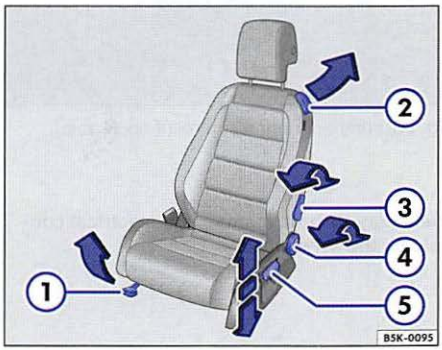

Fig. 34 Controls on the left front seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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. 34	Function	Action
①	Move the front seat backward or 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.	Adjust the lever position.
④	Adjust backrest angle.	Lean forward and 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

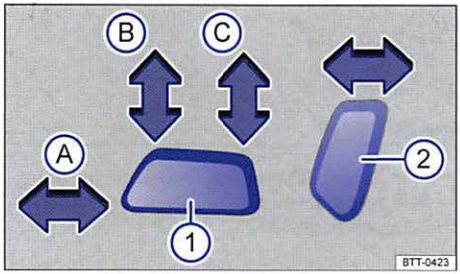

Fig. 35 Driver seat controls to adjust the seat backward and forward, adjust seat cushion height and angle, and backrest angle (if applicable).

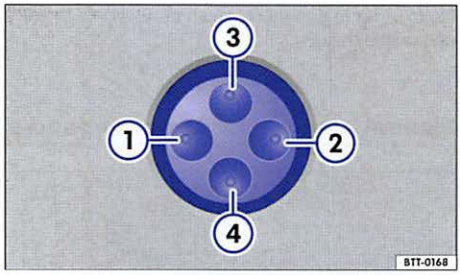

Fig. 36 Lumbar support control (if applicable).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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. 35 Press the switch in the direction of the arrow:

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

Press fig. 36 switch for each area:

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

⚠ WARNING

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

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

⚠ WARNING (continued)

tings for the front seats. In an emergency, stop automatic seat adjustment by pressing a seat adjustment switch.

NOTICE

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

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

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

Starting the engine stops seat adjustment. ◁

Adjusting the head restraints

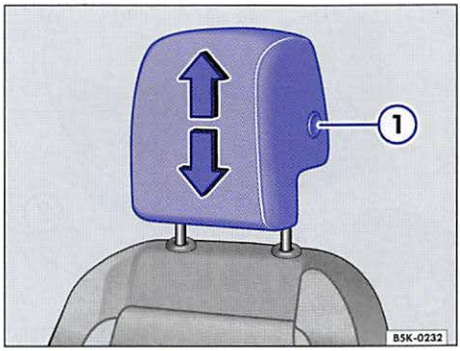

Fig. 37 Adjusting the head restraints.

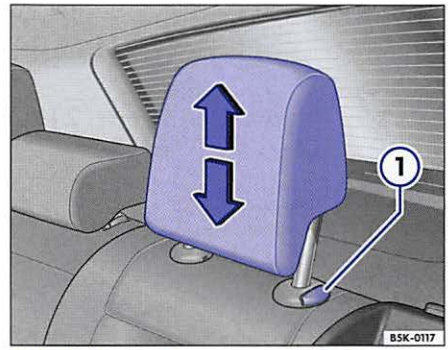

Fig. 38 Adjusting the rear head restraints

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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.

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

Adjusting the height

- Push the head restraint up in the direction of the arrow or down when the button ⇒ fig. 37 ① or ⇒ fig. 38 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 is at least at eye level or higher. Position the back of the head as close as possible to the head restraint.

Adjusting the head restraint for short people

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

Adjusting the head restraint for tall people

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

⚠ WARNING

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

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

Removing and reinstalling head restraints

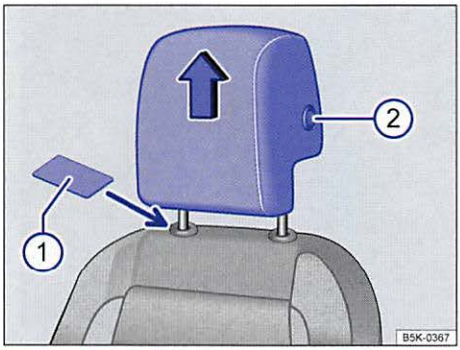

Fig. 39 Removing the front head restraints.

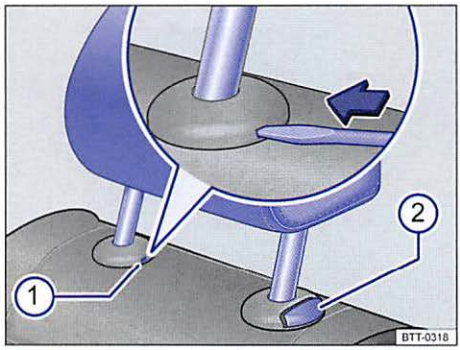

Fig. 40 Removing the rear head restraints.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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

Removing the front head restraints

- Sit in the back seat behind the head restraint you want to remove. Pull the head restraint all the way up ⇒ ⚠ in *Adjusting the head restraints* on page 63. Recline the backrest with the head restraint so that there is enough overhead clearance to remove it.
- Slide a flat object, such as a plastic credit card, underneath the right side of the cap on the right-hand seat guide rod ⇒ fig. 39 ①.
- Push the flat object (plastic card) in against the guide rod to depress a release button located under the cap (not visible).
- Use one hand to hold the release button in with the flat object. With your other hand, lift the same guide rod slightly to expose a notch in the rod at the bottom (can be seen and felt with fingers). The right-hand guide rod is now released.
- To release the left-hand guide rod, press button ② in (towards guide rod) and hold.
- Pull the head restraint out completely while holding button ②.

Installing the front head restraints

- Position head restraint properly over the head restraint guides of the respective seat backrest and insert the head restraint into the guides.
- Push the head restraint down while pressing button ②.
- Adjust the head restraint according to the occupant's size ⇒ page 63.

Removing the rear head restraint

- Unlock the backrest of the rear seat bench and fold it forward ⇒ page 141.
- 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. 40 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 bench back so that it locks securely.

Reinstalling the rear head restraint

- Unlock the backrest of the rear seat bench and fold it forward ⇒ page 141.
- Position head restraint properly over the head restraint guides of the respective seat backrest and insert the head restraint into the guides.
- Push the head restraint down while pressing button ②.
- Fold the backrest of the rear seat bench back so that it locks securely.
- Adjust the head restraint according to the occupant's size ⇒ page 63. ▶

⚠ WARNING

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

- **Always drive with the head restraints in place and properly adjusted to help minimize the risk of neck injury in crash.**

⚠ WARNING (continued)

- **Always reinstall head restraints as soon as possible so that vehicle occupants are properly protected.**

NOTICE

When removing or reinstalling the head restraint, take care that the head restraint does not strike the headliner or other parts of the vehicle. The headliner or other parts of the vehicle could otherwise be damaged. ◁

Adjusting the steering wheel position

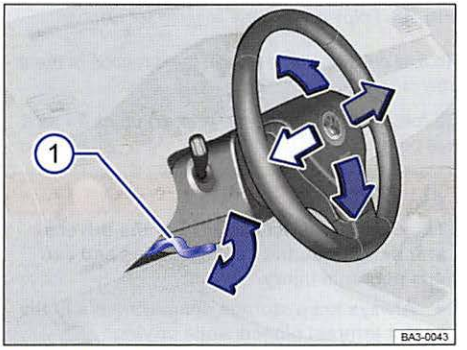

Fig. 41 Manual adjustment for the steering wheel position.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

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

- Push down on the lever ⇒ fig. 41 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 find that you need to adjust the steering wheel while driving, stop the vehicle in a safe place and make the proper adjustment.**
- **Never adjust the steering wheel so that it points toward your face. Always make sure that the steering wheel points toward your chest. Otherwise, the airbag system cannot protect you properly in the event of a crash.**
- **Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of serious personal injury if the driver's airbag inflates.**
- **Never hold the steering wheel at the 12 o'clock position or with your hands anywhere inside the steering wheel or on the steering wheel hub. Holding the steering wheel the wrong way increases the risk of severe injury to the arms, hands, and head if the driver airbag deploys.** ◁

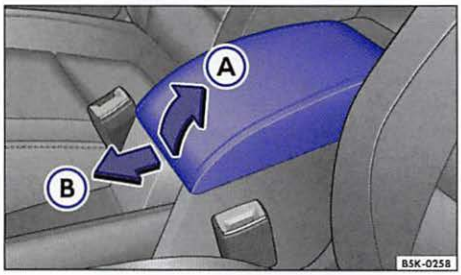

Fig. 42 Front center armrest.

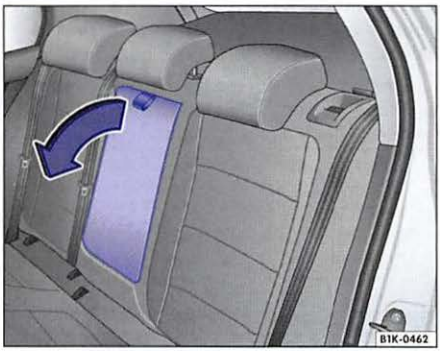

Fig. 43 Folding down the rear center armrest.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 58.

There is a storage compartment in the front center armrest ⇒ page 158

Front center armrest

To *open* the center armrest, pull the armrest and latch upward in the direction of the arrow ⇒ fig. 42 Ⓐ.

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. 43.

To *fold down*, pull the loop in the direction of the arrow ⇒ fig. 43.

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

⚠ WARNING

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

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

Seat functions

Introduction

In this section you'll find information about:

Seat heating 67

More information:

- Adjusting the seating position ⇒ page 58
- Safety belts ⇒ page 69
- Airbag system ⇒ page 82
- Child safety and child restraints ⇒ page 103
- Outside mirrors ⇒ page 134

⚠ WARNING

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

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

Seat heating

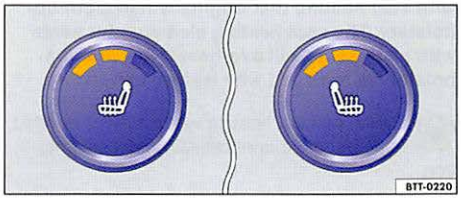

Fig. 44 In the center console: Seat heating control for front seats.

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

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

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

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

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

Function	Action for seat heating ⇒ fig. 44
Switch on:	Press the button. Seat heating is switched on to maximum.
Adjust the heating level:	Press the button repeatedly until the desired heating level is set.
Switch off:	Press the button repeatedly until all indicator lights in the button are off.

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

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

⚠ 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.**
- **Never let exposed skin remain in contact with the seat upholstery when the seat heating is being used.**

⚠ WARNING

A wet seat can cause the seat heating to malfunction and increase the risk of serious burns.

- **Always make sure the seats are dry before using the seat heating.**

⚠ WARNING (continued)

- **Never sit on the seat with wet clothes.**
- **Never put damp or wet things including clothes on the seat.**
- **Never spill liquids on the seats.**

NOTICE

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

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

Safety belts

Introduction

In this section you'll find information about:

Warning light 70
Frontal collisions and laws of physics 71
What happens to passengers not wearing a safety belt 72
Safety belts protect 73
Using safety belts 73
Fastening and unfastening safety belts 74
Safety belt position 76
Safety belt height adjusters 77
Safety belt extender 78
Safety belt retractor, pretensioner, load limiter 80
Service and disposal of belt pretensioners ... 80

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

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

Check the condition of all safety belts regularly.

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

More information:

- Adjusting the seating position ⇒page 58
- Airbag system ⇒page 82
- Child safety and child restraints ⇒page 103
- Parts, accessories, repairs and modifications ⇒page 283

⚠ WARNING

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

- **Properly worn safety belts are the single most effective means of reducing the risk of serious injury and death in a collision or other accident. For this reason, always wear your safety belt properly and make sure all passengers wear their safety belts properly as well whenever the vehicle is moving.**

⚠ WARNING (continued)

- **The driver must always make sure that every person in the vehicle is properly seated on a seat of his or her own, properly fastens the safety belts belonging to that seat before the vehicle starts to move, and keeps the belts properly fastened while riding in the vehicle. This applies even when just driving around town. Therefore, always wear your safety belts and make sure that everybody in your vehicle is properly restrained.**
- **Always secure children in the vehicle with a restraint system appropriate for their age, weight and height ⇒page 103.**
- **Always fasten safety belts correctly before driving off and make sure that all passengers are properly restrained.**
- **Never attach the safety belt to the buckle of another seat. Attaching the safety belt to the wrong buckle will reduce safety belt effectiveness and can cause serious personal injury.**
- **Never let any objects or liquids get into the safety belt latch and prevent it from working properly.**
- **Never remove a safety belt while the vehicle is moving. Doing so will increase your risk of being injured or killed.**
- **Never strap more than one person, including small children, into any single safety belt.**
- **Never let children or babies ride sitting on your lap, and never place a safety belt over a child sitting on your lap.**
- **Never wear belts over rigid or breakable objects in or on your clothing, such as eyeglasses, pens, keys, etc., as these may cause injury.**
- **Several layers of heavy clothing (such as a coat worn over top of a sports jacket) may interfere with proper positioning of the safety belt and reduce the overall effectiveness of the system.**
- **Never use comfort clips or devices that create slack in the shoulder belt. However, special clips may be required for the correct use of some child restraint systems.**
- **Safety belts offer optimum protection only when the seat backrest is upright and belts are correctly positioned on the body.** ▶

⚠ WARNING

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

- **Never let safety belts become damaged by being caught in the door or seat hardware.**
- **Torn or frayed safety belts can tear, and damaged safety belt hardware can break in an accident.**
- **Inspect belts regularly for damage. If webbing, bindings, buckles, or retractors are damaged, have the belts replaced immediately with the correct replacement belts approved by Volkswagen for your vehicle, model, and model year.**
- **Safety belts that were subject to stress in an accident and stretched must be replaced with a correct, new safety belt, preferably by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

⚠ WARNING (continued)

- **Replacement after a crash may be necessary even if a safety belt shows no visible damage. Anchorages that have been loaded must also be inspected.**
- **Damaged safety belts must be replaced; they cannot be repaired.**
- **Never try to repair a damaged safety belt yourself. Never remove or modify the safety belts in any way.**
- **Have safety belts, bindings, retractors and buckles replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Always keep the belts clean. Dirty belts may not work correctly and can impair the function of the inertia reel.** ◁

Warning light

Fig. 45 Warning light in the instrument cluster.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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

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

A warning chime also sounds.

The safety belt warning light comes on for 6 seconds when the ignition is switched on. A warning chime also sounds for up to 6 seconds if the driver's safety belt is not buckled. The chime stops sooner if the driver buckles his or her safety belt. ▶

The warning light and the chime go out when both driver and front passenger have bucked their safety belts.

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

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

WARNING

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

Frontal collisions and laws of physics

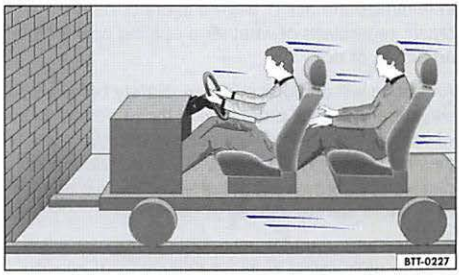

Fig. 46 A vehicle with passengers not wearing safety belts approaches a wall.

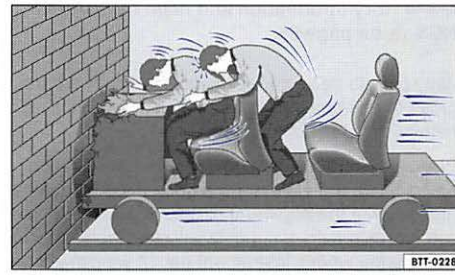

Fig. 47 A vehicle with passengers not wearing safety belts hits a wall.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

The physical principles of a frontal collision are simple. Both the moving vehicle and the passenger possess energy ⇒ fig. 46, which varies with vehicle speed and body weight. Engineers call this energy "kinetic energy."

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

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

Because the occupants of the vehicle in the above example are not using safety belts, they are not "attached" to the vehicle. In a frontal collision, they will keep moving at the same speed the vehicle was moving just before the crash, until something stops them - here, the inside of the passenger compartment. Because the occupants of the vehicle in the example are not wearing safety belts, their entire kinetic energy will be absorbed by impact with the wall ⇒ fig. 47.

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 ton (2,000 lbs or 1,000 kg) or more. At greater speeds, these forces are even higher.

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

122.5U1.GT6.23

What happens to passengers not wearing a safety belt

Fig. 48 The unbelted driver is thrown forward.

Fig. 49 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 69.

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. 48.

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. 49. ◁

Safety belts protect

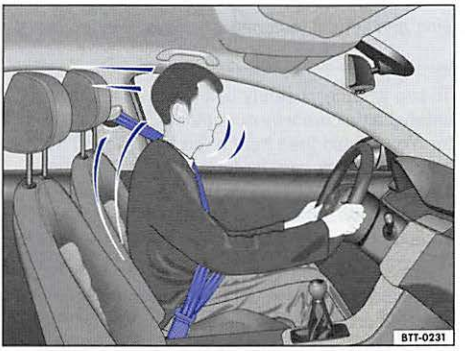

Fig. 50 Belted driver secured by the correctly worn safety belt in the event of a sudden braking maneuver.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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. 50.

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

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

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

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

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

Using safety belts

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

Checklist

Using safety belts ⇒ ⚠

- ✓ Damage to safety belts reduces their overall effectiveness and increases the risk of serious personal injury and death whenever the vehicle is being used.
- ✓ Check the condition of all safety belts regularly.
- ✓ Keep safety belts clean.
- ✓ Keep objects and liquids away from safety belt webbing, the safety belt buckle tongue, and the safety belt buckle latch and opening.
- ✓ Do not pinch or damage the safety belt or buckle tongue (for instance, when closing a door). ▶

✓ Never modify, disassemble or try to repair safety belts and safety belt anchorages.

✓ Always fasten your safety belt properly before driving and keep it fastened whenever the vehicle is moving.

Twisted safety belt

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

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

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

Lockable safety belt

The retractors for the rear seat safety belts and the front passenger safety belt have a switchable locking feature for child restraints in addition to the emergency locking feature. Whenever a child restraint is installed with a safety belt, the safety belt must be locked so that the safety belt webbing cannot unreel. The switchable locking feature lets you lock the belt so that a child restraint can be properly installed and, for example, so that it can't tip to the side when the vehicle goes around a corner ⇒ page 103.

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

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

⚠ WARNING

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

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

Fastening and unfastening safety belts

Fig. 51 Inserting the safety belt buckle tongue into the belt buckle.

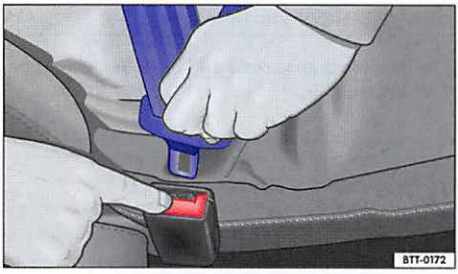

Fig. 52 Releasing the buckle tongue from the belt buckle.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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

The switchable locking feature makes a "clicking" sound when the safety belt is winding back onto the safety belt retractor wheel after being pulled *all the way* out. Whenever a child restraint is installed with a safety belt, the safety belt must be locked so that the safety belt webbing cannot unreel ⇒page 103, *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 58.
- Make sure the seat backrest of the rear seat bench is in an upright position and securely latched in place before using the safety belt ⇒⚠.
- Hold the safety belt by the tongue and pull it slowly and evenly across the chest and pelvis. Do **not** twist the safety belt webbing ⇒⚠.
- Insert the tongue into the correct buckle for your seat until you hear it latch securely ⇒fig. 51.
- 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. 52. The buckle tongue is ejected.
- Let the belt wind up on the retractor as you guide the belt tongue to its stowed position to help prevent the safety belt from twisting and to help avoid damage to the interior trim.

⚠ WARNING

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

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

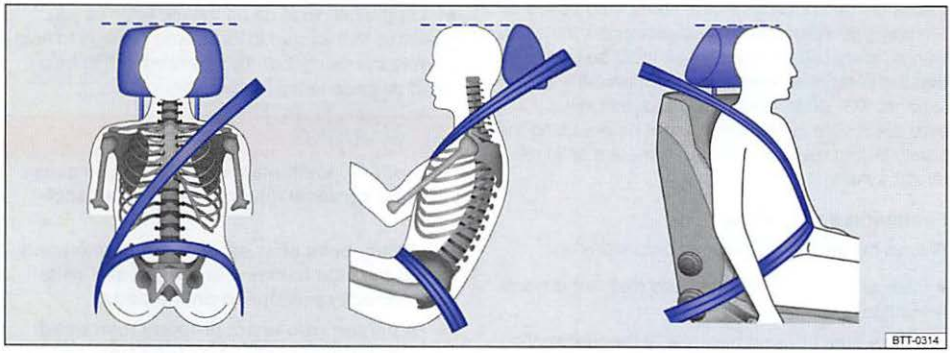

Fig. 53 Proper safety belt positioning and head restraint adjustment.

Fig. 54 Proper safety belt positioning for expectant mothers.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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 58, *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 as low as possible over the pelvis and never over the abdomen.
- Always wear the safety belt flat and snug against the body. Pull on the safety belt to tighten if necessary.

Expectant mothers must always wear the lap portion of the safety belt as low as possible across the pelvis and below the rounding of the abdomen – throughout the pregnancy. The safety belt must lie flat against the body to avoid pressure against the abdomen ⇒ fig. 54.

Adjusting safety belt height

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

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

⚠ WARNING

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

- **Always make sure that all vehicle occupants are correctly restrained and stay in a correct seating position whenever the vehicle is being used.**

⚠ WARNING (continued)

- **Safety belts offer optimum protection only when the seat backrest is upright and belts are correctly positioned on the body.**
- **A loose-fitting safety belt can cause serious injuries by shifting its position on your body from the strong bones to more vulnerable soft tissue and cause serious injury.**
- **The shoulder belt portion of the safety belt must be positioned over the middle of the occupant's shoulder and never across the neck or throat.**
- **The safety belt must lie flat and snug on the occupant's upper body.**
- **Never wear the shoulder part of the safety belt under your arm or otherwise out of position.**
- **The lap portion of the safety belt must be positioned as low as possible across the pelvis and never over the abdomen. Make sure the belt lies flat and snug against the pelvis. Pull on the safety belt to tighten if necessary.**
- **Expectant mothers must always wear the lap portion of the safety belt as low as possible across the pelvis and below the rounding of the abdomen.**
- **Do not twist the belt when attaching it. If you cannot untwist a twisted safety belt, wear it anyway, but make sure the twisted part is**

⚠ WARNING (continued)

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 eyeglasses, pens or keys.**
- **Never modify the position of the belt using comfort clips, loops or similar devices.**

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

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

Safety belt height adjusters

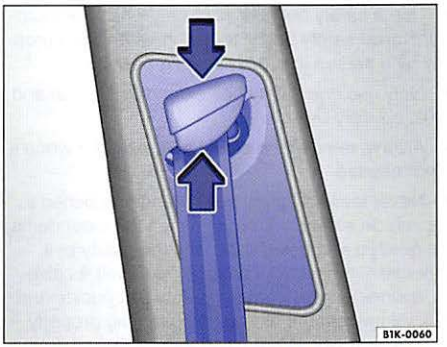

Fig. 55 Next to the front seats: Safety belt height adjuster.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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. 55.
- Slide the belt and upper attachment up or down until the safety belt is positioned over the center of the shoulder ⇒ page 76, *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. ◁

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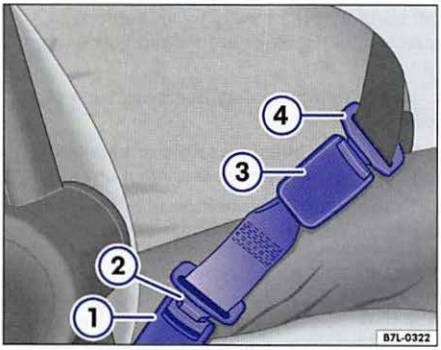

Fig. 56 A safety belt extender properly attached to the factory-installed safety belt.

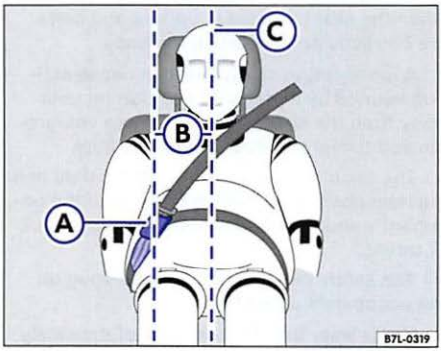

Fig. 57 Positioning of the safety belt extender.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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

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

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

Key to fig. 56:

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. 57:

Ⓐ 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 58.
- Insert the buckle tongue on the safety belt extender ⇒ fig. 56 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 74.
- Pull the belt to make sure that the tongues are securely locked in the buckles.
- Make sure that the safety belt is positioned properly ⇒ page 76.

Properly using safety belt extenders:

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

cause the safety belt pretensioner to deploy unnecessarily and the front passenger airbag to deploy later in collisions that would normally trigger the front airbag earlier in the collision to help protect an unrestrained front seat occupant. The airbag will not be able to provide enough protection for an occupant not wearing a safety belt.

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

⚠ WARNING

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

- **A driver or passenger who is not properly restrained can be seriously injured by striking the interior of the passenger compartment or by the safety belt itself, which can be displaced from stronger parts of the body into sensitive areas like the abdomen.**
- **Safety belt extenders offer optimum protection only when they are properly used.**
- **Only use the extender when the belt is not long enough to be worn low and snug and the person is in the correct seating position. Remove and stow extender safely when not needed.**
- **Always make sure the safety belt tongue of the safety belt extender is securely inserted into the buckle for the seating position that belongs to the seat where the safety belt extender is being used. Attaching the safety belt to the wrong buckle will reduce safety belt effectiveness and can cause serious personal injury.**
- **Never use the safety belt extender if you can properly attach the safety belt without it. Using a safety belt extender when not needed can increase the risk of injury, especially in a collision.**
- **Never use a safety belt extender if the distance (B) between the front edge of the safety belt extender buckle (A) and the centerline of the person using the safety belt extender ⇒ fig. 57 Ⓒ is less than 6 inches (15 cm).**
- **Never leave a safety belt extender attached to the vehicle safety belt buckle when the extender is not needed and being used with**

⚠ WARNING (continued)

the safety belt. Otherwise, the airbag control module will receive an incorrect signal from the safety belt buckle and this will prevent the airbag from working properly for a person who is not using the safety belt.

- **Never use more than one extender with a safety belt. Using more than one 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 got from another automobile manufacturer or from an automotive parts store.**
- **Never use the safety belt extender you got for your vehicle for any other vehicle, regardless of make, model, or model year.**

ⓘ NOTICE

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

ⓘ NOTICE

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

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Safety belt retractor, pretensioner, load limiter

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

The safety belts in the vehicle are part of the vehicle's safety concept ⇒ page 88 and consist of the following important features:

Automatic safety belt retractors

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

Safety belt pretensioner

The retractors for the driver and front seat passenger and, if applicable, the outer rear seats have a pretensioner that helps take slack out of the safety belt and tighten it when the pretensioner is activated.

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

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

Safety belt load limiter

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

Heed all safety regulations if the vehicle or individual components of the system have to be scrapped. Your authorized Volkswagen dealer and authorized Volkswagen Service Facility are familiar with these regulations ⇒ page 80. ◁

Service and disposal of belt pretensioners

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 69.

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

There are some important things you have to know to make sure that the effectiveness of the system will not be impaired and that discarded components do not cause injury or pollute the environment. Undeployed safety belt pretensioners and airbag modules contain explosive materials that can cause serious injuries to the general public and to people who work at dealerships and workshops, scrap yards, and recycling facilities. For this reason, the systems must be properly handled when they or the vehicles they are installed in are scrapped.

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

⚠ WARNING

Improper handling, care, servicing, and repair procedures can increase the risk of personal injury and death by preventing a belt pretensioner from activating when needed or by causing it to activate unexpectedly.

- **The pretensioner can be activated only once. If a pretensioner has been activated, the safety belt must be replaced.** ▶

⚠ WARNING (continued)

- **Safety belt systems including the pretensioners cannot be repaired. Special procedures are required to remove, install, and dispose of this system.**
- **Never repair, adjust, or change pretensioners or any other part of the safety belt system yourself. We strongly recommend that you have any work on the safety belt system performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. They have the necessary technical information, training, and special equipment ⇒ page 283.**

⚠ 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.

⚠ WARNING (continued)

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

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

Airbag system

Introduction

In this section you'll find information about:

Advanced Airbag System, infants, child restraints and children on the front seat 83
Monitoring the Advanced Airbag System 84
PASSENGER AIR BAG OFF light 85
Airbags and how they work 87
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Front airbags 92
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How to tell if the front passenger front airbag is on or off 97
Side airbags 99
Side Curtain Protection® airbags 101

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 checklists and warnings ⇒page 31
- Proper seating position ⇒page 58
- Safety belts ⇒page 69
- Child safety and child restraints ⇒page 103
- Interior care and cleaning ⇒page 251
- Parts, accessories, repairs and modifications ⇒page 283
- Consumer information ⇒page 291

⚠ 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 69, *Safety belts*.**
- **The driver must always make sure that every person in the vehicle is properly seated on a seat of his or her own, properly fastens**

⚠ WARNING (continued)

the safety belts belonging to that seat before the vehicle starts to move, and keeps the belts properly fastened while riding in the vehicle. This applies even when just driving around town. Therefore, always wear your safety belts and make sure that everybody in your vehicle is properly restrained.

⚠ 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) to the steering wheel or instrument panel.**
- **If you cannot sit upright more than 10 inches (25 cm) from the steering wheel and with your back against the backrest, 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. See ⇒page 69, *Safety belts*.**
- **An infant 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.**
- **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 an airbag inflates.**
- **Never let children ride unrestrained or improperly restrained in the vehicle.**
- **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 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.**
- **Always make sure that the airbag deployment zones are clear at all times. Never let anything, a pet, or a person, including an infant or small child, be in the space between any vehicle occupant and any airbag at any time.**

⚠ 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 by Volkswagen for the vehicle model and model year.**
- **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 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.**
- **Never modify any components of the airbag system.**

⚠ WARNING

Fine dust released when airbags deploy can irritate the skin, eyes, and mucous membranes as well as cause breathing problems for people who suffer from asthma or other respiratory conditions.

- **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.**
- **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, scratches, or open wounds.**
- **If the residue should get 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 82.

Be sure to read the important information and the WARNINGS for important details about children and Advanced Airbags ⇒ page 103.

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

The front seat of any vehicle can be a dangerous place for a child - even with an Advanced Airbag System.

⚠ DANGER (continued)

- **If the front airbag inflates, a child or infant who**
  - **is unrestrained on the front seat,**
  - **is in an improperly installed forward-facing child restraint on the front seat, or**
  - **is in any rearward-facing child restraint on the front seat 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 82.

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. Every time you turn on the ignition, the airbag system indicator light will come on for a few seconds (function check).

The airbag system must be inspected if the airbag 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 an airbag system malfunction is detected, 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 ⇒ page 85 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. 58 PASSENGER AIR BAG OFF light on the instrument panel.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

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 indicator light ⇒ page 84 will come on and signal a malfunction in 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.

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

- the ignition is switched on **and**
- the weight-sensing mat, which switches the front seat passenger's front Advanced Airbag on and off, detects a change in the weight on the front passenger seat.

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 status of the front seat passenger's front Advanced Airbag System a few seconds after the ignition has been switched on and the airbag monitoring light goes 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 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 ⇒ page 104;
- 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 place for a child in any kind of child restraint is on the rear seat ⇒ page 83 and ⇒ page 103. ▶

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 come on and 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.
- make sure that things that may increase the weight of the child and child seat are not being transported on the front passenger seat;
- make sure that the safety belt tension sensor is not blocked. Shake the safety belt buckle on the front passenger seat back and forth;
- make sure that nothing can interfere with the safety belt buckles and that they are not obstructed;
- if a 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 82.

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. By keeping room between your body and the steering wheel and the front of the passenger compartment, the airbag can inflate fully and completely and provide supplemental protection during certain frontal collisions ⇒ page 69, *Safety belts*.

Make sure that nothing is in the way of the airbags when they deploy. For example, things 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) ⇒ fig. 59 and ⇒ 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 the 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 and eyes and cause breathing problems for people with asthma or other respiratory conditions.

Always remember: Front airbags only supplement the 3 point safety belts in some frontal collisions only when the vehicle deceleration is high enough to deploy the airbags. Airbags only deploy once, and only in certain kinds of collisions. The safety belts are always there to offer protection in situations in which airbags should not 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 ⇒ ⚠ in *Introduction* on page 58 ⇒ page 58.

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 driver and front passenger.
- 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 and front seat passenger.
- Side Curtain Protection® airbags.
- 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/UCRA lower universal and top tether anchorages for child safety seats at the rear outboard seating positions.

These individual safety features can 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 front 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 85.

⚠ 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 69, *Safety belts*.**
- **The driver must always make sure that every person in the vehicle is properly seated on a seat of his or her own, properly fastens the safety belts belonging to that seat before the vehicle starts to move, and keeps the belts properly fastened while riding in the vehicle. This applies even when just driving around town. Therefore, always wear your safety belts and make sure that everybody in your vehicle is properly restrained.**

⚠ 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. ▶

⚠ WARNING (continued)

- Never sit less 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 can also be seriously injured and even be killed if you are siting too close to the airbag 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 on 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.
- 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.

⚠ WARNING (continued)

- 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 someone in the vehicle. These objects could cause injury in a crash, especially if an airbag inflates.
- 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 braking 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.
- 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 in fact is not, or to signal that the person on the seat is heavier than he or she actually is. The weight of such objects can cause the passenger front airbag to be turned on when it should be off, or can cause the airbag to work in a way that is different from the way it would have worked without objects on the seat.
- 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.
- 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.

⚠ WARNING

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.

⚠ WARNING (continued)

- **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, scratches, or open wounds.**
- **If the residue should get into your eyes, flush them with water.**

⚠ 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.**

⚠ WARNING (continued)

- **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 if the PASSENGER AIR BAG OFF light does not come on and stay on whenever a child restraint is installed on the front passenger seat and the ignition is switched on.**

⚠ WARNING

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.** ◁

The dangers of using child restraints on the front seat

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

The airbag on the front passenger side makes the front seat a potentially dangerous place for a child to ride, even if the vehicle is equipped with an 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 knocked out of position by the 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 urge you to always make sure that children ride on the rear seat ⇒ page 103, *Child safety and child restraints*, and ⇒ page 83, *Advanced Airbag System, infants, child restraints and children on the front seat.*

⚠ DANGER

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

- **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.**
- **Accident statistics show that children are safer on the rear seat than on the front seat.** ▶

⚠ DANGER (continued)

- 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.
- 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.
- The Advanced Airbag System can deploy in accordance with the "low risk" option for 3 to 6 year-old children under the U.S. Federal Standard if a child who is heavier than the combined weight of a typical one-year old infant restrained in one of the forward facing or rearward-facing child seats with which your vehicle was certified is on the front passenger seat and 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.

⚠ DANGER

Children on the front seat of any vehicle, even one 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 the child against the seat backrest, center armrest, door, or roof.
- Always install rearward-facing child seats on the rear seat.
- Although the Advanced Airbag System in your vehicle is designed to turn off the front airbag when a rearward-facing child restraint

⚠ DANGER (continued)

has been installed on the front passenger seat, nobody can absolutely guarantee that deployment is impossible in all conceivable situations that may happen during the useful life of your vehicle.

- If you have, in exceptional circumstances, nevertheless 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 seat in a rear seating position and have the airbag system inspected immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

⚠ WARNING

Forward-facing child restraints 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 seat, the following special precautions must be taken for the safety and well-being of the 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 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. ▶

122.5U1.GT6.23

⚠ WARNING (continued)

– Always make sure that nothing is in the way that prevents the front passenger seat from being moved all the way back 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

⚠ WARNING (continued)

seating position on the rear seat and have the airbag system inspected by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

- Always buckle the child seat firmly in place even when no child is sitting in it. A loose child seat can fly around the vehicle during a sudden stop or in a collision.
- Always read and heed all WARNINGS whenever using a child restraint in the vehicle: ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system*, and ⇒ page 103, *Child safety and child restraints*. ◁

Front airbags

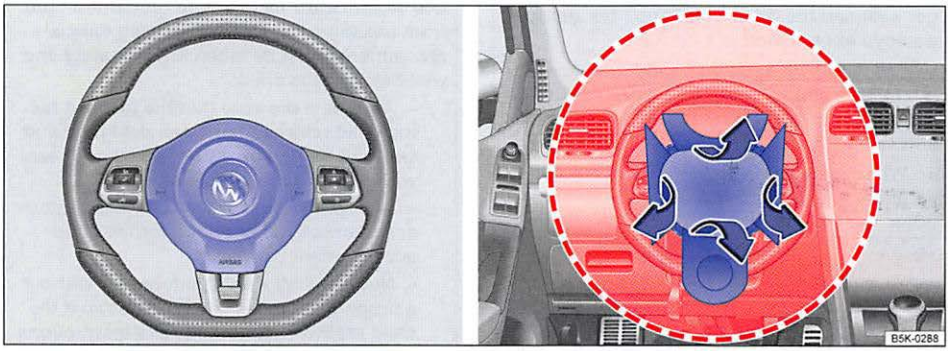

Fig. 59 Location and deployment zone of the driver front airbag.

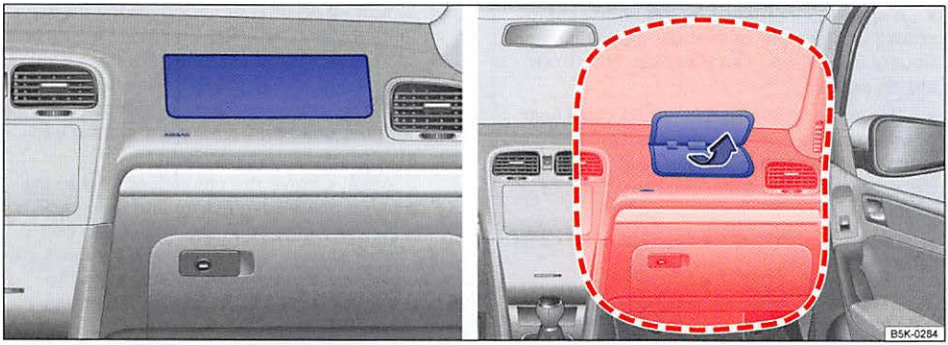

Fig. 60 Location and deployment zone of the passenger front airbag. ▶

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

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 safety belts for the front seating positions have safety belt pretensioners which help take up slack in the belts. The airbag control unit also activates the belt pretensioners ⇒ page 87

The safety belts for the front seating positions and the rear outboard seating positions also have belt load limiters to reduce the forces acting on a body during an accident.

The areas marked in red (dotted lines) ⇒ fig. 59 and ⇒ 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 front 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 must be switched off by the electronic control unit (the PASSENGER AIR BAG OFF light ⇒ page 87 comes on and stays on).

⚠ DANGER

Children on the front seat of any vehicle, even one 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 the child against the seat backrest, center armrest, door, or roof.**
- **Always install rearward-facing child seats on the rear seat.**
- **Although the Advanced Airbag System in your vehicle is designed to turn off the front airbag when a rearward-facing child restraint has been installed on the front passenger seat, nobody can absolutely guarantee that deployment is impossible in all conceivable situations that may happen during the useful life of your vehicle.**
- **If you have, in exceptional circumstances, nevertheless 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 seat in a rear seating position and have the airbag system inspected immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.**

⚠ DANGER

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

- **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.**
- **Accident statistics show that children are safer on the rear seat than on the front seat.** ▶

⚠ DANGER (continued)

- 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.
- 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 rear-facing child restraint that was used to certify your vehicle, and when the other conditions for airbag deployment are met.
- 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.
- When installing a child restraint, always carefully follow the manufacturer's instructions.
- 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 airbags may not work properly if activated in a crash.
- 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.

⚠ 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, notepads, navigation systems, 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 someone in the vehicle ⇒ fig. 59, and ⇒ fig. 60. Such objects could cause serious injury in a collision, especially if an airbag inflates.

⚠ WARNING (continued)

- Never attach accessories to the windshield above the passenger front airbag, such as GPS navigation units or music players. Such objects could cause serious injury in a collision, especially if an airbag inflates.
- 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 braking 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.
- 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 sense 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 side 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.
- 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.

⚠ WARNING

Holding the steering wheel the wrong way can cause serious injuries to the hands, arms, and head if the driver's airbag inflates.

- 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.

⚠ WARNING

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, scratches, or open wounds.**
- **If the residue should get into your eyes, flush them with water.**

⚠ WARNING

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.**

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

Advanced Airbag System components

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

The front passenger seat in your vehicle has a lot of very important parts of the Advanced Airbag System in it ⇒page 88. These parts include the weight-sensing mat, wiring, brackets, and more. The control unit monitors the system in the front passenger seat when the ignition is switched on and turns the airbag indicator light on when a malfunction in the one of the system components is detected ⇒page 85. Because the front passenger seat contains important parts of the Advanced Airbag System, 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/deceleration to provide information to the Advanced Airbag System about the severity of the crash.
- An electronic control unit, with integrated crash sensors for front and side impacts. The control unit "decides" whether 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.
- 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 electronic control unit to regulate deployment of the front Advanced Airbag on the passenger side.
- An airbag system monitoring indicator light in the instrument cluster ⇒ page 84.
- 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 ⇒ page 85.
- A sensor inside the safety belt buckle for the front seat passenger 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

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 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.**
- **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.**

⚠ WARNING

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

- **Improper repair or disassembly of the front passenger and driver seat can prevent the Advanced Airbag System from working properly.**

⚠ WARNING (continued)

- **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.**
- **Never carry things on your lap or carry objects on the front passenger seat. Things on the passenger seat can influence the weight registered by the weight-sensing mat, so that incorrect information is provided to the airbag control unit. These things can also cause serious personal injury if the airbag inflates.**
- **Never store items under the front seats. Parts of the Advanced Airbag System under the front seats could be damaged, preventing them and the airbag system from working properly.**
- **Never put seat covers or replacement upholstery on the front seats that have not been approved by Volkswagen for your specific vehicle.**
- **Seat covers can prevent the Advanced Airbag System from recognizing child restraints or occupants on the passenger seat and 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 layers will prevent the weight-sensing mat in the seat from accurately registering the child restraint or person on the seat and 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 comes on and stays on whenever the child restraint is installed on the front passenger seat.**

⚠ WARNING (continued)

- **If the PASSENGER AIR BAG OFF light does not come on and stay on, immediately install the child the 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.**

NOTICE

- **To help prevent damage to electrical and other parts in the seat, do not kneel on the front seats or apply concentrated pressure to a small area of the seat or backrest.**
- **Never install leather upholstery on a vehicle that originally had cloth upholstery. Never install cloth upholstery on a vehicle that originally had leather upholstery. The weight-sensing mat for the Advanced Airbag system will not work properly if different upholstery is installed on the passenger seat than the upholstery originally installed on the vehicle when it was originally manufactured.** ◁

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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

Passenger front airbag

Regardless of safety belt use, the airbag in front of the front passenger seat will be switched off if the weight on the 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, see ⇒page 104. The 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 switched on by the Advanced Airbag control unit.
- If the ignition is on, and the PASSENGER AIR BAG OFF light in the instrument panel *does not* come on, 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. For a list of the child restraints used to certify compliance of the Advanced Airbag System in your vehicle with the suppression requirements of FMVSS 208, see ⇒page 104.

For more information, see ⇒page 103, *Child safety and child restraints*; note ⇒⚠ below!

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

The PASSENGER AIR BAG OFF light in the instrument panel 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) comes on and stays on, the passenger front airbag is still active ⇒page 85.

For safety reasons, you must never use a child restraint system on the front passenger seat **unless** the PASSENGER AIR BAG OFF light **comes on and stays on**, perhaps in combination with the indicator light in the instrument cluster. If the passenger front airbag were to deploy 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.

⚠ DANGER

A front seat passenger, especially an infant or small child, will be seriously injured and can even be killed if sitting too close to the airbag when it deploys.

- **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 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 the child against the seat backrest, center armrest, door, or roof.**
- **Accident statistics show that children are safer on the rear seat than on the front seat.**
- **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.**
- **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

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 seating positions on the rear seat if the PASSENGER AIR BAG OFF light does not stay on. Have the airbag system inspected immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

- **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 comes on and stays whenever 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 while driving 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 increased risk of serious personal injury.

- **Do not carry anything on your lap or transport things on the passenger seat. Things on the passenger seat can influence 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 a child restraint has been correctly registered by the weight-sensing mat. If the status of the Advanced Airbag System changes 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** ▶

⚠ WARNING (continued)

sure that the airbag on/off status is correct for the passenger riding on the front passenger seat. ◁

Side airbags

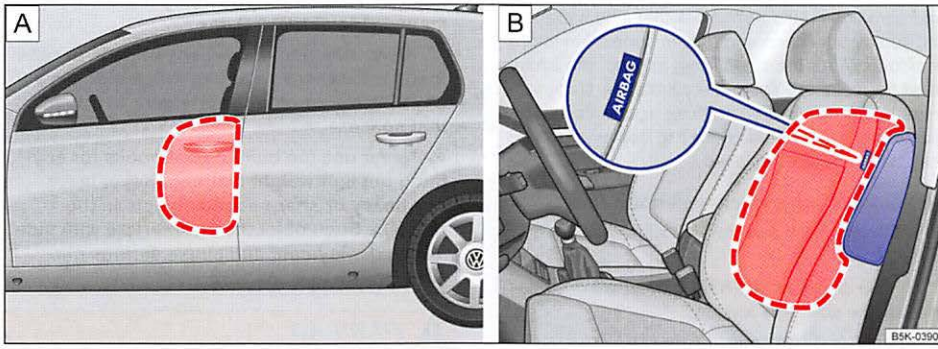

Fig. 61 On the driver side: Deployment zone of the side airbags (A). In the padding on the outboard side of the front seat backrests: location and deployment zone of the side airbags (B).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

The side airbags are in the backrest padding of the driver and passenger seats ⇒ fig. 61 **B**. The general location is shown by the word "AIRBAG". The area marked in red (dotted lines) indicates the deployment zone of the side airbags.

In a side collision, the side airbag in the seat backrest can deploy and help reduce the risk of injury to the driver or the front seat passenger.

The side airbags installed for the front seating positions have been designed and certified to help reduce the risk of injury that can be caused by airbags when they inflate, particularly when the occupant sitting next to it is not seated properly.

The side airbag for the front passenger seat can be used with properly installed child restraints. Always read and heed all important information and WARNINGS whenever using a child restraint in the vehicle: ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system*, ⇒ page 103, *Child safety and child restraints*, and ⇒ ⚠ in *The dangers of using child restraints on the front seat* on page 90 in ⇒ page 90, *The dangers of using child restraints on the front seat*.

The side airbag system includes:

- An electronic control module and side impact sensors.
- Side airbags in the front seat backrests.
- An airbag system monitoring indicator light in the instrument cluster ⇒ page 84.

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 103.

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

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 58, ⇒ page 69.

It is important to remember that the side airbag system is 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.**
  - **Always make sure that safety belts are worn correctly.**
  - **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.**

⚠ WARNING (continued)

- **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 ⇒ fig. 61 B.**
- **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 area where an airbag inflates or allow any children or other passengers to ride in that space.**
- **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

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 seat backrests that have not been specifically approved by Volkswagen. Otherwise, the side airbag may not be able to deploy properly.**
  - **Never put seat cushions, blankets, or other coverings over the areas where the side airbags inflate.**
  - **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 seat backrests 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.** ▶

⚠ WARNING (continued)

- **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.**

⚠ WARNING (continued)

- **Never attempt to modify any components of the airbag system in any way.**
- **If too much force is exerted on the seat backrest bolsters, the side airbags may deploy improperly, not at all, or when they should not.**

Side Curtain Protection® airbags

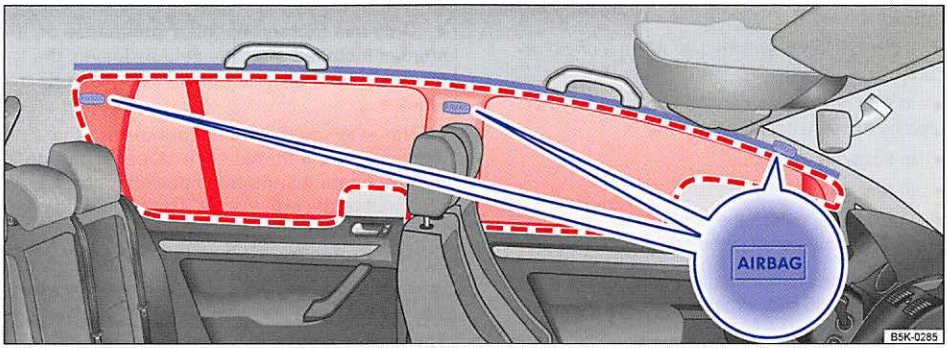

Fig. 62 On the left vehicle side: Installation location and deployment zone of the Side Curtain Protection® airbag.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 82.

The Side Curtain Protection® airbags are in the header area on both sides of the vehicle ⇒ fig. 62. The general location is identified by the word "AIRBAG." The red lines ⇒ fig. 62 show the deployment zone of the Side Curtain Protection® airbags.

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 system and monitoring indicator light in the instrument cluster ⇒ page 84.

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. 62. 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 103.

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

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 58, ⇒ page 69.

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, friction 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.

- **A deploying airbag inflates within a fraction of a second with a lot of force and at very high speed.**
- **Always make sure that the Side Curtain Protection® airbag can inflate without interference.**
- **Always sit in proper seating position and wear safety belts while traveling so that the Side Curtain Protection® airbags can help provide protection.**
- **Never let occupants place any parts of their bodies in the area where the Side Curtain Protection® airbag inflates.**

⚠ WARNING (continued)

- **Always keep the area where the Side Curtain Protection® airbag inflates clear. Never carry any objects or pets in the area between them and where the airbags inflate and never let children or other passengers ride in this area.**
- **Never use hangers to hang clothes on the hooks.**
- **Never use the built-in coat hooks for anything but 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.**
- **Only use factory-installed sunshades or, if shades installed after the vehicle leaves the factory, use only genuine Volkswagen sunshades.**
- **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. They could come loose and cause serious injury if the Side Curtain Protection® airbag inflates.**

⚠ WARNING

The airbag system can only be triggered once.

- **If the airbag has been triggered, the system must be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Always have work involving the curtain airbag system, removal and installation of the airbag components, or other repairs performed by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise the airbag system may not work correctly.**
- **Never attempt to modify any components of the airbag system in any way.**
- **Never attach objects to the cover or in the deployment zone of a Side Curtain Protection® airbag.**
- **Always make sure that the airbag deployment zones are clear at all times. Never let anything or object, a pet, or a person, including an infant or small child, be in the space between any vehicle occupant and any airbag.**
- **Do not attach any accessories to the doors.**

◁

Child safety and child restraints

Introduction

In this section you'll find information about:

Child restraints and the Advanced front airbag system 104
Important safety instructions for using child seats 107
Using a child restraint on the rear seat 109
Infant seats 110
Convertible child seats 111
Booster seats and safety belts 114
Installing child restraints with a safety belt ... 115
Securing the child restraint with LATCH/ UCRA lower universal anchorages 118
Securing a child restraint with the Top Tether strap 120
Sources of information about child restraints and their use 121

The physical principles of what happens when your vehicle is in a collision or other accident also apply to children ⇒page 69. 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 121, *Sources of information about child restraints and their use*. Please be sure to read and heed all of the important information and WARNINGS about child safety, Advanced 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.

More information:

- Safety belts ⇒page 69
- Airbag system ⇒page 82

⚠ 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, nevertheless 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. ▶

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⚠ WARNING (continued)

- 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.

⚠ WARNING (continued)

  - 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 is in the way that 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 objects on the seat that can increase the total weight registered by the weight-sensing mat and can also fly around in an accident and cause serious personal injury.
  - 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. See ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system* and ⇒ page 103, *Child safety and child restraints*.

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. ◁

Child restraints and the Advanced front airbag system

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

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 defined 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 on the front passenger seat is related to the design of the child restraint and its "footprint" – 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 child have been stored in the control unit of the Advanced Airbag System. When a child restraint is being used on the front passenger seat with 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

No matter what child restraint you use, make sure that it has been certified to meet U.S. Federal Motor Vehicle Safety Standard 213 (FMVSS 213) or, if you live in Canada, Canada Motor Vehicle Safety Standard 213 (CMVSS 213). 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 switched 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 improved 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", 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 Airbag System in your vehicle with ▶

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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, 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.

- **Take the child restraint off the front passenger seat and install it properly at one of the rear seat positions if the PASSENGER AIR BAG OFF light does not come on and stay on.**
- **Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.** ◁

Fig. 63 Never let babies or older children ride in a vehicle while sitting on the lap of another passenger.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

Proper use of child seats greatly reduces the risk of injury in a collision or other kind of 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 ⇒ page 115.

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 1 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 sections of this Manual that begin on ⇒ page 90 and ⇒ page 104.

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 ⇒ ⚠.

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.

⚠ DANGER

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 and infant carriers on the rear 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.

- **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.**

▶

⚠ WARNING (continued)

– An unrestrained or improperly restrained child is at much greater risk of injury or death by being struck by an inflating airbag.

- Commercially available child seats are required to 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 fully contact 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.

  – 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, children under 4 ft. 9 in (57 inches / 1.45 meters) may not wear safety belts. Children 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 could not hold the child with the forces that exist in an accident. The child will strike the interior of the vehicle and can also be struck by another passenger.

  – The child and the passenger can also injure each other in an accident.

⚠ WARNING

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 child seats on the rear seat.

⚠ WARNING (continued)

- 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 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 is in the way that 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 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. See ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system* and ⇒ page 103, *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.

⚠ WARNING (continued)

- **If the PASSENGER AIR BAG OFF light does not stay on, perform the checks described ⇒ page 85.**
- **Take the child restraint off the front passenger seat and install it properly at one of the rear seat positions if the PASSENGER AIR BAG OFF light does not stay on.**
- **Have the airbag system inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.** ◁

Using a child restraint on the rear seat

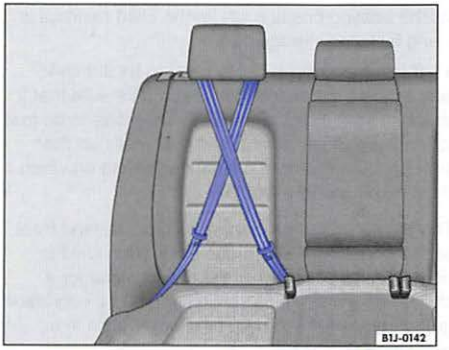

Fig. 64 Keep unused safety belts away from children in child safety seats.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

Important special steps when installing a child restraint with LATCH/UCRA 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/UCRA 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/UCRA 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. 64.

When a child safety seat is secured on the rear bench, 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 passenger ⇒ ⚠ in *Introduction* on page 58 ⇒ page 58.

Secure unused safety belts on the rear seat!

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

- Guide the safety belt webbing behind the head restraint of the adjacent seat ⇒ fig. 64. When doing so, do not engage the safety belt lock! You should not hear a "clicking" sound when winding up the safety belt.
- Let the belt retractor wind up the safety belt webbing.

⚠ WARNING

A child in a child restraint installed with the LATCH/UCRA lower universal anchorages or with the standard safety belt on the rear seat may 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 such as by properly routing them 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.**
- **Always secure unused lockable safety belts on the rear bench.** ▶

122.5U1.GT6.23

NOTICE

- **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.**

NOTICE (continued)

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

Infant seats

Fig. 65 Rearward-facing infant seat properly installed on the rear seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

The American Academy of Pediatrics (AAP) recommends that all infants should ride in rear-facing car safety seats (in which the child faces the back of the vehicle) starting with their first ride home from the hospital. All infants and toddlers should ride in a rear-facing car safety seat until they are 2 years old or until they reach the highest weight or height allowed by their child restraint's manufacturer. These infant seats support the baby's back, neck and head in a collision. Rear-facing child seats can be used safely only on the rear seat of the vehicle ⇒ fig. 65.

Before installing a child restraint on the front passenger seat, be sure to follow the special instructions and heed the warnings ⇒ page 104 and ⇒ page 90.

- 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 109.
- Attach the tether strap to the tether anchorage for the seating position where the child restraint is being installed ⇒ page 120
- 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.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH/UCRA 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/UCRA 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.

⚠ DANGER

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.** ▶

⚠ DANGER (continued)

- **Always install rearward-facing child seats and 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. See ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system* and ⇒ page 103, *Child safety and child restraints*.**

⚠ WARNING

A child in a child restraint installed with the LATCH/UCRA lower universal anchorages or with the standard safety belt on the rear seat

⚠ WARNING (continued)

may 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 reach of children in child seats such as by properly routing them 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.**

NOTICE

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 and become damaged, especially when the switchable locking feature has been activated.** ◁

Convertible child seats

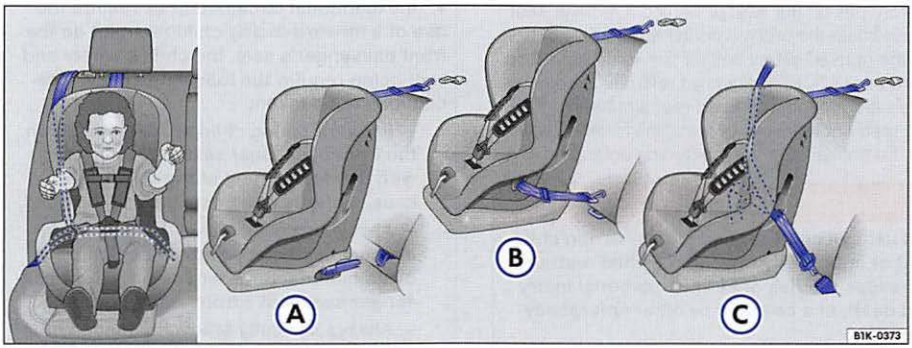

Fig. 66 Some child restraints are equipped with lower anchors and a top tether, illustration Ⓐ and Ⓑ show the correct installation of the attachments applicable to a LATCH/UCRA seat. Figure Ⓒ shows the installation of the seat using the vehicle's safety belt system.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

Children between one and about 4 years old and weighing between 20 – 40 lbs. (9 – 18 kg) must always be properly restrained in a child seat certified for their size and weight ⇒ fig. 66. ▶

122.5U1.GT6.23

Before installing a child restraint on the front passenger seat, be sure to follow the special instructions and heed the warnings ⇒page 104 and ⇒page 90.

- 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 109.
- 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 120.
- 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.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH/UCRA 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/UCRA 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.

⚠ DANGER

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.**

⚠ DANGER (continued)

- **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.**
- **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. See ⇒page 69, *Safety belts*, ⇒page 82, *Airbag system*, and ⇒page 103, *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.**

⚠ WARNING (continued)

– 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 is in the way that 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 at a seating position on the rear seat and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING (continued)

- 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.

⚠ WARNING

A child in a child restraint installed with the LATCH/UCRA lower universal anchorages or with the standard safety belt on the rear seat may 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 reach of children in child seats such as by properly routing them 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.

NOTICE

- When installing a child restraint, be careful not to get the belt caught in the structure of the child seat 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. ◁

122.5U1.GT6.23

Fig. 67 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 103.

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. 67. 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 to help adjust the shoulder portion properly.
- Always make sure that the shoulder portion 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 3 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 3 point lap and shoulder belts. 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.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH/UCRA lower universal anchorages behind the front passenger seat or behind the driver seat. Always route the unused safety belts around the rear head restraint to help prevent a child from playing with the unused belt and becoming entangled in it. ▶

⚠ 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 3 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 3 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 severe injuries 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.**
- **Never let a child stand or kneel on any seat, for example, the front seat.**
- **Never let a child ride in the 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 85.**
- **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. See ⇒ page 69, *Safety belts*, ⇒ page 82, *Airbag system*, and ⇒ page 103, *Child safety and child restraints*.**

⚠ WARNING

A child in a booster seat installed with the standard safety belt on the rear seat may 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 such as by properly routing them around the head restraint for the seating position where the booster seat is not 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.**

ⓘ NOTICE

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 103.

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 to the vehicle with the lap belt portion of the 3 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/UCRA 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. Always follow legal requirements regarding the installation of child restraints. ▶

Whenever a child restraint (except a booster seat) is installed with a safety belt, the safety belt must be locked so that safety belt webbing cannot unreel. The switchable locking feature lets you lock the belt so that a child restraint can be properly installed and, for example, so that it cannot tip to the side when the vehicle goes around a corner.

Place the child restraint on a seat, preferably on a rear seat ⇒ ⚠.

Installing the child restraint on a rear seat

Always carefully follow the child seat manufacturer's instructions when installing a child restraint in your vehicle ⇒ ⚠.

- 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.
- Activate the belt's switchable locking feature ⇒ page 117, *Activating the switchable locking feature*.
- Pull on the safety belt to make sure the safety belt is properly fastened and tight.
- Check the child seat 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 seat should not move forward or sideways by more than about 1 inch (2.5 cm).

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 ⇒ ⚠.

Place the child restraint on a seat, preferably on a rear seat ⇒ ⚠. If in **exceptional circumstances** you must install the child restraint on the front seat, be sure to follow the special instructions and heed the WARNINGS below.

- Make sure the front seat backrest is in the upright position.
- Move the front passenger seat to the rearmost position in the seat's fore and aft adjustment range, as far away from the airbag as possible.
- Set the front passenger's safety belt height adjuster so that available safety belt length is sufficient to properly install the child restraint.
- 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.
- Make sure the safety belt is not so tight that it causes the weight-sensing mat to measure more weight than is actually on the seat.
- Activate the belt's switchable locking feature ⇒ page 117, *Activating the switchable locking feature*.
- Pull on the safety belt to make sure the safety belt is properly fastened and tight.
- Check the child seat 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 seat should not move forward or sideways by more than about 1 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. ▶

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.

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.

⚠ WARNING (continued)

- **Always make sure that the safety belt retractor is locked when installing a child seat – except a booster seat. An unlocked safety belt retractor cannot hold the child seat in place during normal driving or in a crash.**
- **Always buckle the child restraint 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 installed in an upright position and securely latched into place and cannot fold forward. Otherwise, the seat backrest 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 103, *Child safety and child restraints*. Special precautions apply when installing a child seat on the front passenger seat ⇒ page 104, *Child restraints and the Advanced front airbag system*.**

⚠ WARNING

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

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

ⓘ NOTICE

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

Securing the child restraint with LATCH/UCRA lower universal anchorages

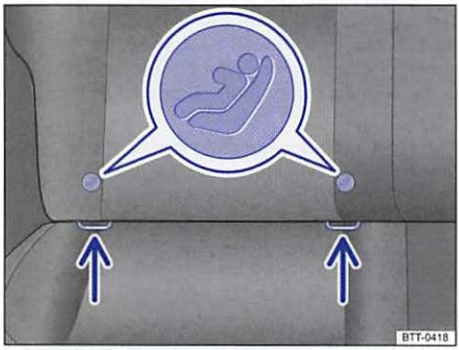

Fig. 68 Markings for the LATCH/UCRA lower universal anchorages on the seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

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 straps and lower anchorages.

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

The circular markings on the rear seat backrest help you to locate the lower anchorages for the 2 outboard seating positions ⇒ fig. 68.

The LATCH/UCRA lower universal anchorage attachment points are between the rear seat backrest and seat cushion.

LATCH/UCRA 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/UCRA 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/UCRA lower universal anchorage attachments can still be installed with vehicle safety belts according to the child restraint manufacturer's instructions. You must never mount 2 child restraint systems to one LATCH/UCRA lower universal anchorage point at the same time. For instance, you must not install a child restraint with LATCH/UCRA 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/UCRA lower universal anchorage points.

There are 2 ways to attach an appropriate child restraint to the LATCH/UCRA lower universal anchorages:

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

Depending on your vehicle's seats, you may want to use guidance fixtures when installing a child restraint that has rigid mountings. Installation with guidance fixtures is easier and protects the upholstery. Guidance fixtures are included with the child seat in some cases. If not, they can be purchased from an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The guidance fixtures must be installed in accordance with the manufacturer's instructions at the anchorage points between the seat cushion and the seat backrest.

- Make sure the seat backrest of the rear seat bench is in the upright position and securely latched in place.
- Release or deploy the top tether strap (if one is required by the child restraint manufacturer) to secure the seat ⇒ page 120.
- Guide the upper tether strap under the 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/UCRA lower universal anchorages.
- Make sure you hear the child restraint click securely into place.
- Tighten the top tether strap (if there is one) to secure the seat ⇒ page 120.
- 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 top tether strap (if one is required by the child restraint manufacturer).
- Release the lower latch from the LATCH/UCRA lower universal anchorages following the child restraint manufacturer's instructions. ▶

Hooks attached to adjustable straps (hook-on connectors)

- Make sure the seat backrest of the rear seat bench is in the upright position and securely latched in place.
- Attach the hook-on connectors with the spring catch release onto the LATCH/UCRA 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/UCRA lower universal anchorage.
- Pull straps tight following the child restraint manufacturer's instructions.
- Release or deploy the top tether strap (if one is required by the child restraint manufacturer) to secure the seat ⇒ page 120.
- Guide the upper tether strap under the 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 hook-on connector straps following the child restraint manufacturer's instructions.
- Release the top tether strap (if one is required by the child restraint manufacturer).
- 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.

You must take special precautions when installing a child restraint with the vehicle safety belt or with LATCH/UCRA 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/UCRA 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/UCRA 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/UCRA lower universal anchorages or safety belts in your vehicle.**
- **Never mount 2 child restraint systems on one LATCH/UCRA lower universal anchorage point.**
- **These anchors were developed only for child seats using the LATCH/UCRA system.**
- **Never attach other child seats, belts, luggage or other things to the LATCH/UCRA 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.**

NOTICE

- **To help prevent permanent indentations from forming in the cushion, remove the guidance fixtures from the anchorage points when there is not child seat secured in the vehicle anchorage points.**
- **To help prevent damage to the seat upholstery, always remove the guidance fixtures from the anchorage points before folding the backrest on the rear bench seat forward.**

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

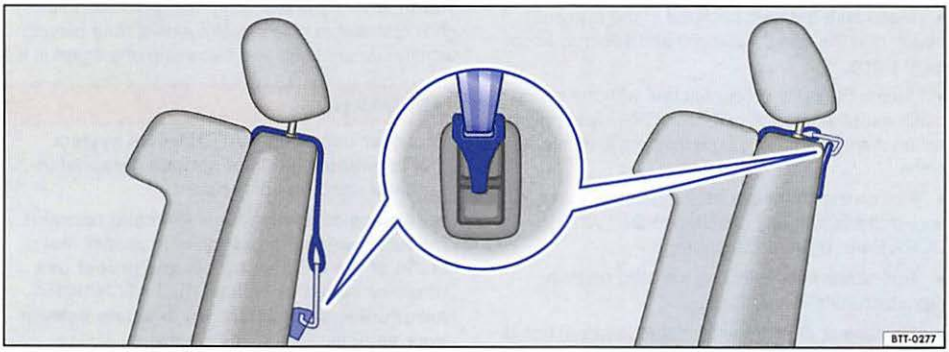

Fig. 69 Example of a mounted upper tether strap. The top tether strap reduces the forward movement of the child restraint in a crash, to help reduce the risk of head injury if the child hits the vehicle interior.

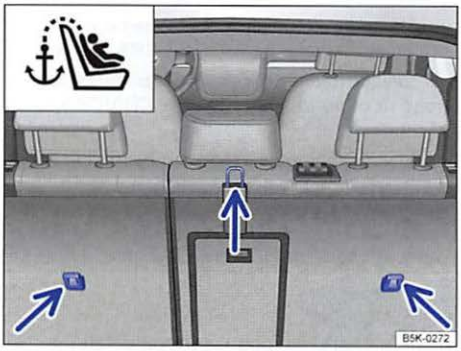

Fig. 70 Anchorages for the top tether strap on the back of the rear seat.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

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 under the center rear head restraint only when it is pushed all the way up. If the tether strap hook is too big to pass under the center head restraint, push the head restraint all the way down and guide the strap over the center head restraint.
- 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.** ▶

⚠ WARNING (continued)

- **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.**
- **Never attach 2 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.**

⚠ 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 seating position on the rear seat and have the airbag system inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

NOTICE

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. ◁

Sources of information about child restraints and their use

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 103.

The following are some sources of additional information about child restraint selection, installation and use:

Safety authorities advise that the best child safety seat is the one that fits your child and fits in your vehicle, and that you will use correctly and consistently.

Try before you buy!

Transport Canada Information Centre
Tel.: 1 (800) 333-0371
Tel.: 1 (613) 998-8616 (Ottawa)
http://www.tc.gc.ca/roadsafety

National Highway Traffic Safety Administration
Tel.: 1-888-327-4236 (TTY: 1-800-424-9153)
http://www.nhtsa.gov

National SAFE KIDS Campaign
Tel.: (202) 662-0600
http://www.safekids.org

Safety BeltSafe U.S.A.
Tel.: (800) 745-SAFE (English)
Tel.: (800) 747-SANO (Spanish)
http://www.carseat.org

Volkswagen Customer CARE
Tel.: (800) 822-8987 ◁

Lights and vision

Lights

Introduction

In this section you'll find information about:

Indicator lights 122
Turn signal lever and high beam switch 123
Switching lights on and off 124
Lights and Vision functions 125
Instrument panel lighting and headlight range adjustment 126
Interior and reading lights 127

Always obey local vehicle lighting laws.

The driver is always responsible for the correct headlight settings.

More information:

- Exterior views ⇒ page 6
- Volkswagen Information System ⇒ page 24
- Changing a light bulb ⇒ page 320

⚠ 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 122.

Lights up	Possible cause	Proper response
	One or more driving lights not working.	Replace burned out bulb ⇒ page 320 or If all light bulbs are OK, visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
	Adaptive Front Lighting System (AFS) malfunction.	
	Fog lights switched on (indicator light on the headlight switch).	⇒ page 124.
	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.	Check the turn signals on the vehicle and the trailer.
DRL	Daytime running lights (DRL) on.	⇒ page 125
	High beams switched on or headlight flashers in use.	⇒ page 123.

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

⚠ WARNING

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

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

⚠ 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.**

NOTICE

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

High Intensity Discharge (HID) headlights provide bright, uniform lighting to help you see and be seen. The light comes from an electric arc between 2 electrodes in the gas-filled bulb. Over time, the electrodes can wear down and the gap between them will get wider. The HID lamp's control unit then increases the voltage to keep the arc's brightness constant. However, the commonly called "Xenon" bulbs will also ultimately burn out. Before they burn out, HID lamps can flicker. A message will then appear in the MFD. This is your reminder to see an authorized Volkswagen dealer or an authorized Volkswagen Service facility to check the headlights. ◁

Turn signal lever and high beam switch

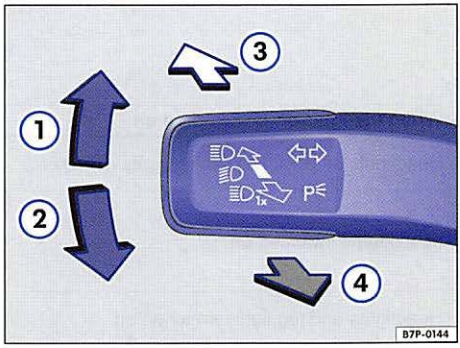

Fig. 71 Turn signal lever and high beam switch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 122.

Move the lever to the desired position.

① Right turn signal.

② Left turn signal.

③ Switching high beams on ⇒ ⚠ An indicator light ≡D comes on in the instrument cluster when the high beams are switched on.

④ Headlight flasher. The *headlight flasher* turns on the high beams as long as the lever is pulled and manually held in the pulled position. The indicator light ≡D lights up. When released, the lever moves back to the home position and turns off the high beams. The indicator light ≡D goes out.

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

Lane change signaling 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 lane change flash (`Ln. chg. flash`) switched on, the turn signals and the turn signal indicator flash 3 times. If it is switched off, they flash as long as you hold the lever up or down, and go out when you release the lever.

Lane change flash is switched on and off in the `Lights & Vision` menu in the instrument cluster display ⇒ page 24. If your vehicle is not equipped ▶

with the **Lights & Vision** menu, the feature can be deactivated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

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

The turn signal light works only when the ignition is switched on. The emergency flasher works even when the ignition is switched off ⇒ page 299.

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

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

Switching lights on and off

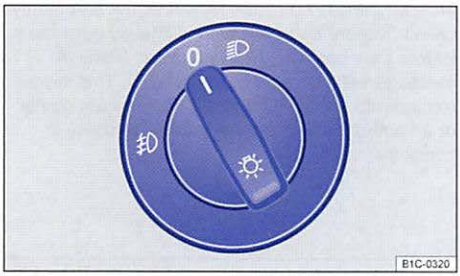

Fig. 72 Next to the steering wheel: Headlight switch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 122.

Turn the light switch to the desired position ⇒ fig. 72:

Symbol	When the ignition is switched off	When the ignition is switched on
0	Fog lights, low beams and parking lights switched off.	Headlights off/daytime running lights (DRL) on.
≡D	Low beams off, parking lights (if applicable) and DRL stay on. The length of time they stay on depends on the vehicle battery charge.	Low beams switched on.
≡D	Fog lights switched off. The DRL may stay on for some time.	Headlights and fog lights switched on

Fog lights:

The indicator light ≡D shows that the fog lights are switched on.

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

Acoustic warning when lights are not switched off

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

- Light switch in position ≡D. ▶

⚠ WARNING

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**

⚠ WARNING (continued)

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.**

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. ◁

Lights and Vision functions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 122.

Daytime running lights (DRL)

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

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

The daytime running lights are switched on whenever the ignition is switched on and the light switch is in position **0**. The indicator light ≡D or **DRL** in the instrument cluster indicates that the feature is active ⇒ page 122.

Turning on DRL	Turning off DRL
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 then 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 24.

Daytime running lights (DRL) parking feature

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

Function	Action
Switching the DRL parking feature on:	– Switch the ignition on. – Turn the light switch to the **0** position. – Set the parking brake.
Switching the DRL parking feature off:	– Release the parking brake. – **OR:** Turn the light switch to the ≡D position. – **OR:** Switch the ignition off.

Static cornering lights

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

The static cornering lights work only when the headlights are on. The static cornering lights do not come on when the headlight switch is in the **0** position or when the fog lights themselves have been switched on ⇒ page 124. ▶

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 24.

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.

⚠ WARNING (continued)

- **Never use daytime running lights (DRL) to see where you are going. DRL are not bright enough to light up the roadway and be seen by other motorists. You will not be able to see far enough ahead for safety, especially at dusk or when it is dark. Always switch on the low-beam headlights at dusk or when it is dark.**
- **The taillights do not come on when the daytime running lights are switched on. A vehicle without taillights on cannot be seen by others in bad weather, at dusk, or when it is dark.**

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

Instrument panel lighting and headlight range adjustment

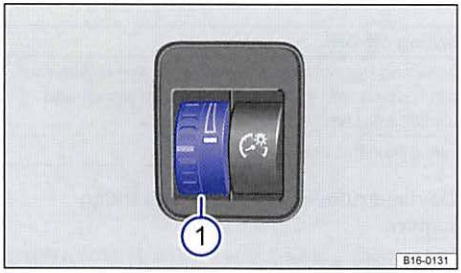

Fig. 73 To the left of the steering wheel: Control for instrument panel lighting ①.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 122.

Instrument panel lighting

When the lights are on, the brightness of the instrument panel lighting is adjusted by turning the thumbwheel ⇒ fig. 73 ①.

Instrument cluster brightness

When the lights are switched on, you can adjust the brightness of the instrument cluster lighting by turning the thumbwheel ①.

In some vehicles with daytime running lights (DRL), the instrument cluster lighting switches on automatically when it is dark outside or when driving through tunnels, for example. You will need to switch the headlights on manually when this happens, so that the vehicle's taillights will turn on ⇒ page 122.

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 122.

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 vehicle key is removed from the ignition. 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 may have lights that come on automatically when they are opened and go off when they are closed.

Background lighting

When the ignition and headlights are switched on, the roof console control buttons light up.

There may also be footwell lighting.

The interior and reading lights go out when you lock the vehicle or a few minutes after you remove the vehicle key from the ignition. This helps to prevent unnecessary drain on the vehicle battery. ◁

Sun protection

Introduction

In this section you'll find information about:

Sun visors 128
Windshield made of heat-insulating glass . . . 128

WARNING

Sun visors can reduce visibility when down.

- **Always stow sun visors when not needed to block sun glare.**

Sun visors

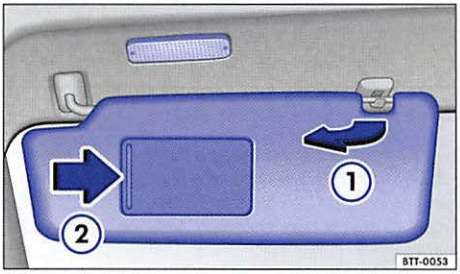

Fig. 74 Sun visor.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

Sun visor adjustment:

- Flip the sun visor down toward the windshield.
- Lift it out of the retaining clip ⇒ fig. 74 ① and swivel it 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

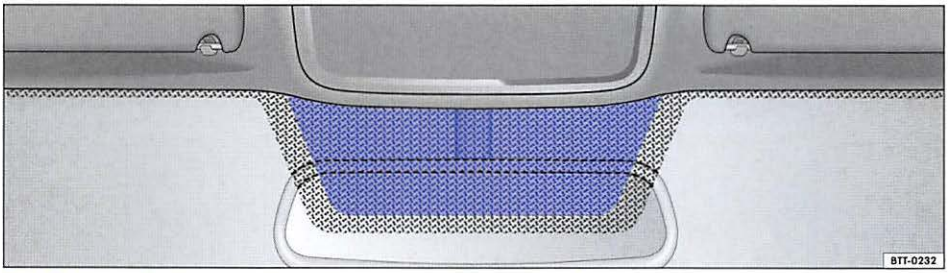

Fig. 75 Heat-reflective windshield with communications window (blue shaded area).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 128.

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. 75. 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 about:

Indicator light 129
Windshield wiper lever 130
Windshield wiper functions 131
Windshield wiper service position 132
Checking and refilling windshield washer fluid 132

More information:

- Exterior views ⇒ page 6
- Climate control ⇒ page 207
- Preparations for working in the engine compartment ⇒ page 222
- Exterior care and cleaning ⇒ page 243

⚠ WARNING

Windshield washer fluid without enough frost protection can freeze on the windshield and reduce visibility.

- **Use the windshield washer system with enough frost protection for winter temperatures.**

⚠ 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 severe injuries.

- **Always replace wiper blades that are worn, damaged, or do not keep the windshield clear.**

NOTICE

To help prevent damage to the wiper blades and the wiper motor when it is cold outside, always make sure that blades are not frozen to the windshield before operating the wipers. Using the windshield wiper service position can be helpful in cold weather so the wipers do not freeze to the windshield ⇒ page 132. ◁

Indicator light

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 129.

Lights up	Possible cause	Proper response
	Not enough washer fluid windshield for the front and rear windshield washers.	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.

NOTICE

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

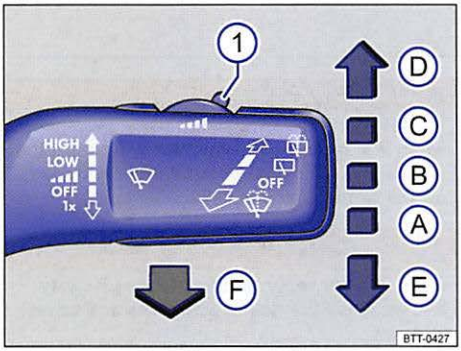

Fig. 76 Operating the front windshield wipers.

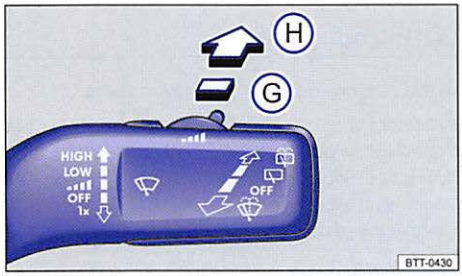

Fig. 77 Operating the rear wiper.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 129.

Move the lever to the desired position ⇒ ⓘ:

Ⓐ	OFF	Wiper switched off.
Ⓑ		Intermittent wiping for the windshield. Adjust the interval settings with switch ⇒ fig. 76 ①.
Ⓒ	LOW	Slow wiper speed.
Ⓓ	HIGH	Fast wiper speed.
Ⓔ	1x	One-tap wiping – brief wiping. Hold the lever pressed down longer to wipe faster.
Ⓕ		Pull the lever toward the steering wheel to activate the front windshield washers, then release.
Ⓖ		Intermittent wiping for the rear window. The wiper wipes about every 6 seconds.
Ⓗ		Press the lever forward as far as it will go to activate the rear window washers, then release.

ⓘ NOTICE

To help prevent damage to the wiper blades and the wiper motor when it is cold outside, always make sure that blades are not frozen to the windshield before operating the wipers. Using the service position can be helpful in cold weather so the wipers do not freeze to the windshield ⇒ page 132.

- **If the ignition is switched off while the wipers are running, the wipers will continue at the same wiping speed when the ignition is switch-**

ⓘ NOTICE (continued)

ed on again. Frost, ice, snow, leaves, and other objects on the windshield can damage the wipers and the wiper motor.

- **Remove snow and ice from the wipers before you begin driving.**
- **If the wiper blades freeze to the windshield, loosen them carefully. Volkswagen recommends using a deicing spray.**

ⓘ The windshield wipers work only if the ignition is switched on and the engine hood is closed. The windshield wipers turn off automatically when the engine hood is opened. ▶

The 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.

If the wiper blades freeze to the windshield, loosen them carefully. Volkswagen recommends using a deicing spray. ◁

Windshield wiper functions

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 129.

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 Climatronic 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 refueling) 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 deicer spray before driving. Use a deicer spray to remove any ice.

If there is something on the windshield, the wiper will try to wipe it away. If it continues to block the wiper, the wiper will stop moving. Remove the obstacle and switch the wiper on again. ◁

Windshield wiper service position

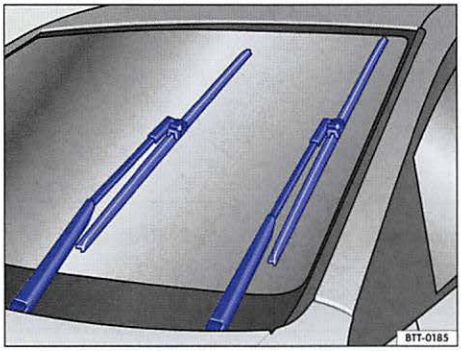

Fig. 78 Windshield wiper in service position.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 129.

In the service position, the wiper arms can be tilted away from the windshield ⇒ fig. 78. The wipers are moved to the service position as follows:

- The engine hood must be closed ⇒ page 222.
- Switch the ignition off, turn it on briefly, and then off again.
- Press the windshield wiper lever down briefly ⇒ fig. 76 Ⓔ when the ignition is off.
- Wipers move into service position.

Fold the wiper arms back onto the windshield before driving! Switch the ignition on and press the windshield wiper lever down briefly ⇒ fig. 76 Ⓔ. The wiper arms move back to their original position.

Lifting the wiper blades and tilting them away from the windshield

- Put the wiper arms in service position ⇒ ⓘ.
- Do not handle the wiper blades; handle the wiper arms only at the attachment above the wiper blades.

ⓘ NOTICE

- **To help prevent damage to the engine hood and the windshield wiper arms, tilt the wiper arms away from the windshield only when they are in the service position.**
- **Always put the windshield wiper arms down against the windshield before driving the vehicle.** ◁

Checking and refilling windshield washer fluid

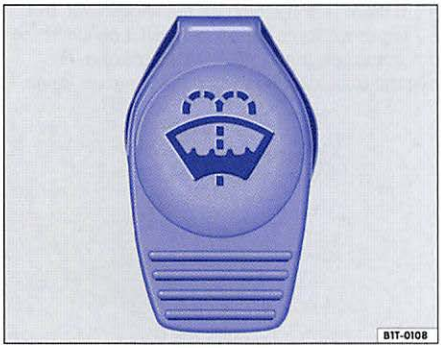

Fig. 79 In the engine compartment: Cap of the windshield washer fluid reservoir.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 129.

Check the windshield washer fluid level regularly and refill as necessary.

- Open the engine hood ⚠ ⇒ page 222.
- The windshield washer fluid reservoir can be identified by the symbol on its cap ⇒ fig. 79.
- Check if there is still enough windshield washer fluid in the reservoir.
- Refill with an appropriate windshield washer fluid that is recommended by Volkswagen ⇒ ⓘ. Follow the directions on the container.
- In cold weather, always use a special windshield washer antifreeze solution that will help keep the water from freezing ⇒ ⚠.

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 mix antifreeze or similar additives into the windshield washer reservoir. This could produce an oily film on the windshield, which would considerably reduce visibility.

- **Use clear water with a cleaning solution recommended by Volkswagen.**
- **If necessary, blend with a suitable windshield washer fluid antifreeze agent.**

NOTICE

- **Never mix cleaning solutions recommended by Volkswagen with other cleaning agents. If you do, this could cause sediments or other by-products that can clog the windshield wiper nozzles.**
- **When refilling, do not confuse one type of operating liquid with another! Otherwise serious malfunctions and engine damage can occur!** ◁

Mirrors

Introduction

In this section you'll find information about:

Inside mirror 134
Outside mirrors 135

More information:

- Exterior views ⇒ page 6
- Personal comfort setting in the Volkswagen Information System ⇒ page 24
- Shifting gears ⇒ page 171
- Braking, stopping and parking ⇒ page 179

⚠ WARNING

Auto-dimming mirrors contain an electrolyte fluid which can leak if the mirror glass is broken. Electrolyte fluid can irritate the skin, eyes, and respiratory system.

- **Repeated or prolonged exposure to electrolyte fluid can irritate the respiratory system, especially among people with asthma or other respiratory conditions. Get fresh air immediately by leaving the vehicle or, if that is not possible, open windows and doors all the way.**

⚠ 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 fluid contacts skin, flush affected area with clean water for at least 15 minutes and then wash affected area with soap and water; medical attention is recommended. Thoroughly wash affected clothing and shoes before reuse.**
- **If swallowed, and the person is conscious, rinse mouth with water for at least 15 minutes. Get medical attention immediately. Do not induce vomiting unless instructed to do so by a medical professional.**

NOTICE

Broken glass in the auto-dimming mirrors can cause electrolyte fluid leakage. Liquid electrolyte leaked from a broken mirror glass will damage any plastic surfaces it comes in contact with. Clean up spilled electrolyte fluid immediately with clear water and a sponge. ◁

Inside mirror

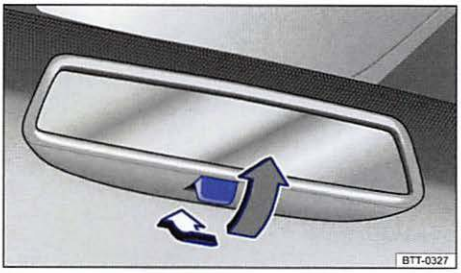

Fig. 80 Manually adjustable inside mirror.

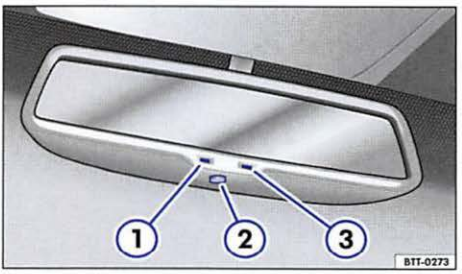

Fig. 81 Auto-dimming inside mirror (if applicable).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 134.

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 adjust to non-glare visibility, move the lever so that it points backward ⇒ fig. 80. ▶

Auto-dimming inside mirror (if applicable)

Key to fig. 81:

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.

Do not attach external navigation devices to the windshield or in the vicinity of the auto-dimming inside mirror ⇒ ⚠.

⚠ WARNING

The illuminated display on an external navigation device can cause the auto-dimming inside mirror to malfunction, which can result in crashes and serious injuries.

- **Malfunctions in the auto-dimming function can result in the inside mirror being unable to evaluate the exact distance of vehicles in the rear or other objects.**

ⓘ If the light striking the sensor is filtered or blocked (such as by a sunshade), the auto-dimming inside mirror will not work properly or may not work at all. ◁

Outside mirrors

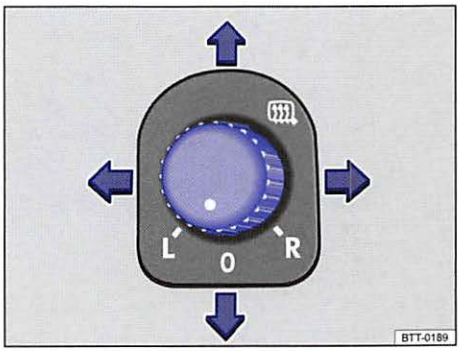

Fig. 82 In the driver door: Adjusting knob for outside mirrors.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 134.

Turn the rotary knob to the desired position:	
	Switch on outside mirror heating. Heats only at outside 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 `Mirror adjust - Both mirrors` for synchronous outside mirror adjustment ⇒ page 24.
- 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.

Auto-dimming mirror on the driver side

Some models are equipped with an auto-dimming outside mirror, which is controlled together with the auto-dimming inside mirror ⇒ page 135.

⚠ 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. ▶

⚠ WARNING (continued)

- **The right outside mirror has a convex (curved) surface. This widens your field of vision. But vehicles or other objects seen in a convex mirror will look smaller and farther away than they really are.**
- **If you use the right outside mirror to judge distances from vehicles behind you when changing lanes, you could estimate incorrectly and cause a crash and serious injuries.**
- **Whenever possible, use the inside mirror to more accurately judge distance and size of vehicles or other objects seen in the convex mirror.**
- **Always make sure you have a clear view to the rear of the vehicle.**

NOTICE

Always fold in the outside mirrors when taking the vehicle through an automatic car wash.

To reduce fuel consumption, use outside mirror heating only when needed.

When first switched on, outside mirror heating works with maximum heat for about 2 minutes.

If power mirror adjustment does not work, the outside mirrors can be adjusted by hand by pressing on the edges of the mirror surface. ◁

Transporting

Driving tips

Introduction

In this section you'll find information about:

Stowing luggage 138
Driving with an open rear hatch 138
Driving a loaded vehicle 139
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-downs in the luggage compartment and secure the objects with suitable straps. Never overload the vehicle. Remember that the vehicle load, as well as how it is distributed, can affect vehicle handling and braking ⇒⚠.

More information:

- Rear hatch ⇒page 49
- Folding down the passenger seat backrest ⇒page 67
- Lights ⇒page 122
- Luggage compartment ⇒page 141
- Roof rack ⇒page 146
- Trailer towing ⇒page 149
- Tires and wheels ⇒page 258

⚠ WARNING

Unsecured or incorrectly stowed items can fly through the vehicle, causing serious personal injury during hard braking or sharp steering or in an accident. Loose items can also be struck and thrown through the passenger compartment by the front airbags if they inflate. To help reduce the risk of serious personal injury:

- **Always stow all objects securely in the vehicle.**
- **Always keep storage compartments closed while driving.**
- **Do not stow hard, heavy, or sharp objects in open bins in the vehicle or on top of the instrument panel.**
- **Remove hard, heavy, and sharp objects from clothing and bags in the vehicle interior and stow securely. Always put heavy items in the luggage compartment.**

⚠ WARNING (continued)

- **Always secure objects in the passenger compartment properly with suitable straps so that they cannot move into the deployment area of a side or front airbag during braking, in a sudden maneuver, or in a collision.**
- **Always make sure that there is nothing on the front passenger seat when the backrest is folded forward. When the backrest is folded forward, even light objects could be pushed into the seat cushion and cause the weight-sensing mat in the seat to register enough weight to turn the airbag on ⇒page 97.**
- **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 ⇒page 85.**
- **Passengers must never ride in an incorrect seating position because objects are being transported in the vehicle.**
- **Never let anybody sit in a seat that is blocked by objects being carried in the vehicle.**

⚠ WARNING

Heavy loads will influence the way your vehicle handles and increase stopping distances. Heavy loads that are not properly stowed or secured can cause loss of control and serious injury.

- **Secure the load properly to keep it from shifting.**
- **Always remember when transporting heavy objects that a change in the center of gravity also changes the way your vehicle handles:**
  - **Always distribute the load as evenly as possible.**
  - **Secure heavy objects properly as far forward in the luggage compartment as possible.**
  - **Always tie down heavy items securely with suitable straps using the tie-downs in the luggage compartment.**

⚠ WARNING (continued)

- **Securely latch the rear seat backrest in the upright position.**
- **Never exceed the Gross Axle Weight Rating or the Gross Vehicle Weight Rating on the safety compliance sticker on the left door jamb. Exceeding permissible weight can cause the vehicle to skid and handle differently.**
- **Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**

⚠ WARNING (continued)

- **Always accelerate gently and avoid sudden braking and driving maneuvers.**
- **Always brake earlier than you would if you were not driving a loaded vehicle.** ◁

Stowing luggage

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 137.

Always stow all luggage securely in the vehicle

- Distribute the load in the vehicle, on the roof, and in the trailer as evenly as possible.
- Put heavy objects as far forward as possible in the luggage compartment and securely latch the rear seat backrest in the upright position.
- Secure luggage in the luggage compartment to the tie-downs with suitable straps ⇒ page 141.
- Adjust the headlight range ⇒ page 122.
- Check the pressure in all 4 tires when the tires are still cold. Never reduce air pressure in warm tires to match cold tire inflation pressure. Heed the information on the tire pressure label ⇒ page 258.
- Pay especially close attention to your vehicle's Tire Pressure Monitoring System when driving with a heavy load ⇒ page 200.

NOTICE

The defroster heating wires or antenna in the rear window can be damaged by objects that rub against them.

Please review the information on loading a trailer ⇒ page 149 and a roof rack ⇒ page 146. ◁

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.

- **After closing the rear hatch, always pull up on it to make sure that it is properly closed and cannot open suddenly when the vehicle is moving.** ▶

⚠ WARNING (continued)

- **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 acceleration, steering, or braking, because the unlatched rear hatch can move suddenly.**
- **Always mark objects sticking out from the luggage compartment clearly for others to see. Obey all applicable legal requirements.**
- **Never use the rear hatch to "clamp" or "hold" objects that stick out of the luggage compartment.**
- **Always remove any luggage rack or other rack mounted on 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.

⚠ WARNING (continued)

- **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 sliding and tilting sunroof.**
  - **Switch off the climate control system's air recirculation feature.**
  - **Open all air vents in the instrument panel.**
  - **Set the fresh air fan to the highest speed.**

NOTICE

The open rear hatch changes the vehicle 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 about driving with a trailer ⇒ page 149.
- If applicable, observe information about driving with a roof rack ⇒ page 146.

⚠ 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.**
  - **Use your vehicle's luggage compartment tie-downs with suitable straps.**
- **Always tie down heavy items securely with suitable straps.** ▶

⚠ WARNING (continued)

- **Securely latch the rear seat backrest in the upright position.**
- **Never exceed the Gross Axle Weight Rating or the Gross Vehicle Weight Rating on the safety compliance sticker on the left door jamb. Exceeding permissible weight can cause the vehicle to skid and handle differently.**
- **Always adapt speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**

⚠ WARNING (continued)

- **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 the engine, basic equipment, any factory-installed optional equipment for the given model, and any accessories that have been installed. The Gross Vehicle Weight Rating (GVWR) and the Gross front and Rear Axle Weight Ratings (GAWR) for a given vehicle are printed on the vehicle's Safety Compliance Certification Label on the driver door jamb.

The **Gross Vehicle Weight Rating** includes the weight of the vehicle itself with all of its factory-installed equipment, plus a full tank of gasoline, the engine oil and coolant, all vehicle occupants (150 lbs/68 kg per seating position) and cargo.

The **Gross Axle Weight Ratings** specify the maximum allowable load for each axle.

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 258, *Tires and wheels*.

Vehicle payload consists of the combined weight of the following:

- Passengers.
- Total luggage and other cargo.
- Roof load including the roof rack system.
- Factory-installed or retrofitted accessories.
- Hitch weight and tongue weight for trailer towing.

Please refer to the Gross Vehicle Weight Rating (GVWR) and the Gross front and rear Axle Weight Ratings (GAWR) for your vehicle, which are printed on the vehicle's Safety Compliance Certification Label on the driver door jamb.

⚠ WARNING

Exceeding maximum permissible weight ratings can result in vehicle damage, accidents, and serious personal injury.

- **Never let the actual weights at the front and rear axles exceed the permissible Gross Axle Weight Rating. Also, never let the total of these actual weights exceed the Gross Vehicle Weight Rating.**
- **Always remember that the vehicle's handling and braking will be affected by extra load and the distribution of this load. Adjust your speed accordingly.**

NOTICE

- **Always distribute the load evenly and as low as possible in the vehicle. The vehicle capacity weight figures apply when the load is distributed evenly in the vehicle (passengers and luggage).**
- **When transporting a heavy load in the luggage compartment, carry the load as close to the rear axle (as far forward) as possible so that the vehicle's handling and braking are affected as little as possible.** ◁

Luggage compartment

Introduction

In this section you'll find information about:

Folding the backrest of the rear seat forward and back into place 142
Luggage compartment cover 143
Luggage compartment pass-through 144
Tie-downs 144
Shopping bag hooks 145

Always stow heavy objects in the luggage compartment and make sure that the rear seat backrests are securely latched in their upright position. Always secure objects to the tie-downs with suitable straps. Never overload the vehicle. Remember that the vehicle load, as well as how it is distributed, can affect vehicle handling and braking ⇒ ⚠.

More information:

- Airbag system ⇒ page 82
- Lights ⇒ page 122
- Transporting ⇒ page 137
- Trailer towing ⇒ page 149
- Tires and wheels ⇒ page 258

⚠ WARNING

An open or unlocked luggage compartment poses special risks for children.

- **Close and lock the rear hatch and all doors when the vehicle is not in use. First, make certain that no one is left inside.**
- **Never leave your vehicle unattended or let children play around the vehicle, especially with the rear hatch left open. A child could crawl into the vehicle and pull the hatch shut, becoming trapped and unable to get out. This could cause severe or fatal injuries.**
- **A closed vehicle can become very hot or very cold, depending on the season. Temperatures can quickly reach levels that can cause unconsciousness or death, particularly to small children.**
- **Never let children play in or around the vehicle.**
- **Never let anyone ride in the luggage compartment.**

⚠ WARNING

Unsecured or incorrectly stowed items can fly through the vehicle, causing serious personal injury during hard braking or sharp steering or in an accident. Loose items can also be struck and thrown through the passenger compartment by the front airbags if they inflate. To help reduce the risk of serious personal injury:

- **Always stow all objects securely in the vehicle. Always put luggage and heavy items in the luggage compartment.**
- **Always secure objects in the passenger compartment properly with suitable straps so that they cannot move into the deployment zone of a side or front airbag during sudden braking, in a sudden maneuver, or in a collision.**
- **Always keep storage compartments closed while driving.**
- **Never stow hard, heavy, or sharp objects in the vehicle's open storage compartments, on the luggage compartment cover, or on the top of the instrument panel.**
- **Always remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and stow them securely in the luggage compartment.**

⚠ WARNING

Transporting heavy objects causes the handling characteristics of the vehicle to change and increases braking distances. Heavy loads which are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and cause serious personal injury.

- **Transporting heavy items causes the handling characteristics of the vehicle to change by shifting the vehicle's center of gravity.**
- **Always distribute luggage evenly and as low as possible within the vehicle. The vehicle capacity weight figures apply when the load is distributed evenly in the vehicle (passengers and luggage).** ▶

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⚠ WARNING (continued)

- **Always stow luggage and heavy items in the luggage compartment as far forward of the rear axle as possible and secure them with appropriate straps to the tie-downs provided.**
- **Never exceed the vehicle's Gross Vehicle Weight Rating or Gross Axle Weight Ratings, which are printed on the Safety Compliance Certification Label located on the door jamb of the driver door. Exceeding the permissible weight can cause the vehicle to skid and behave differently.**
- **Always adapt your speed and driving style to accommodate your payload and its weight distribution within your vehicle.**
- **Be especially cautious and gentle when stepping on the accelerator pedal and avoid sudden braking and other maneuvers.**

⚠ WARNING (continued)

- **Brake earlier than you would if you were not driving a loaded vehicle.**

NOTICE

The defroster heating wires or antenna in the rear window can be damaged by objects that rub against them.

The ventilation slots between the rear window and the luggage compartment cover must not be blocked so that stale air can escape from the vehicle. ◁

Folding the backrest of the rear seat forward and back into place

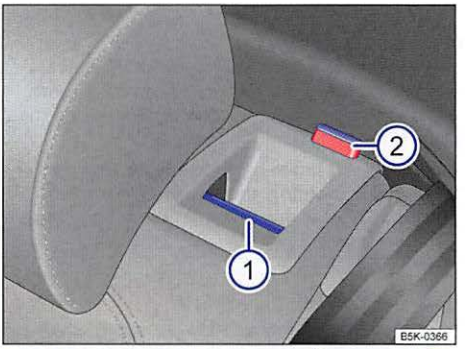

Fig. 83 Rear seat: release button ①; red mark ②.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 141.

The rear seat backrest is divided into 2 sections. Each section of the rear seat backrest can be folded down individually to increase luggage space.

Folding the rear seat backrest forward

- Push the head restraint all the way down ⇒ page 58.
- Pull the release button ⇒ fig. 83 ① forward while folding the rear backrest forward.
- The rear backrest is unlocked if the red mark can be seen on the button ②.
- If the rear backrest is folded down, no one, including children, may ride on the rear seat.

Folding the rear seat backrest back into place

- Fold the rear seat backrest back until it engages securely ⇒ ⚠.
- The red mark on the release button ② should no longer be visible.
- The rear seat 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 seat backrest can cause serious personal injury.

- **Never fold the rear seat backrest up or down while the vehicle is moving.**
- **When folding the rear seat backrest back up, make sure that the safety belt does not get caught or damaged.**
- **Keep hands, fingers, feet and other body parts out of the way when folding the rear seat backrest up and down.** ▶

⚠ WARNING (continued)

- **Each backrest must be securely latched in the upright position so that the safety belts on the rear seats can provide protection. This is particularly the case for the middle seat on the rear seat bench.**
- **If a seat is used with an unsecured backrest, the passenger will move forward together with the rear seat backrest during sudden braking, driving maneuvers, or in a collision.**
- **A red mark on the button ② 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 seat backrest is folded down or not correctly latched.**

ⓘ NOTICE

Before folding the rear seat backrest forward, adjust the front seats so that the rear seat's head restraint or backrest cushion will not touch the back of the front seats.

ⓘ NOTICE

Items in the luggage compartment could be damaged or cause damage when the rear seat is adjusted in the fore and aft direction. ◁

Luggage compartment cover

Fig. 84 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 141.

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. 84 (top arrows).
- Pull the luggage compartment cover back and out of the side brackets ⇒ fig. 84 (bottom arrows).

Installing the luggage compartment cover

- Slide the luggage compartment cover forward into the side brackets ⇒ fig. 84 (bottom arrows).
- Hook the supporting straps onto the rear hatch ⇒ fig. 84 (top arrows).

⚠ WARNING

In a sudden braking or other maneuver, or in a collision, objects or animals on the luggage compartment cover can cause serious personal injury.

- **Never leave hard, heavy or sharp objects in bags or loose on the luggage compartment cover.**
- **Never let animals ride on the luggage compartment cover.**

ⓘ NOTICE

To help prevent damage to the luggage compartment cover, the luggage compartment may only be loaded to a height at which the luggage compartment cover will not press on the cargo when the rear hatch is closed. ◁

Luggage compartment pass-through

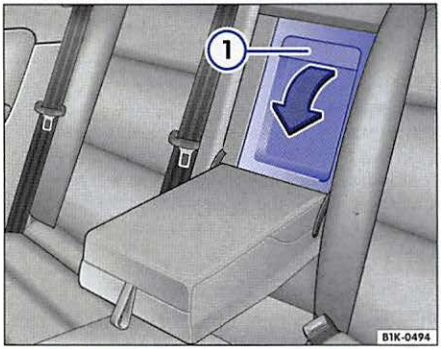

Fig. 85 In the rear seat backrest: Opening the luggage compartment pass-through.

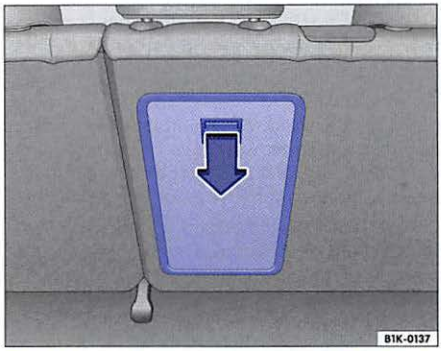

Fig. 86 In the luggage compartment: Opening the pass-through.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 141.

There is a pass-through for transporting things like skis in the rear seat backrest behind the center armrest.

To help prevent soiling the vehicle interior, cover dirty items before sliding them into the pass-through.

If the center armrest is folded down, no one can sit on the middle seat in the rear bench.

Opening the pass-through

- Fold down the rear center armrest ⇒ page 58.
- Pull the release lever ⇒ fig. 85 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. 86 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. 86 down and push the cover forward. ◁

Tie-downs

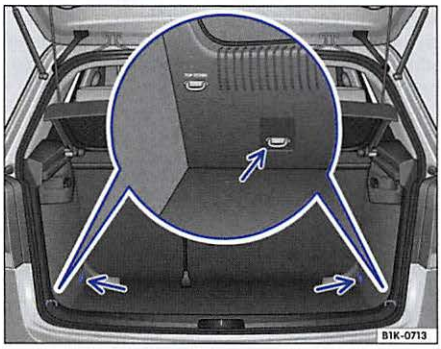

Fig. 87 In the luggage compartment: Tie-downs.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 141.

There are tie-downs in the front and rear of the luggage compartment, which you can use to secure luggage or other items ⇒ fig. 87 (arrows).

Some tie-downs may have to be folded open for use. ▶

⚠ WARNING

Unsuitable, worn, or damaged tie-down straps (elastic or non-elastic) can snap or come loose during braking or other maneuvers or in a collision. Objects secured with these straps can then come loose and fly through the passenger compartment, causing severe personal injuries or death.

- **To help prevent baggage or other items from coming loose and flying around, always use suitable undamaged tie-down straps.**
- **Securely fasten the tie-down straps to the tie-downs.**
- **Loose or improperly secured objects in the luggage compartment can slide about suddenly and change the vehicle's handling.**

⚠ WARNING (continued)

- **Secure even small and light objects. Loose objects in the luggage or passenger compartment can fly about during sudden braking maneuvers or in the event of an accident and injure occupants.**
- **Never exceed the maximum allowable load on the tie-downs when securing objects.**
- **Never secure a child seat to the tie-downs.**

The maximum load for the tie-downs is about 380 lbs. (172 kg).

For suitable straps and luggage stowage systems, please see an authorized Volkswagen dealer or authorized Volkswagen Service Facility. ◁

Shopping bag hooks

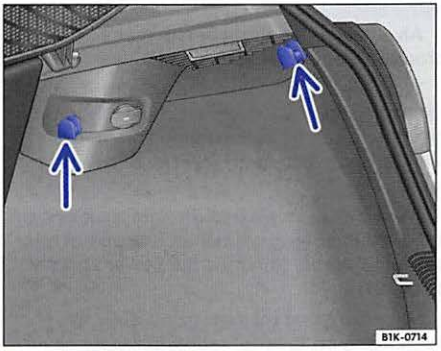

Fig. 88 In the luggage compartment: Shopping bag hooks.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 141.

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.

NOTICE

The maximum load for the shopping bag hook is 5 lbs. (2.5 kg). ◁

122.5U1.GT6.23

Roof rack

Introduction

In this section you'll find information about:

Mounting the roof rack base carrier and roof rack 147
Securing a load on the roof rack 148

The roof of your vehicle has been designed to optimize aerodynamics and does not have traditional rain gutters that are used to attach many kinds of roof racks.

Since the rain gutters are molded into the roof to provide efficient aerodynamics, only Volkswagen-approved base 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 122
- Transporting ⇒ page 137
- Saving fuel and helping the environment ⇒ page 189
- Tires and wheels ⇒ page 258
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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.

⚠ WARNING (continued)

- **Always secure the load properly with suitable and undamaged straps so that the load will not shift.**
- **Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle's aerodynamics, center of gravity and overall handling.**
- **Always avoid sudden maneuvers and hard braking.**
- **Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**

NOTICE

- **Always remove the roof rack before driving through an automatic car wash.**
- **Your vehicle is higher when the roof rack is installed, especially when it is loaded. Compare the vehicle height with existing clearance heights, such as underpasses and garage doors.**
- **Always make sure that the roof rack system and anything being carried on it does not interfere with the roof antenna, the power sunroof or the rear hatch.**
- **Make sure that the rear hatch does not touch items on the roof rack when opened.**

If a roof rack is installed, fuel consumption increases due to increased air resistance. ◁

Mounting the roof rack base carrier and roof rack

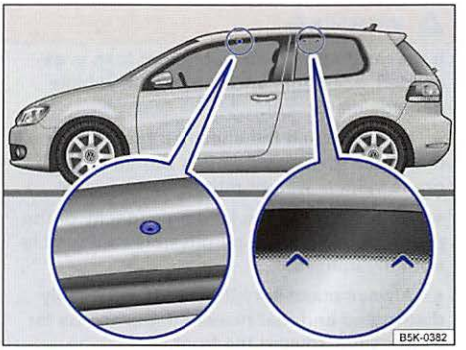

Fig. 89 Mounting points for the base carrier and roof rack on 2-door vehicles.

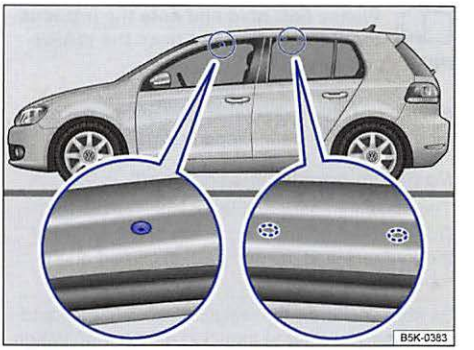

Fig. 90 Mounting points for the base carrier and roof rack on 4-door vehicles.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 146.

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 attach the base carrier and roof rack correctly.

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. 89 (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. 89 (magnified view on right).

Mount the roof rack base carrier **only** at 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. 90 (magnified view on left). The rear markings for the base carrier are on the underside of the roof frame ⇒ fig. 90 (magnified view on right).

The holes and markings are only visible when the door is open.

Mount the roof rack base carrier **only** at 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. 89 or ⇒ fig. 90.**
- **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 retighten 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. ◁

122.5U1.GT6.23

Securing a load on the roof rack

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 146.

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 about:

Technical requirements 150
Hitching up and connecting a trailer 151
Loading the trailer 151
Driving with a trailer 152
Ball mount 154
Retrofitting a trailer hitch 155
Maximum permissible trailer weight 156

Obey country-specific requirements about trailer towing and trailer hitches.

Volkswagen does not recommend installing a trailer hitch on your vehicle. Your Volkswagen was mainly designed for carrying passengers. If you plan to tow a trailer, please remember your vehicle will be performing a job for which it was not primarily intended. The additional load will affect durability, handling, fuel economy, and performance, and may require the vehicle to be serviced more often.

Trailer towing not only places more stress on the vehicle, it calls for more concentration from the driver. Always follow the operating and driving instructions given, and use common sense.

Under winter conditions, install winter tires on the vehicle **and** the trailer.

Tongue weight

The *maximum* permissible tow bar tongue weight exerted on the ball mount should not exceed **220 lbs (100 kg)**.

More information:

- Anti-theft alarm system ⇒ page 41
- Lights ⇒ page 122
- Saving fuel and helping the environment ⇒ page 189
- Starting assistance systems ⇒ page 195
- Tires and wheels ⇒ page 258
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ WARNING

Riding in a trailer is dangerous and may be illegal.

⚠ WARNING

Improper use of the trailer hitch can cause accidents and injuries. An improperly installed, incorrect, or damaged trailer hitch can cause the trailer to separate from the towing vehicle and cause serious personal injuries.

- **Only use an undamaged, properly mounted trailer hitch.**
- **Never repair or modify the trailer hitch.**
- **To reduce the risk of injury in rear-end collisions, and the risk to pedestrians and cyclists when the vehicle is parked, always remove the ball mount when you are not towing a trailer.**
- **Never install a "weight distributing" or "load equalizing" trailer hitch on your vehicle. The vehicle was not designed for these kinds of trailer hitches. The trailer hitch attachment can fail, causing the trailer to tear loose from the vehicle.**

⚠ WARNING

Improper trailer towing can cause loss of vehicle control and serious personal injury.

- **Driving with a trailer and carrying heavy or large things can change the way the vehicle handles, increase the distance it needs to stop safely, and cause accidents.**
- **Always secure the load properly with suitable and undamaged straps so that the load will not shift.**
- **Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**
- **Reduce your speed even more than you otherwise would when going downhill and under unfavorable load, weather, or wind conditions.**
- **Trailers with a high center of gravity tip more easily than trailers with a low center of gravity.**
- **Always avoid sudden maneuvers and hard braking.**
- **Be especially careful when passing other vehicles.**

⚠ WARNING (continued)

- **Reduce speed immediately if the trailer shows the slightest sign of swaying.**
- **Never try to stop the swaying by accelerating.**
- **Always obey speed limits. In some areas, speed limits for vehicles towing trailers are lower than for vehicles without trailers. Never drive faster than 50 mph (80 km/h; under exceptional circumstances 60 mph - 100 km/h) when towing a trailer. This applies even if the local speed limit is higher.**

If you are driving a new vehicle or a vehicle with a new or rebuilt engine, do not tow a trailer during the break-in period, about 600 miles (1000 km) ⇒ page 283.

If you tow a trailer, your vehicle may need maintenance more often because of the extra load it has to move.

When you are not towing, remove the trailer hitch ball. This helps keep the trailer hitch from causing damage to your vehicle and to others if your vehicle is hit from behind.

Some models need a trailer hitch to tow or tow-start other vehicles. You may want to always carry the ball mount in the vehicle after it has been removed. Be sure to stow it securely. ◁

Technical requirements

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

Use only a weight-carrying trailer hitch designed and approved for the gross weight of the trailer you want to tow. The trailer hitch must be suitable for your vehicle and trailer and must be securely bolted to the appropriate place on the vehicle chassis. Use only a trailer hitch with a removable ball mount. Always check with the trailer hitch manufacturer to make sure that you are using the correct trailer hitch and carefully follow the hitch manufacturer's instructions. Never install a "weight-distributing" or "load-equalizing" trailer hitch on your vehicle. The vehicle is not designed for this kind of trailer hitch ⇒ ⚠.

Do not use a bumper-mounted trailer hitch

Never install a trailer hitch on the bumper or on the bumper attachments. The trailer hitch must not interfere with the impact-absorbing bumper system. Do not make any changes to the vehicle exhaust and brake systems. From time to time, check that all trailer hitch mounting bolts are securely fastened. When you are not towing, remove the trailer hitch. This helps keep the trailer hitch from causing damage if your vehicle is hit from behind.

Engine cooling system

Towing a trailer makes the engine and its cooling system work harder. It is important that the engine cooling system is up to the job. Make sure that the cooling system has enough coolant.

Trailer brakes

If your trailer has its own brakes, make sure it meets all regulations. The trailer brake system must never be directly connected to the vehicle's brake system.

Safety chains

Always use safety chains between your vehicle and the trailer ⇒ page 151.

Trailer taillights

Trailer lights must meet all regulations ⇒ page 151.

Never connect the trailer lights directly to the electrical system of your vehicle.

Outside mirrors

If you cannot see the traffic behind you using the regular outside mirrors, then you must install extended mirrors. Extended mirrors may also be required by law in some countries / states / provinces. Always adjust the outside mirrors before driving. It's vital that you always have a clear view to the rear of the vehicle.

Maximum power consumption for the trailer

Do not exceed the power ratings listed in the chart below.

Electrical load	Maximum power
Taillights total	100 watts
Turn signals per side	54 watts
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.**
- **If you don't have to tow a trailer any more, remove the entire trailer hitch. Always seal all bolt holes to prevent water and deadly exhaust fumes from getting into the vehicle.**

NOTICE

- **If the trailer lights are not connected properly, the vehicle's electronics may be damaged.**

NOTICE (continued)

- **If the trailer uses too much electricity, the vehicle's electronics may be damaged.**
- **Never connect the electrical system for the trailer directly to the electrical connections for the rear lights or to any other unsuitable power sources. Use only a suitable connector to provide power to the trailer.**

If you tow a trailer frequently, Volkswagen recommends having the vehicle serviced between the regular maintenance and inspection intervals because of the extra load it has to pull.

In some countries an additional fire extinguisher must be carried if the total weight of the trailer exceeds 5,512 lbs. (2,500 kg). ◁

Hitching up and connecting a trailer

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

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 taillights

Make sure that the trailer lights work properly and meet legal requirements. Do not exceed the maximum power consumption for the trailer ⇒page 150.

⚠ 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.

⚠ WARNING (continued)

- **Have any work on the electrical system done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Never connect the electrical system for the trailer directly to the electrical connections for the rear lights or to any other unsuitable power sources. Use only a suitable connector to provide power to the trailer.**

NOTICE

Never attach a trailer to the vehicle or leave it attached to the vehicle when the trailer is supported by a trailer jack or blocks. Various things (such as a change in trailer or vehicle load or a flat tire) can lower or raise the vehicle. This subjects the trailer hitch and the trailer to strong forces that can damage the vehicle or the trailer.

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 149. ▶

Maximum permissible trailer weight and tongue weight

Maximum permissible trailer weight is the load that the vehicle can tow ⇒⚠. The tongue load or tongue weight is the load pressing down on the trailer hitch ball mount ⇒page 156.

The maximum permissible trailer weight and tongue weight for your vehicle are listed on ⇒page 156 in this Manual.

The trailer load and tongue weight on the type identification plate for the trailer hitch are only test values. The vehicle-specific figures are often *lower than* these values. In some countries, but generally not in the United States, the vehicle-specific figures are listed in the official vehicle documents. Specifications in official vehicle documents always take precedence.

To help ensure optimum handling and driving safety, Volkswagen recommends always using the maximum permissible **tongue weight**. If the tongue weight is too low, the vehicle and trailer will not handle as well.

Tongue weight increases the load on the rear axle and, in turn, reduces the remaining load your vehicle can carry ⇒page 281, *Determining the correct load limit.*

Combined towing weight

Combined towing weight is the weight of the loaded towing vehicle plus the weight of the loaded trailer.

This vehicle has not been designed to tow a Class II trailer and must never be retrofitted to tow a Class II trailer. Always make sure that your vehicle has been designed to tow the trailer you want to use and that it is legal to tow the trailer where you will be driving.

Loading the trailer

The weight distribution in the vehicle and trailer must be balanced. Use the maximum permissible tongue weight and make sure that the load in the trailer is evenly distributed and that it is not front-heavy or tail-heavy:

- Distribute the load in the trailer so that heavy objects are directly above the axle or as close as possible to the axle.
- Secure loads properly on the trailer.

Tire pressure

Always follow the trailer manufacturer's tire pressure recommendations for the trailer tires.

When towing, inflate the towing vehicle's tires to the maximum permissible pressure listed on the tire pressure label ⇒page 258.

⚠ WARNING

Exceeding the gross weight ratings for axle, tongue, vehicle, trailer or combined weight can cause accidents and serious personal injury.

- **Never exceed the specified values.**
- **Never let the actual weights at the front and rear axles exceed the Gross Axle Weight Rating. Never let the combined front and rear weights exceed the Gross Vehicle Weight Rating.**

⚠ WARNING

Trailer loads that are not properly secured can shift when the vehicle is moving or braking and suddenly change the way the vehicle handles, causing accidents and severe injuries.

- **Always load the trailer properly.**
- **Always secure the load properly with suitable, undamaged straps that can be tightened so that the load cannot shift.** ◁

Driving with a trailer

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

Headlight settings

Towing a trailer can raise the front end of the vehicle enough for the low beams to blind other road users. 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 headlights self-adjust to vehicle load and do not need manual adjustment.

Special towing considerations

- If the trailer has an **overrun brake**, apply the brakes *gently at first* and then firmly. This helps to prevent sudden brake shock and helps prevent trailer wheels from locking up.
- Due to the combined towing weight including the higher gross vehicle weight, the stopping distance is longer.
- Before driving downhill, especially on hills that are long or steep, shift into a lower gear (manual or 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 and depress and hold the clutch (manual transmission).
- Shift into first gear or Drive **D** ⇒ page 171, *Shifting*.
- Unlock the parking brake and gently release it while holding the unlock button. At the same time, release the brake pedal and gradually depress the accelerator and, for manual transmissions, let out the clutch until you can feel the car moving forward. If applicable, follow the instructions for the Hill Hold feature ⇒ page 195, *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.

⚠ WARNING

Improper trailer towing can cause loss of vehicle control and serious personal injury.

- **Driving with a trailer and carrying heavy or bulky items changes the way the vehicle handles and increases the distance it needs to stop safely.**
- **Always watch what is happening up ahead and around you. Brake earlier than you would if you were not towing a trailer.**
- **Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**
- **Reduce your speed even more than you otherwise would when going downhill and under unfavorable load, weather, or wind conditions.**
- **Drive especially carefully and accelerate gently. Always avoid sudden maneuvers and hard braking.**
- **Be especially careful when passing other vehicles.**
- **Reduce speed immediately if the trailer shows even the slightest sign of swaying.**
- **Never try to stop the swaying by accelerating.**
- **Always obey speed limits. In some areas speed limits for vehicles towing trailers are lower than for vehicles without trailers.** ◁

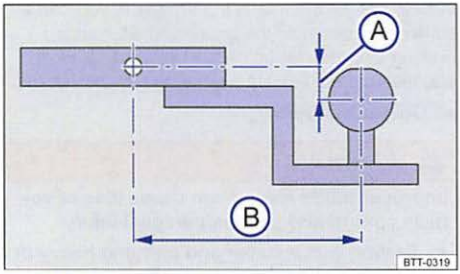

Fig. 91 Dimensions of the ball mount support.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

Your vehicle is not equipped with a trailer hitch or preparations for the installation of 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 used requires both a ball mount and a ball that meet special requirements regarding geometry and size. This applies to both the height of the ball above the surface where it attaches ⇒ fig. 91 Ⓐ, 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. If you buy a 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 (32 mm).

A ball mount and ball combination that does not meet these specifications can damage your vehicle and may even fail in use ⇒ ⚠.

Never install a "weight-distributing" or "load-equalizing" trailer hitch on your vehicle. The vehicle is not designed for this kind of trailer hitch ⇒ ⚠.

⚠ WARNING

An improperly installed or unsuitable trailer hitch can cause the trailer to separate from the towing vehicle and result in a major accident with serious personal injuries.

- **Have any trailer hitch retrofit or other work on a trailer hitch done by a qualified workshop.**

⚠ CAUTION

The ball mount sticks out behind the rear bumper and can cause injury to pedestrians and cyclists.

- **To reduce the risk of injury in rear-end collisions, and the risk to pedestrians and cyclists when the vehicle is parked, always remove the ball carrier when you are not towing a trailer.**

ⓘ NOTICE

- **Never use a ball larger than 1 $^{1}/_{4}$ inches (32 mm) in diameter on your vehicle. The vehicle was not designed to tow heavier trailers with a receiver larger than the specified ball. The increased loads can damage the attachment points for the trailer hitch.**
- **Never use an adapter to increase the size of the trailer hitch receiver from 1 $^{1}/_{4}$ inches (32 mm) to 2 inches (50.8 mm) or more to tow a trailer that is heavier than the maximum permissible trailer weight that your vehicle can tow.**
- **You can use an adapter if required for the proper installation of a bicycle rack or other similar carrier as long as the maximum weight limits are observed. When using bicycle racks or similar carriers, make sure that the rear lights are not blocked.**
- **Only use trailer hitches that are approved by the hitch manufacturer for your vehicle and model.** ◁

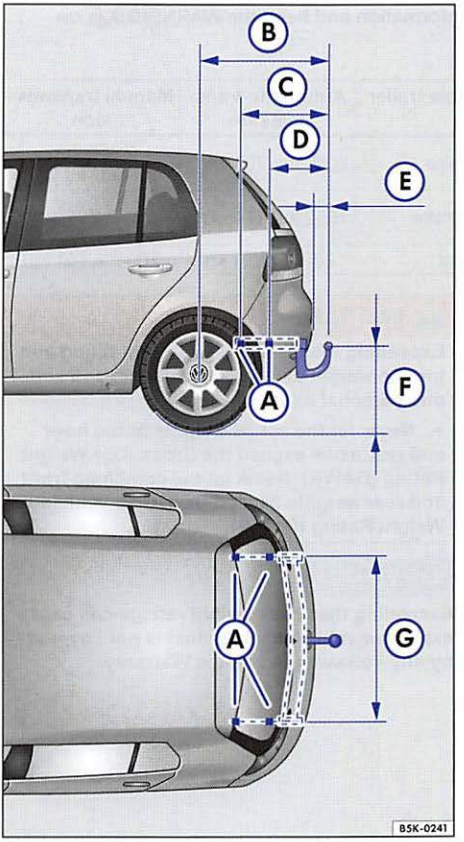

Fig. 92 Dimensions and attachment points for retrofitting a trailer hitch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

Volkswagen recommends having the trailer hitch retrofit performed by a qualified workshop because cooling system modifications or the installation of heat shields may be necessary. Volkswagen recommends that you see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility before having a trailer hitch installed on your vehicle.

When retrofitting a trailer hitch, the specified distance dimensions must be strictly adhered to. Under no circumstances may the distance from the center of the hitch ball to the surface of the road ⇒ fig. 92 Ⓕ 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. 92:

Ⓐ *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 connections to the vehicle electrical system can cause malfunctions that affect the entire vehicle electrical system and cause accidents and serious personal injury.

- **Never connect the electrical system of the trailer directly to the electrical connections of the rear lights or other unsuitable power sources. Use only a suitable connector to provide power to the trailer.**
- **Have any trailer hitch retrofit or other work on a trailer hitch done by a qualified workshop.**

⚠ WARNING

An improperly installed or unsuitable trailer hitch can cause the trailer to separate from the towing vehicle and result in a major accident with serious personal injuries. ◁

Maximum permissible trailer weight

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 149.

Engine	Maximum permissible trailer weights	Automatic transmission	Manual transmission
2.0 l / 200 hp (147 kW) Gasoline engines	Trailer with brake	2000 lbs. (907 kg.)	2000 lbs. (907 kg.)
	Trailer without brake	1650 lbs. (748 kg.)	1650 lbs. (748 kg.)
	Tongue weight	200 lbs. (91 kg)	200 lbs. (91 kg)

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 jamb ⇒page 34. 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 281, *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), or portion thereof, of additional altitude.

⚠ WARNING

Exceeding the gross trailer weight rating and tongue weight can cause accidents and serious personal injury.

- **Never let the actual weights at the front and rear axles exceed the Gross Axle Weight Rating (GAWR). Never let the combined front and rear weights exceed the Gross Vehicle Weight Rating (GVWR).**

NOTICE

Exceeding the gross weight ratings can cause extensive vehicle damage that is not covered by any Volkswagen Limited Warranty. ◁

Storage and equipment

Storage areas

Introduction

In this section you'll find information about:

Eyeglass storage compartment in the overhead console 158
Storage compartment in the front center console 158
Storage compartment in the front center armrest 158
Glove compartment 159
Storage compartment in the rear center console 160
Other storage compartments 160

Store only lightweight or small objects in storage compartments.

There may be a factory-installed **CD changer**, **AUX-IN jack**, or **multimedia jack (MEDIA-IN)** in the storage compartment in the front center armrest.

More information:

- Interior care and cleaning ⇒ page 251
- ⇒ booklet *Radio* or ⇒ booklet *Navigation system*

⚠ 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.**

NOTICE

- **The defroster heating wires or antenna in the rear window can be damaged by hard or sharp things on the shelf below the rear window.**
- **Do not keep any food, medicine, or other items sensitive to heat or cold in the vehicle. They can be damaged or made unusable by heat or cold.**
- **Things that are made of transparent materials (such as eyeglasses, magnifying glasses, or transparent suction cups on the windows) can magnify sunlight and damage the vehicle.**

The ventilation slots between the rear window and the luggage compartment cover must not be blocked so that stale air can escape from the vehicle. ◁

Eyeglass storage compartment in the overhead console

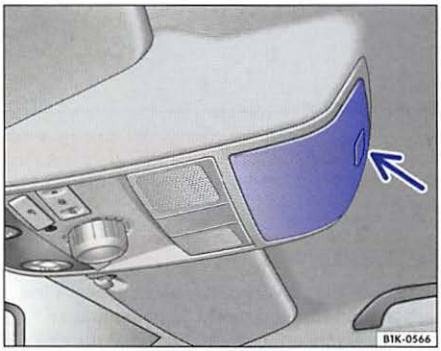

Fig. 93 In the overhead console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

This storage compartment can be used for storing eyeglasses or other light objects.

To *open*, briefly press and release the button on the storage compartment cover ⇒ fig. 93 (arrow).

To *close*, push the lid up until it latches. ◁

Storage compartment in the front center console

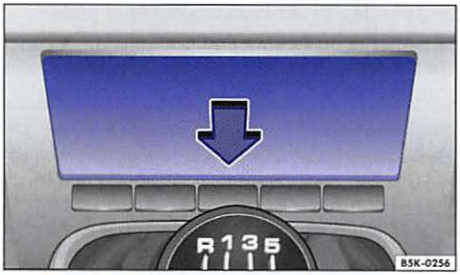

Fig. 94 In the front center console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

To *open*, briefly press on the storage compartment cover ⇒ fig. 94 (arrow).

To *close*, press the storage compartment cover down completely.

There may be a 12 Volt socket in the storage compartment ⇒ page 163. ◁

Storage compartment in the front center armrest

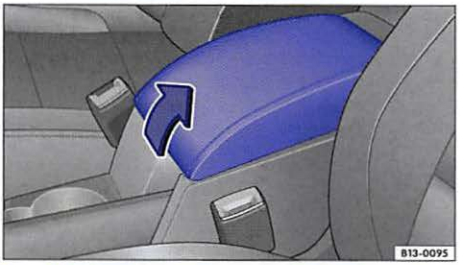

Fig. 95 In the front center armrest: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

To *open*, lift up the center armrest as far as it will go in the direction of the arrow ⇒ fig. 95.

To *close*, put the center armrest down.

⚠ WARNING

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

- **Always keep storage compartments in the center armrest closed while driving.** ▶

⚠ WARNING

Never let a passenger, especially a child, ride on the center armrest.

There may be an AUX-IN jack, a multimedia jack (MEDIA-IN), or a phone holder for the mobile phone package in the upper section of the center armrest storage compartment. See ⇒ booklet *Radio*, ⇒ booklet *Navigation system*, or ⇒ booklet *Mobile Phone Package*. ◁

Glove compartment

Fig. 96 On the passenger side: Glove compartment.

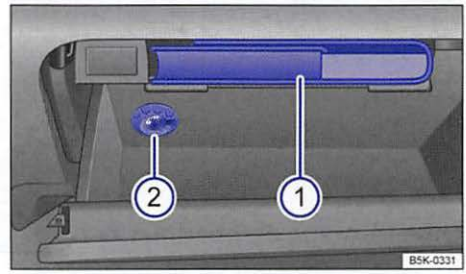

Fig. 97 Inside the glove compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

Key to ⇒ fig. 97:

① Owner's Manual slot with Owner's Manual

② Air vent

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. 96.

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. 97 ①.

Always keep the Owner's Manual in this slot.

Cooling the glove compartment

There is an air vent ② in the back of the glove compartment. Cool air can be directed into the glove compartment if the air conditioner is on. Open or close the air vent by turning it.

⚠ WARNING

An open glove compartment door can increase the risk of serious injury during sudden braking or driving maneuvers or in a crash.

- **Always keep the glove compartment closed while the vehicle is moving.**

NOTICE

In some vehicle models, design considerations have made it necessary to have openings in the glove compartment behind the owner's manual slot, for example. Small items may fall through these openings and get behind the instrument panel. This can cause unusual noises and damage the vehicle. Never put any small objects in the glove compartment for this reason. ◁

Storage compartment in the rear center console

Fig. 98 In the rear center console: Storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

There is a storage compartment for stowing small objects ⇒ fig. 98 in the back of the center console. ◁

Other storage compartments

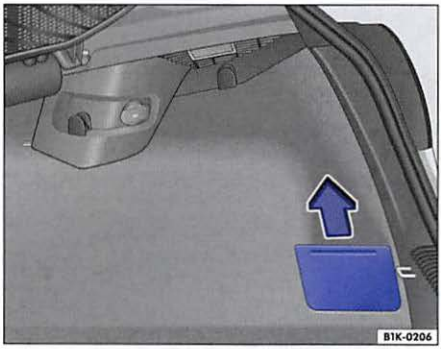

Fig. 99 In the luggage compartment: Side storage compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 157.

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. 99 to make room for larger objects in the luggage compartment.

Additional storage:

- In the center console.
- In the door trim panels (front and rear).
- 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 141.

⚠ WARNING

Clothes or other items on the shelf behind the rear seat backrest may limit visibility, and cause accidents and severe personal injuries.

- **Always hang clothes so that they do not limit visibility.**
- **Always use the built-in coat hooks only for lightweight clothing. Never leave any heavy or sharp-edged items in the pockets that may interfere with airbag deployment and can cause personal injury in a collision.** ◁

Cup holders

Introduction

In this section you'll find information about:

Cup holders in the front center console 161
Cup holders in the rear center armrest 162

Beverage bottle holders

There is a place for bottles in the open compartments in the driver and passenger doors.

More information:

- Interior care and cleaning ⇒page 251

⚠ WARNING

Improper use of beverage holders can cause injuries.

- **Never put hot drinks in the cup holders. During normal or sudden maneuvers, sudden braking or in a collision, hot liquid can be spilled and cause burns!**
- **Make certain that bottles or other items cannot fall into the driver's footwell while the vehicle is moving and interfere with the movement of the pedals.**

⚠ WARNING (continued)

- **Never put heavy cups, food or other heavy items in the cup holders. Heavy items can fly through the passenger compartment in a crash and cause serious injury.**

⚠ WARNING

Hot or freezing temperatures in the passenger compartment can cause closed bottles to explode or break.

- **Never leave closed bottles in a very hot or cold vehicle.**

NOTICE

Never put open drinks in the cup holder when the vehicle is moving. The drinks can spill and damage the vehicle, including the electrical system.

The cup holder inserts can be removed for cleaning. ◁

Cup holders in the front center console

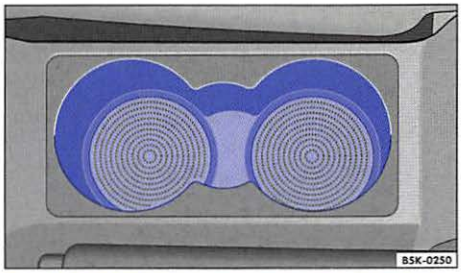

Fig. 100 In the front center console: Cup holders.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 161.

Using cup holder

Place the drink in the cup holder ⇒fig. 100. ◁

Cup holders in the rear center armrest

Fig. 101 Cup holders in the rear center armrest.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 161.

To *open*, fold the center armrest down.

To *close*, fold the center armrest up. ◁

12 Volt sockets

Introduction

In this section you'll find information about:

12 Volt sockets in the vehicle 163

Electrical devices can be connected to the vehicle 12 Volt sockets.

The connected devices must be in good working order.

More information:

- Parts, accessories, repairs and modifications ⇒ page 283
- Consumer information ⇒ page 291

WARNING

Improper use of electrical sockets and electrical devices may start a fire and cause severe personal injury.

- **Never leave children unattended in the vehicle. Sockets and connected devices can be used when the ignition is switched on.**
- **If the connected device gets warm, immediately switch it off and disconnect the power supply.**

NOTICE

- **To help prevent damage to the electrical system, never connect any accessories such as a solar panel or vehicle battery charger to a 12 Volt socket.**
- **Only use accessories which have been tested for electromagnetic compatibility with a motor vehicle.**
- **To help prevent damage from voltage fluctuations, switch off all electrical consumers connected to the 12 Volt socket before switching the ignition on or off or starting the engine.**
- **Never connect devices to a 12 Volt socket that draw more than the maximum wattage the socket can supply. Drawing too much power can damage the vehicle electrical system.**

Please turn off the engine when you stop for any length of time.

The vehicle battery will drain if you use electrical equipment when the engine is not running.

Unshielded devices may interfere with radio reception or the vehicle's electrical system.

Operating electrical devices near the windshield-integrated antenna may interfere with AM radio reception. ◁

12 Volt sockets in the vehicle

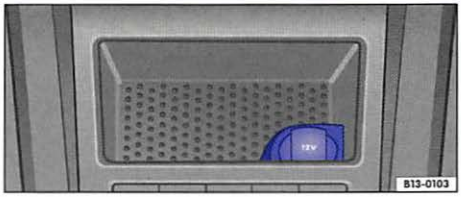

Fig. 102 Front center console: 12 Volt socket in the storage compartment.

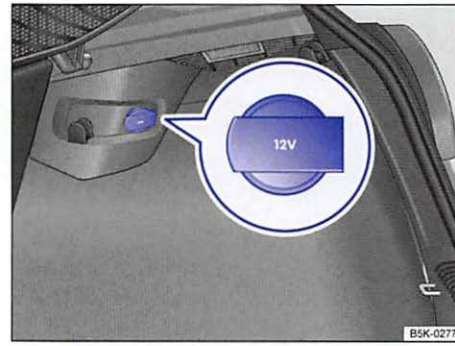

Fig. 103 In the luggage compartment: 12 Volt socket. ▶

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 163.

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 should have information on them that says how much power they draw.

If 2 or more electrical devices are connected at the same time, the total power draw of all connected devices must never be more than 190 watts ⇒ ⓘ.

12 Volt socket

The 12 Volt socket works only when the ignition is switched on.

If the ignition is on but the engine is not running, the vehicle battery will be drained by any device that is plugged in and turned on. For this reason, never use the electrical sockets unless the engine is running.

To help prevent damage from voltage fluctuations, switch off all electrical devices connected to a 12 Volt socket before switching the ignition on or off or starting the engine.

The vehicle may have 12 Volt sockets at the following places:

- In the storage compartment in the front center console ⇒ fig. 102.
- In the luggage compartment ⇒ fig. 103.

ⓘ NOTICE

- **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 that has been tested for electromagnetic compatibility and complies with applicable guidelines.**
  - **Never feed current into the socket, with a solar panel, for example.** ◁

While driving

Starting, shifting, parking

Starting and stopping the engine

Introduction

In this section you'll find information about:

Vehicle key positions in the ignition switch . . . 166
Starter button 167
Starting the engine 168
Stopping the engine 169
Electronic immobilizer 170

Explanatory notes in this section regarding automatic transmissions also apply to the DSG® Direct Shift Gearbox automatic transmission.

Immobilizer display

If an unauthorized vehicle key is used or the system malfunctions, `Immobilizer active!` may appear on the instrument cluster. The engine cannot be started.

Push-starting and tow-starting

For technical reasons, **never** try to push-start or tow-start the vehicle. Jump-start the vehicle instead while following proper and safe procedures.

More information:

- Vehicle key set ⇒ page 36
- Shifting gears ⇒ page 171
- Braking, stopping and parking ⇒ page 179
- Steering ⇒ page 192
- Starting assistance systems ⇒ page 195
- Refueling ⇒ page 214
- Fuel ⇒ page 219
- Emergency closing and opening ⇒ page 301
- Jump-starting ⇒ page 327
- Towing ⇒ page 330

⚠ 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.

⚠ WARNING (continued)

- **Brake and steering assistance systems, the airbag system, safety belt pretensioners, and other vehicle safety features only work when the engine is running.**
- **Switch off the engine only when the vehicle is not moving.**

⚠ WARNING

To reduce the risk of serious personal injury when starting and running the vehicle's engine:

- **Never start the engine or let it run in a confined or enclosed area. Engine exhaust contains carbon monoxide, a poisonous, colorless, and odorless gas. Carbon monoxide can cause unconsciousness and death.**
- **Never leave the vehicle unattended with the engine running. The vehicle could move suddenly or some other unexpected event could occur, resulting in property damage or personal injury.**
- **Never use starting assist fluids. Starting fluids can explode and can cause a "runaway" vehicle condition.**

⚠ WARNING

The vehicle exhaust system and the catalytic converter get very hot. They can cause fires and serious personal injury.

- **Never park the vehicle where the hot exhaust system or catalytic converter could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.**
- **Never apply additional undercoating or rust proofing on or near the exhaust manifold, exhaust pipes, catalytic converter, or heat shields.** ◁

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Vehicle key positions in the ignition switch

Fig. 104 In the ignition switch: Vehicle key positions.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 165.

If there is no vehicle key in the ignition, the steering column is locked.

Vehicle key position ⇒ fig. 104

⓪ Ignition switched off. The vehicle key can be removed.

① Ignition is switched on. 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 unless both the key and the selector lever have been moved to the correct position. Press the release button on the transmission selector lever and release. The vehicle key can now 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 vehicle key. This could result in people being trapped in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **Heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures, particularly in summer. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**
- **Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will not be able to steer or control the vehicle.**

Leaving the key in the ignition for a long time when the engine is not running will drain the vehicle battery.

Leaving the selector lever for a long period of time in any position other than Park **(P)** when the ignition is switched off can drain the vehicle battery.

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)**. ◁

Fig. 105 Keyless Access locking and starting system: Starter button.

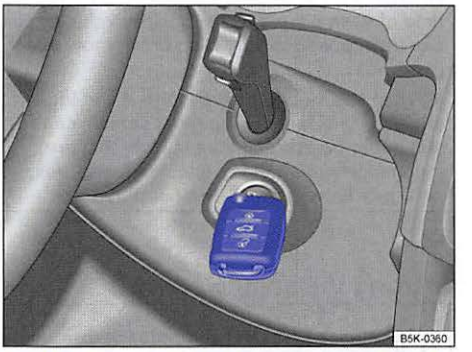

Fig. 106 Emergency start feature for vehicles with Keyless Access.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 165.

The starter button can only be used 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 192.

Switching the ignition on and off

- Briefly press the starter button once without operating the brake or clutch pedals ⇒ ⚠.

Emergency start feature

If an authorized remote control vehicle key is in the passenger compartment but the instrument cluster displays `Key not in Range` when you push the starter button, the remote control vehicle key battery is weak or dead. You can still start the engine using the Emergency start feature.

- Make sure the selector lever is in the Park **(P)** position.
- Hold the remote control vehicle key to the right of the steering column trim immediately after pressing the starter button ⇒ fig. 106.
- The ignition automatically switches on and the engine starts.

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 2 seconds ⇒ ⚠.
- The engine switches off automatically.

Engine restart function

If no authorized remote control 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 related message is shown in the instrument cluster display.

After the 5 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 injury.**
- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked using the remote control vehicle key. This could result in people being trapped in the vehicle in an** ▶

⚠ WARNING (continued)

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**

⚠ WARNING (continued)

quickly reach levels that can cause unconsciousness and death, particularly to small children.

If the ignition is switched on or the engine is running and the driver door is opened, a chime sounds. The chime is also a reminder to switch off the engine and turn off the ignition before leaving and locking the vehicle from the outside. ◁

Starting the engine

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 165.

Please perform these steps only in the order listed.

Step	Vehicles without Keyless Access	Vehicles with Keyless Access
1.	**Automatic transmission:** Depress the brake pedal and hold it down until step 5 is completed.	
1 a.	**Manual transmission:** 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.	Turn the vehicle key to position ⇒ fig. 104 ② – do not depress the accelerator pedal.	Briefly press the starter button ⇒ page 167 – do not depress the accelerator pedal. An authorized vehicle key must be inside the vehicle in order to start the engine.
4.	When the engine starts, release the vehicle key.	When the engine starts, release the starter button.
5.	If the engine does not start, switch off the ignition 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 167.
6.	Release the parking brake when you are ready to start driving ⇒ page 179.	

⚠ WARNING

Never leave the vehicle unattended while the engine is running. The vehicle could move suddenly, especially when the vehicle is in gear, resulting in accidents and personal injury.

⚠ WARNING

"Starting fluids" can explode and can cause a "run-away" vehicle condition.

- **Never use starting assist fluids.**

NOTICE

- **You can damage the starter or the engine if you try to start the engine when the vehicle is still moving, or if you try to restart the engine right after switching it off.**
- **Avoid high engine speeds, full throttle acceleration, and heavy engine loads when the engine is cold.**
- **Do not try to start the engine by pushing or towing the vehicle. Unburned fuel can get into the catalytic converter and damage it. The steering column may also be locked.**

Do not let your vehicle warm up while standing; instead, start driving right away after making sure that you have good visibility through all windows. This will help the engine reach operating temperature faster and keep down emissions. ▶

Major consumers of electricity are temporarily switched off when the engine is being started.

After starting a cold engine, there may be increased operating noises for a few seconds. This is normal and harmless. ◁

Stopping the engine

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 165.

Please perform each step only in the order listed.		
	Vehicles without Keyless Access	**Vehicles with Keyless Access**
1.	Bring the vehicle to a complete stop ⇒ ⚠.	
2.	Depress and hold down the brake pedal until step 4 is completed.	
3.	Automatic transmission: Shift the transmission into Park **(P)**.	
4.	Apply the parking brake to help prevent the vehicle from moving ⇒ page 179.	
5.	Turn the vehicle key to position ⇒ fig. 104 ⓪ in the ignition switch.	Briefly press the starter button ⇒ page 167. If the engine will not switch off, carry out the emergency shut-off procedure ⇒ page 167.
6.	With a manual transmission, shift into 1st gear (vehicle on flat surface or pointing uphill) or reverse (vehicle pointing downhill).	

⚠ WARNING

Never stop the engine before the vehicle has come to a complete stop. You can lose control of the vehicle, crash, and be seriously injured.

- **The airbags and safety belt pretensioners will not work when the ignition is switched off.**
- **The brake booster does not work when the engine is not running. More brake pedal pressure will be needed to stop the vehicle.**
- **The power steering system does not work when the engine is not running, and you will need more force to steer the vehicle.**
- **When the key is removed from the ignition switch, the steering will lock and you will not be able to steer the vehicle.**

NOTICE

If the vehicle has been driven hard for a long time, the engine could overheat when it is stopped. To reduce the risk of engine damage, let the engine idle in Neutral for about 2 minutes before you switch off the ignition.

If the ignition is switched on or the engine is running and the driver door is opened, a chime sounds. The chime is also a reminder to switch off the engine and turn off the ignition before leaving and locking the vehicle from the outside.

On vehicles with automatic transmissions, the vehicle key can only be removed from the ignition when the transmission is in Park **(P)**.

After the engine has been switched off, the radiator fan in the engine compartment may keep running for several minutes, or may start running after the vehicle has been parked for a while, even if the ignition is switched off and the vehicle key has been removed. The radiator fan shuts off automatically when the engine has cooled down enough. ◁

Electronic immobilizer

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 165.

The immobilizer helps to prevent the engine from being started and driven with an unauthorized vehicle key.

There is a microchip inside the vehicle key. The chip deactivates the immobilizer automatically when an authorized vehicle key is inserted into the ignition switch.

The electronic immobilizer is automatically activated when the remote control vehicle key is pulled out of the ignition switch. On vehicles with Keyless Access, the vehicle key must be outside the vehicle ⇒ page 44.

The engine can therefore only be started with an authorized and 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 36.

If an unauthorized vehicle key is used, **`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 about:

Warning and indicator lights 172
Pedals 173
Manual transmission: Gearshift lever 174
Automatic transmission: Selector lever 175
Shifting with Tiptronic® 176
Driving with automatic transmission 177
Automatic transmission malfunction 178

Explanatory notes in this section regarding automatic transmissions also apply to the DSG® Direct Shift Gearbox automatic transmission.

When the ignition is switched on and the transmission is in Reverse (R):

- The backup lights come on.
- Climatronic switches automatically to air recirculation mode.
- The rear window wiper switches on when the windshield wipers are switched on.

More information:

- Lower center console ⇒ page 12
- Instruments ⇒ page 18
- Braking, stopping and parking ⇒ page 179
- Climate control ⇒ page 207
- Engine control and emission control system ⇒ page 295
- Emergency closing and opening ⇒ page 301

⚠ WARNING

Rapid acceleration can cause skidding and loss of traction, especially on slippery roads, resulting in a loss of vehicle control, collisions, and serious personal injury.

- **Only use the kick-down feature or fast acceleration if visibility, weather, road, and traffic conditions permit and other drivers will not be endangered by your driving and the vehicle's acceleration.**

⚠ WARNING

Constant braking causes the brakes to overheat and even to fail leading to collisions and serious personal injury.

- **Never "ride" the brakes or apply the brake pedal too often or too long.**
- **Riding the brakes will substantially reduce braking performance, increase stopping distance, and can cause complete brake system failure.**

NOTICE

- **Never "ride" the brakes by keeping your foot on the brake pedal when you do not want to brake. This will make the brakes wear faster.**
- **Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and even fail. Only use the brakes when you need them to slow the vehicle down more or to stop.** ◁

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Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

Lights up	Possible cause	Proper response
	DSG® transmission too hot.	**Do not continue driving!** Allow the transmission to cool with the selector lever in the **P** position. If the warning does not turn off, do not continue driving. See your authorized Volkswagen dealer for assistance. Otherwise, serious transmission damage could result ⇒ page 178.
	Brake pedal not depressed.	Apply the brake pedal to select a drive gear ⇒ page 179.

Flashes	Possible cause	Proper response
	The release button in the selector lever did not engage. Vehicle movement is prevented.	Engage selector lever release button ⇒ page 175.
	Automatic transmission malfunction. 🔧 blinks, alternating with the selector lever indicator, for example **D**.	Drive at low engine speed (rpm) to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked.

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

⚠ WARNING

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

- **Never ignore warning lights or text WARNINGS.**

⚠ 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.**

NOTICE

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

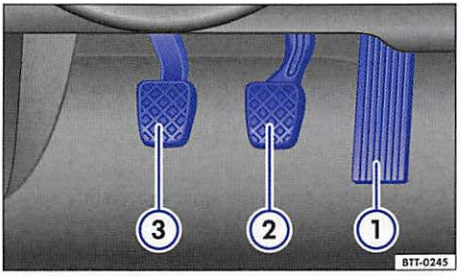

Fig. 107 Pedals in vehicles with manual transmission: ① Accelerator pedal, ② Brake pedal, ③ Clutch pedal.

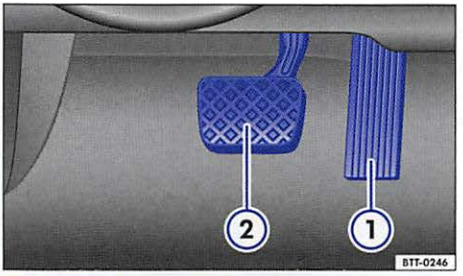

Fig. 108 Pedals in vehicles with automatic transmission: ① Accelerator pedal, ② Brake pedal.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

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 farther 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.

⚠ WARNING (continued)

- **Always make sure that nothing can interfere with the pedals.**
- **Always fasten floor mats securely to the floor.**
- **Never put floor mats or other floor coverings on top of already installed floor mats.**
- **Always make sure that nothing can fall into the driver footwell while the vehicle is moving.**

NOTICE

Always make sure that the pedals are able to move freely and that nothing can interfere with them. If a brake circuit fails, more brake pedal travel will be needed to bring the vehicle to a stop. The brake pedal must be pressed harder and farther than normal. ◁

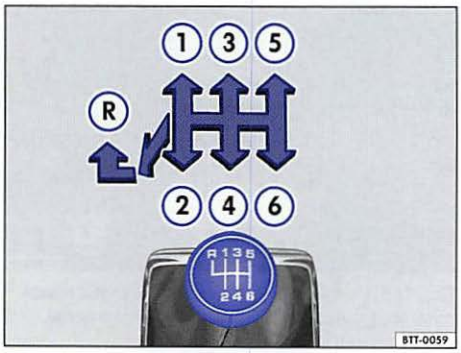

Fig. 109 Gearshift pattern of a 6-speed manual transmission.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

The positions of the individual gears are shown on the gearshift lever ⇒ fig. 109.

- Depress the clutch pedal all the way and hold.
- Move the gearshift lever into the desired position ⇒ ⚠.
- Release the clutch pedal to engage the gear.

The clutch pedal must be fully depressed to start the engine.

Shifting into reverse

- Only shift to the reverse gear when the vehicle is not moving.
- Depress the clutch pedal fully and hold ⇒ ⚠
- Move the gearshift lever to neutral and press down.
- Move the shift lever to the left and then push forward into the reverse gear position Ⓡ.
- Release the clutch pedal to engage the gear.

Downshifting

You should always downshift gear by gear when driving, meaning always into the next lowest gear. Do not downshift when the engine rpm (revolutions per minute) is too high ⇒ ⚠. At fast speeds or high engine rpms, skipping over one or more gears when downshifting can cause damage to the clutch and transmission, even if a gear is not engaged ⇒ ⓘ.

⚠ WARNING

Downshifting to a lower gear incorrectly can result in loss of vehicle control and can cause accidents and serious personal injuries.

⚠ 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. This also applies when the parking brake is engaged.

- **Never shift into reverse when the vehicle is moving.**

ⓘ NOTICE

Shifting down to a gear that is too low when driving at fast speeds or high engine rpms can cause extensive damage to the clutch and transmission. That is true even if the clutch pedal is pressed so that the clutch is not engaged.

ⓘ NOTICE

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

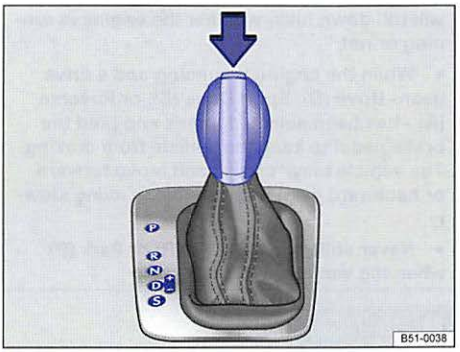

Fig. 110 Automatic transmission selector lever with shift lever release button.

Automatic transmission vehicles have an Automatic Shift Lock (ASL). With ASL, you must depress the brake pedal and hold it down while pressing the release button on the selector lever handle in the direction of the arrow ⇒ fig. 110 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 setting is shown in the instrument cluster display, as well as the current gear (if applicable).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

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 transmitted to the wheels and no engine braking 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 vehicle 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 vehicle speed.

Automatic Shift Lock (ASL)

The Automatic Shift Lock (ASL) in Park **(P)** and Neutral **(N)** prevents drive positions from being engaged inadvertently, which would cause the vehicle to move.

To release the ASL, depress and hold the brake pedal with the ignition switched on. Press the release button on the selector lever at the same time.

The ASL is not engaged if the selector lever is moved quickly through Neutral **(N)** (e.g., when shifting from Reverse **(R)** to Drive **(D)**). This makes it possible to "rock" the vehicle backwards and forwards if it is stuck in snow or mud. The ASL engages automatically if the brake pedal is not depressed and the lever is in Neutral **(N)** for more than about 1 second and the vehicle is traveling no faster than about 3 mph (5 km/h).

In rare cases, the ASL may not engage on vehicles with DSG® Direct Shift Gearbox. If this happens, power to the drive wheels will be interrupted to prevent the vehicle from moving unexpectedly. The green indicator light ⊘ will blink and a text message will be displayed. To engage the Automatic Shift Lock (ASL): ▶

- 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)

- **Never leave the vehicle in Neutral (N). It will roll down hills, whether the engine is running or not.**
- **When the engine is running and a drive gear - Drive (D), Sport Drive (S), or Reverse (R) - has been selected, press and hold the brake pedal to keep the vehicle from moving. The vehicle may "creep" and move forward or backward even if the engine is idling slowly.**
- **Never shift into Reverse (R) or Park (P) when the vehicle is moving.**

NOTICE

Even though the transmission is in Park (P), the vehicle may move a couple of inches (a few centimeters) forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first setting the parking brake.

If the selector lever is moved into Neutral **(N)** by mistake when the vehicle is moving, take your foot off the accelerator pedal. Wait until the engine speed has dropped to idle speed before moving the selector lever into a drive gear.

Leaving the selector lever for a long period of time in any position other than Park **(P)** when the ignition is switched off can drain the vehicle battery. ◁

Shifting with Tiptronic®

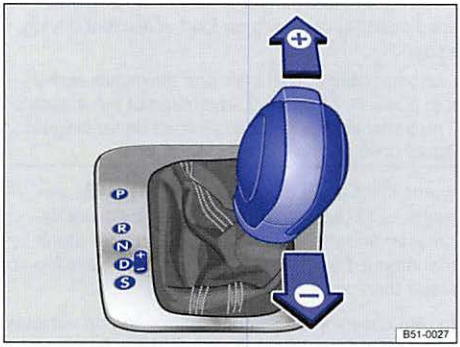

Fig. 111 Selector lever in Tiptronic position.

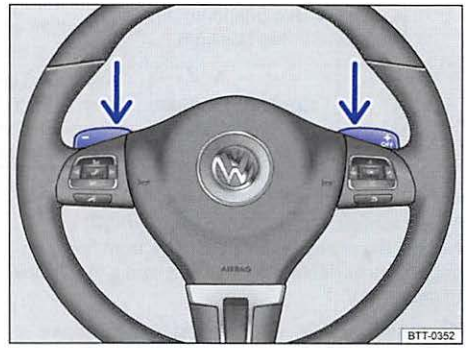

Fig. 112 Steering wheel with optional Tiptronic shift paddles.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

Tiptronic lets you upshift and downshift manually with the automatic transmission. When Tiptronic mode is used, the transmission stays in the current gear and does not upshift or downshift ▶

automatically unless the transmission senses a situation where upshifting or downshifting is necessary to keep the engine from over- or under-revving.

Using Tiptronic with the selector lever

- Push the selector lever sideways to the right from Drive **(D)** position into the Tiptronic position ⇒ ⚠ in *Automatic transmission: Selector lever* on page 176.
- Briefly push the selector lever forward ⊕ to upshift into a higher gear or backward ⊖ to downshift into a lower gear ⇒ fig. 111.

Using Tiptronic with the shift paddles behind the steering wheel

- The paddles ⇒ fig. 112 (arrows) work when the selector lever is in the Tiptronic position or 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 and the selector lever is not in the Tiptronic position.

NOTICE

- **During acceleration, the transmission will shift automatically into the next higher gear before reaching maximum engine speed (rpm).**
- **If you use Tiptronic to shift into a lower gear, the transmission will downshift only when doing so will not over-rev the engine.** ◁

Driving with automatic transmission

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

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 176.
- Downshift by pulling the selector lever back briefly (-).
- **OR:** Downshift using the paddles on the steering wheel ⇒ page 177.

If you stop and start up again when going uphill, you should use Hill Hold ⇒ page 195 as long as the engine is running.

Vehicles without Hill Hold: If you stop on a hill with the vehicle in gear, you must depress the brake pedal or engage the parking brake to keep the vehicle from rolling. Do not release the brake pedal or the parking brake until the vehicle has started to move forwards ⇒ ⓘ.

Kick-down acceleration

The kick-down feature permits maximum acceleration when the selector lever is in the Drive (**D**), Sport Drive (**S**) or Tiptronic mode.

If you push the accelerator all the way down, the vehicle will automatically downshift, depending on vehicle speed and engine speed (rpm). This feature lets you take advantage of the full acceleration capacity of the vehicle ⇒ ⚠.

With kick-down actuated, the transmission will stay in the current gear longer and not upshift until the engine reaches maximum rpm.

Launch control program

The launch control program lets you take advantage of maximum acceleration from a standstill.

- Switch off Anti-Slip Regulation (ASR) ⇒ page 179.
- 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.

- **Only use the kick-down feature, Launch Control Program, or fast acceleration if visibility, weather, road, and traffic conditions permit and other drivers will not be endangered by your driving and the vehicle's acceleration.**

⚠ WARNING (continued)

- **Always adapt your driving to the traffic flow.**
- **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.**

NOTICE

- **When stopping on hills with the transmission in a drive gear, do not use the accelerator to help prevent the vehicle from rolling backwards. This can cause the automatic transmission to overheat and be damaged.**
- **Never let the vehicle coast or roll down a hill in Neutral (N), especially when the engine is not running. The transmission will not be lubricated and will be damaged.** ◁

Automatic transmission malfunction

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 171.

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 automatic 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 a DSG® Direct Shift Gearbox automatic transmission may **not be able to shift into reverse**. It is then impossible to drive the vehicle backwards.

In any event, have the automatic transmission checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Overheating of Direct Shift Gearbox (DSG®) automatic transmission

The DSG® automatic transmission may overheat, for example, due to frequent starts, extended "creeping," or stop-and-go traffic. Overheating is indicated by the warning light ⓘ and, if applicable, by a text message in the instrument cluster. An additional warning chime may sound. Stop and let the transmission cool down ⇒ ⓘ.

The vehicle does not move forward or in reverse even though a drive position is selected with the selector lever

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly. Press the brake pedal and select the drive position again.

If the vehicle still does not move in the desired direction, there is a system malfunction. See your authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

NOTICE

- **As soon as you get any of these warnings about transmission overheating, you must either park the vehicle in a safe place or drive faster than 12 mph (20 km/h).**
- **If the text message and acoustic warning repeat themselves every 10 seconds or so, you must park the vehicle in a safe place as soon as you can safely do so and stop the engine. Let the transmission cool down.**
- **To help prevent damage to the transmission, do not drive the vehicle again until the acoustic warning has stopped. As long as the engine is overheated, avoid stop and start driving and avoid low speeds ("walking pace").** ◁

Braking, stopping, and parking

Introduction

In this section you'll find information about:

Warning and indicator lights 180
Parking brake 182
Parking 182
About the brakes 183
Braking assistance systems 185
Switching Anti-Slip Regulation (ASR) on and off 187
Brake fluid 187

The **braking assistance systems** are the Anti-Lock Brake System (ABS), Brake Assist System (BAS), Electronic Differential Lock (EDL), Anti-Slip Regulation (ASR) and Electronic Stability Control (ESC).

More information:

- Trailer towing ⇒ page 149
- Starting assistance systems ⇒ page 195
- Tires and wheels ⇒ page 258
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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.**
- **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)

- **Always apply the parking brake when parking your vehicle.**
- **Improper use of the parking brake can seriously injure you and your passengers.**
- **Never use the parking brake to slow down the vehicle when it is moving, except in an emergency. The stopping distance is much longer because only the rear wheels are braked. Always use the foot brake to stop the vehicle.**
- **Never activate the throttle manually from the engine compartment when the engine is running and the automatic transmission is in gear. The vehicle will start to move as soon as the engine speed increases even if the parking brake is on.**
- **Never leave children or anyone who cannot help themselves behind in the vehicle. They could release the parking brake and move the gear selector lever or gear shift, which could cause the vehicle to start moving. This can lead to a crash and serious personal injuries.**
- **Always take the key with you when you leave the vehicle. The engine can be started and vehicle systems such as the power windows can be operated, leading to serious personal injury.**
- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control vehicle key, trapping passengers in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **Heat 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.**

▶

NOTICE

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

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
(P) PARK	Parking brake engaged.	⇒ page 182
(!) / BRAKE	Brake system malfunction.	**Stop!** Get professional assistance immediately ⇒ page 184.
	Brake fluid level too low.	**Stop!** Check brake fluid level ⇒ page 187.
	Together with ABS indicator light (⊖) or **ABS**: ABS failure.	See an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
BRAKE WEAR (○)	Front brake pads worn.	If you believe that it is safe to do so, immediately take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Check, and if necessary replace, **all** brake pads.
/ ESC	ESC switched off by the system.	Switch ignition off and on again. You may have to drive a short distance.
	ESC malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Together with ABS indicator light (⊖) or **ABS**: ABS malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Vehicle battery has been reconnected.	Drive a short distance at a speed of 10 – 12 mph (15 – 20 km/h). If the indicator light stays on, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility ⇒ page 238.

▶

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
ESC OFF	ASR manually deactivated.	Switch on ASR ⇒ page 187. ASR automatically turns on when you turn the ignition on and off.
ABS	Together with ESC indicator light: ABS malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Together with warning light or BRAKE: ABS failure.	
	Brake pedal not depressed.	Depress the brake pedal to select a gear or drive position.

Flashes	Possible cause	Proper response
ESC	ESC or ASR is operating.	Take foot off accelerator pedal. Adapt driving to road conditions.
	The lock button in the selector lever is not engaged.	Engage the Automatic Shift Lock (ASL) ⇒ page 175

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. Stop the vehicle as soon as you can do so safely and get expert assistance ⇒ page 187, *Brake fluid*.**
- **If the brake warning light BRAKE or comes on at the same time as the ABS warning light ABS or , the ABS may not be working**

⚠ WARNING (continued)

properly. This could cause the rear wheels to lock up relatively quickly during braking. Rear wheel brake lock-up can cause loss of vehicle control.

- **If you believe the vehicle is safe to drive, drive slowly and very carefully to the nearest authorized Volkswagen dealer, authorized Volkswagen Service Facility, or other qualified workshop and have the brake system inspected. Avoid sudden hard braking and steering.**
- **If the ABS indicator light ABS or 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.** ▶

NOTICE

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

Parking brake

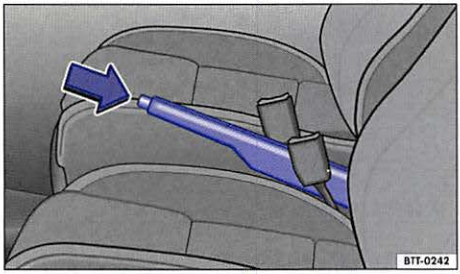

Fig. 113 Between the front seats: Parking brake.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

Setting the parking brake

- Pull the parking brake lever up firmly.
- When the ignition is on, the indicator light (P) or PARK appears in the instrument cluster display to show that the parking brake is engaged ⇒page 180.

Releasing the parking brake

- Pull the lever up slightly and press the release button ⇒fig. 113 (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 engaged.**

NOTICE

Even though the transmission is in Park (P), the vehicle may move a couple of inches (a few centimeters) forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first firmly setting the parking brake.

A warning signal sounds if you drive faster than about 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 179.

Please note legal regulations when stopping and parking your vehicle.

Parking the vehicle

Please perform these steps only in the order listed.

- Stop the vehicle on a suitable surface ⇒⚠.
- Hold the brake pedal down until the engine is switched off.
- Apply the parking brake to help prevent the vehicle from moving ⇒page 182.
- 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 get very hot. They can cause fires and serious personal injury.

- **Never park where the hot exhaust system could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.**

NOTICE

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

About the brakes

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

New brake pads do not provide full performance during the first 100 to 200 miles (200 to 300 km) and must first be "broken" in ⇒⚠. To some extent, you can make up for the somewhat reduced performance by applying more pressure to the brake pedal. But, **during the break-in period**, the stopping distance for hard braking and emergency braking will be longer until the brakes are fully broken in. Avoid hard braking and situations that might require hard braking (such as following other vehicles too closely) – especially during the break-in period.

Brake pad wear depends mostly on operating conditions and the way the vehicle is driven. If you do a lot of city and short-distance driving and/or have a sporty driving style, you should have the brake pads checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility more often than the regular service intervals.

Wet brakes (for example, after driving through water or washing the vehicle or after heavy rainfall) will not brake as well. Stopping distances will be longer when brake discs are wet or, in winter, even icy. Wet or icy brakes must be dried as soon as possible by carefully applying the brakes a couple of times while traveling at a relatively high speed. Make sure nobody is behind you and that you do not endanger yourself or others ⇒⚠.

Brakes coated with road salt also react slower and need longer stopping distances. If there is salt on the roads and you are not braking regularly, brake carefully and gently from time to time to remove any salt coating from the brake discs and pads ⇒⚠.

Brake disc **corrosion** (rust) and **dirt** build-up on the brake pads are more likely to occur if the vehicle is not driven much or is driven only for short distances with little braking. If the brakes have not been used and there is some rust on the discs, clean the brake discs and pads once in a while by carefully braking a couple of times while driving at relatively high speed to help clean the brake discs and pads. Make sure nobody is behind you and that you do not endanger yourself or others ⇒⚠. ▶

Brake system malfunction

If you brake and find that vehicle doesn't brake nearly as well as it used to (sudden increase in stopping distance), a brake circuit may have failed. The brake warning light ⓘ or BRAKE will come on and a message may appear in the instrument cluster display. If you believe the vehicle is safe to drive, immediately take it to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for repair. Drive slowly and very carefully, allow for the longer stopping distance, and be ready to push longer and harder on the brake pedal to slow the vehicle down.

Brake booster

The brake booster works only when the engine is running. It increases the force on the brakes above and beyond the pressure put on the brake pedal by the driver.

If the brake booster is not working, or if the vehicle has to be towed, you will have to push the brake pedal harder to make up for the lack of booster assistance and the resulting longer stopping distance ⇒⚠.

⚠ WARNING

New brake pads do not provide maximum braking performance.

- **New brake pads do not have the best stopping power for the first 200 miles (320 km) and must be "broken in." You can compensate for the slightly reduced braking force by putting more pressure on the brake pedal.**
- **Drive with extra care while the new brake pads are being broken in. This reduces the risk of collisions and serious personal injuries due to a loss of control over the vehicle.**
- **Never follow other vehicles too closely or put yourself into other situations that might require sudden, hard braking, especially when the brake pads have not been broken in.**

⚠ WARNING

Overheated brakes will reduce the vehicle's stopping power and increase stopping distances considerably.

- **When driving downhill, the brakes have to work especially hard and heat up quickly.**
- **Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automat-**

⚠ WARNING (continued)

ic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.

- **A damaged front spoiler or a non-standard spoiler can reduce airflow to the brakes and make them overheat.**

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react slower and need longer stopping distances.

- **Carefully apply the brakes to test them.**
- **Always dry brakes and clean off ice and salt coatings with a few cautious brake applications when visibility, weather, road and traffic conditions permit.**

⚠ WARNING

Driving when the brake booster is not working increases stopping distances and can cause accidents and serious personal injuries.

- **Never let the vehicle coast when the engine is switched off.**
- **If the brake booster is not working (such as when the vehicle is being towed), a lot more pedal force is needed to slow down and stop.**

ⓘ NOTICE

- **Never "ride" the brakes by keeping your foot on the brake pedal when you do not want to brake. Constant pressure on the brake pedal can make the brakes overheat. Riding the brakes will substantially reduce braking performance, increase stopping distance, and can cause complete brake system failure.**
- **Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.** ▶

When the front brakes are serviced, you should have the rear brake pads inspected at the same time. The wear of all brake pads should be visually checked regularly. The best way to check for brake pad wear is to have your authorized Volkswagen dealer or authorized Volkswagen Service Facility visually inspect the pads through the openings in the wheel rims or from underneath the vehicle. If necessary, the wheels can be taken off for a more thorough inspection. ◁

Braking assistance systems

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

The ESC, ABS, BAS, ASR, and EDL braking assistance systems work only when the engine is running. These systems can significantly improve active driving safety.

Electronic Stability Control (ESC)

ESC helps to improve road holding and vehicle dynamics to help reduce the probability of skidding and loss of vehicle control. It works only when the engine is running. ESC detects certain difficult driving situations, including when the vehicle is beginning to spin (yaw) out of control. ESC then helps you to get the vehicle back under control by selectively braking the wheels and/or reducing engine power and by providing steering assistance to help hold the vehicle on the driver's intended course.

ESC has limitations. It is important to remember that ESC cannot overcome the laws of physics. It will not always be able to help out under all conditions you may come up against. For example, ESC may not always be able to help you master situations where there is a sudden change in the coefficient of friction of the road surface. When there is a section of dry road that is suddenly covered with water, slush or snow, ESC cannot perform the same way it would on a dry surface. If the vehicle "hydroplanes" (rides on a cushion of water instead of the road surface), ESC will not be able to help you steer the vehicle because contact with the pavement has been interrupted and the vehicle cannot be braked or steered. During fast cornering, particularly on winding roads, ESC cannot always deal as effectively with difficult driving situations as it can at lower speeds. When towing a trailer, ESC is not able to help you regain control as it would if you were not towing a trailer.

Always adjust your speed and driving style to visibility, road, traffic, and weather conditions. ESC cannot override the vehicle's physical limits, increase the available traction, or keep a vehicle on the road if road departure is a result of driver inattention. Instead, ESC improves the possibility of keeping the vehicle under control and on the road during extreme maneuvers by using the driver's steering inputs to help keep the vehicle going in the intended direction. If you are traveling at a speed that causes you to run off the road before ESC can provide any assistance, you may not experience the benefits of ESC.

ESC includes and/or works together with the ABS, BAS, ASR, EDL, and XDL systems (see below). ESC is switched on all the time and cannot be switched off. In certain situations when you need less traction or additional traction cannot be achieved, you can switch off ASR by pressing the button ⇒ fig. 114. 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 187.

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, which helps the vehicle stay on track.

⚠ WARNING

Driving fast on icy, slippery, or wet roads can lead to a loss of control and result in serious personal injury for you and your passengers.

- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions. Never let the additional safety that ESC, ABS, BAS, ASR, and EDL can provide tempt you into taking extra risks.**
- **Braking assistance systems cannot overcome the laws of physics and always prevent loss of vehicle control. Slippery and wet roads are still dangerous even with ESC and the other systems!**
- **Driving too fast on wet roads can cause the wheels to lose contact with the road and "hydroplane." A vehicle that has lost road contact cannot be braked, steered, or controlled.**

⚠ 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 ESC can be significantly reduced if other components and systems that affect vehicle dynamics, including but not limited to brakes, tires, and other systems mentioned above, are not properly maintained or functioning.

- **Always remember that vehicle alterations or modifications can affect the functioning of the ABS, BAS, ASR, EDL, and ESC systems.**
- **Changing the vehicle suspension or using an unapproved tire / wheel combination can change the way the ABS, BAS, ASR, EDL, and ESC systems work and reduce their effectiveness.**
- **The effectiveness of ESC is also determined by the tires fitted ⇒ page 258.**

All 4 wheels must be equipped with identical tires in order for ESC and ASR to work properly. Differences in the tread circumference of the tires can cause the system to reduce the engine power when it is not expected.

If ABS is not working, ESC, ASR, and EDL will also not work.

You may hear noises when these systems are active. ◁

Switching Anti-Slip Regulation (ASR) on and off

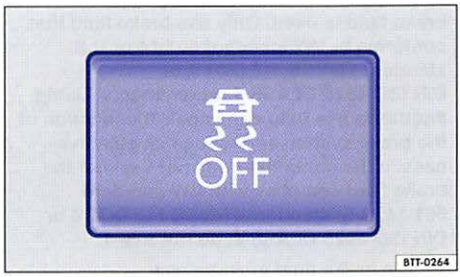

Fig. 114 In the center console: Button to manually switch ASR function on and off (vehicles with ESC).

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

The Electronic Stability Control (ESC) only works when the engine is running. This system includes ABS, EDL and ASR.

ASR can be switched off by pressing ⇒ fig. 114 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 ASR on again by pressing ⇒ fig. 114. ◁

Brake fluid

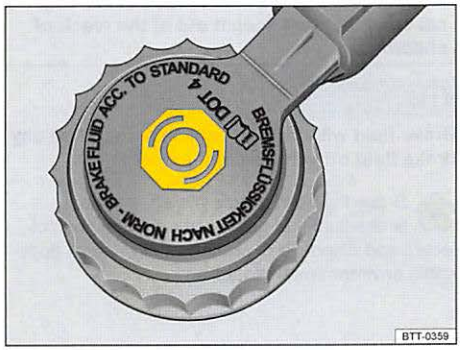

Fig. 115 In the engine compartment: Brake fluid reservoir cap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 179.

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 other brake fluid qualities 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 as the brake pads wear and the brakes are automatically adjusted.

Changing brake fluid

Brake fluid must be changed according to the service schedule in your ⇒ booklet *Warranty and Maintenance*. Have the brake fluid checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Refill only with new brake fluid that meets the standards listed above.

⚠ WARNING

Brake failure and reduced brake performance can be caused by not having enough brake fluid in the reservoir or by old or incorrect brake fluid.

- **Check the brake system and brake fluid level regularly.**
- **Always change the brake fluid according to the service schedule in your ⇒ booklet *Warranty and Maintenance*.**
- **Hard braking with old brake fluid may cause vapor lock. Vapor lock reduces braking performance, increases stopping distances and can even cause total brake failure.**

⚠ WARNING (continued)

- **Always make sure that only the correct brake fluid is used. 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.**

⚠ WARNING

Brake fluid is poisonous.

- **To reduce the risk of poisoning, never use food, beverage or other non-original containers to store brake fluid. Someone might be misled by the original label on the container, or by the shape of the container, and drink the brake fluid. This could occur even if you relabel the container as "brake fluid."**
- **Only store brake fluid in its closed, original container and keep it out of the reach of children.**

NOTICE

Brake fluid will damage vehicle paint. Wipe any brake fluid off vehicle paint immediately.

Brake fluid can pollute the environment. Brake fluid that has leaked out must be collected and disposed of properly, following all applicable environmental regulations. ◁

Saving fuel and helping the environment

Introduction

In this section you'll find information about:

Efficient driving style 189
Fuel-efficient driving 190

Fuel consumption, environmental impact, and wear and tear on engine, brakes and tires depend mainly on the following 3 factors:

- Your personal driving style.
- External 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 189.

Shifting faster

As a rule, the following applies: The higher gear is always the most efficient gear. The rule of thumb for most vehicles is to drive in 3rd gear at 20 mph / 30 km/h, 4th gear at 25 mph / 40 km/h, 5th gear at 30 mph / 50 km/h, and 6th gear at 36 mph / 60 km/hr.

If traffic and driving conditions permit, "skipping" gears when upshifting also saves fuel.

Do not run the gears up to their limit. Use 1st gear only to start moving and then smoothly shift into 2nd gear. Avoid kick-downs in vehicles with automatic transmissions.

Coasting

If you take your foot off the accelerator, fuel delivery to the engine is interrupted, which lowers fuel consumption.

Therefore, when nearing a red stop light, for instance, allow the vehicle to coast without using the accelerator. Press the clutch pedal and release it only if the vehicle 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 railroad crossing, physically switch off the engine.

Defensive driving and "flowing" with traffic

Frequent braking and acceleration increases fuel consumption significantly. Just by driving defensively and keeping a sufficiently large distance away from the vehicle in front of you can make up for the speed fluctuations caused by taking your foot off the accelerator. Active braking and accelerating is then not necessarily required.

Calm and smooth driving

Consistency is more important than speed. The more smoothly you drive, the less fuel the vehicle consumes.

When driving on the highway or freeway, a constant, moderate speed is more efficient and economical than constantly accelerating and braking. Usually you can reach your destination just as quickly by driving at a moderate, but steady speed.

The cruise control system can assist in maintaining a uniform driving style.

Moderate use of extra electrical loads

Comfort inside the vehicle is nice and important, but it is important to use them in an environmentally conscious manner.

Some devices can increase fuel consumption when activated (examples):

- Climate control system (air conditioner): If the climate control system has to produce starkly contrasting temperatures, it requires a large amount of energy, which is generated by the engine. The temperature in the vehicle should therefore not be extremely different from that of the outside temperature. It may be helpful to ventilate the vehicle before driving and then to drive a short distance with the windows open. After that, switch on the air conditioner with the windows closed. Keep the windows closed when driving at high speeds. Open windows increase fuel consumption.
- Switch off seat heating once it has served its purpose.
- Switch off the rear window defroster as soon as the windows are free of fog and ice.

Additional factors that increase fuel consumption (examples):

- Malfunctioning engine control.
- Driving in the mountains.
- Towing a trailer. ◁

Fuel-efficient driving

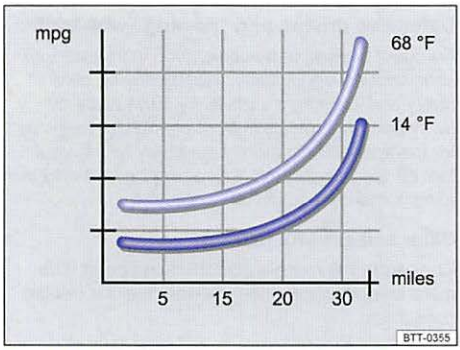

Fig. 116 Fuel consumption in mpg at 2 different outside air temperatures.

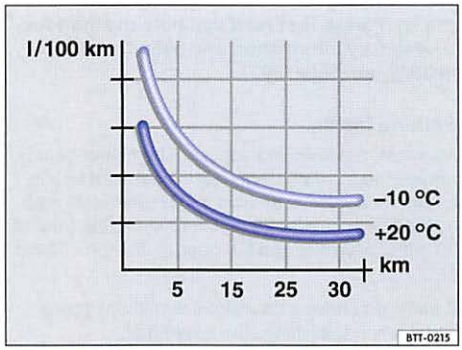

Fig. 117 Fuel consumption in l/100 km at 2 different outside air temperatures.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 189.

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 about to turn red.

Avoid traveling short distances

A cold engine consumes significantly more fuel immediately after starting. It takes a few miles before the engine is warmed up and fuel consumption is stabilized.

To reduce fuel consumption and the emission of pollutants effectively, the engine and catalytic converter must reach their optimal **operating temperature**. Critical in this context is also the **outside air temperature**.

⇒ fig. 116 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 more fuel in winter than in summer.

"Letting the engine run to warm up" is not only illegal in some places, but also technically not necessary and wastes fuel. ▶

Adjust the tire pressure

The proper tire pressure helps reduce rolling resistance as well as fuel consumption. In addition, slightly higher tire pressure (+3 psi / + 20 kPa) can help save fuel.

When purchasing new tires, always make sure that the tires are optimized for lower rolling resistance.

Use low viscosity engine oil

Fully "synthetic," low viscosity engine oils that expressly comply with Volkswagen oil quality standards reduce fuel consumption. Low viscosity engine oils reduce the frictional resistance on the engine and are distributed more evenly and quickly, particularly when cold-starting the engine. The effect is particularly apparent in vehicles that frequently travel short distances.

Always ensure the right engine oil level is maintained and keep to the scheduled service intervals (engine oil changes).

Make sure the engine oil that you purchase expressly complies with Volkswagen oil quality standards and is the oil approved by Volkswagen for your vehicle.

Avoid unnecessary weight

The lighter the vehicle, the more economical and eco-friendly it will be. For example, an extra 220 lbs (100 kg) of weight increases fuel consumption by up to 1 pint per 60 miles (0.3 l/100 km).

Remove all unnecessary items and unnecessary dead weight from the vehicle.

Remove unnecessary aftermarket components

The more aerodynamic the vehicle, the less fuel it will consume. Aftermarket components such as bicycle racks reduce its aerodynamic performance.

Therefore, remove unnecessary structures and unused rack systems, particularly if planning to drive at higher speeds. ◁

122.5U1.GT6.23

Steering

Introduction

In this section you'll find information about:

Warning and indicator lights 192
Steering system information 193

The power steering system is not hydraulic. It is an electromechanical system. The advantage of this steering system is that no hydraulic hoses, hydraulic oil, pumps, filters or other parts are required. The electromechanical system is more fuel efficient. A hydraulic system requires constant oil pressure in the system; an electromechanical steering system, however, needs power only while steering.

The electro-mechanical power steering system automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. It delivers extra steering force only when you are actually turning the wheels. The electro-mechanical power steering works only when the engine is running.

More information:

- Starting and stopping the engine ⇒ page 165
- Vehicle battery ⇒ page 238
- Towing ⇒ page 330

⚠ WARNING

Turning the steering wheel is very hard when the power steering system is not working. This makes it harder to steer and control the vehicle.

- **Power steering works only when the engine is running.**
- **Never let the vehicle coast with the engine switched off.**
- **Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will be unable to control the vehicle.** ◁

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 192.

Lights up	Possible cause	Proper response
	Power steering malfunction.	**Stop!** Have the power steering system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Power steering assist is reduced.	Stop, restart the engine, and drive a short distance. If the yellow warning light does not come on again, you do **not** need to have the steering system checked. Otherwise, have the steering checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Vehicle battery was disconnected and has been reconnected.	Drive a short distance at about 10 - 12 mph (15 - 20 km/h).

Flashes	Possible cause	Proper response
	Electronic steering column lock malfunction.	**Stop!** The ignition cannot be switched on. The vehicle must not be towed! Get professional assistance.
	Steering system stiff.	Turn the steering wheel back and forth.
	Steering column not locked / unlocked.	Remove vehicle key from the ignition switch and switch the ignition on again. Heed any messages shown in the instrument cluster display. On vehicles with Keyless Access ⇒page 167, press the starter button briefly twice in a row without depressing the brake or clutch pedal. **Do not drive any farther** if the steering column remains locked after you switch on the ignition. Get professional assistance.

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

⚠ WARNING

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

⚠ WARNING (continued)

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

Steering system information

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 192.

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 with Keyless Access: The steering column is locked if the driver door is opened with the ignition switched off. The vehicle must be standing still and the transmission must be in Park **(P)** on an automatic transmission vehicle.

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

Vehicles without Keyless Access: The steering column is locked if the vehicle is stationary and the vehicle key is removed from the ignition switch.

Engaging the steering column lock	Disengaging the steering column lock
Parking the vehicle ⇒page 179.	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

Power steering automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. Power steering works only when the engine is running.

If power steering is reduced or lost completely, it will be much harder to steer and control the vehicle. ▶

122.5U1.GT6.23

Counter-steering assistance

Counter-steering assistance is part of Electronic Stability Control (ESC). This feature makes it easier for the driver to control the vehicle in difficult situations. For example, if you have to brake hard on a surface that provides uneven traction, the vehicle could pull to the right or left. ESC detects this situation and helps the driver counter-steer with additional steering power ⇒ ⚠.

⚠ WARNING

The counter-steering assistance in ESC can do no more than help the driver steer in difficult situations. The driver must still control the vehicle. The vehicle does not steer by itself with this feature!

NOTICE

If the ignition is off, the steering column lock will engage and the vehicle cannot be steered. For this reason, you must leave the ignition on when going through an automatic car wash, for example, so that the wheels will still steer. ◁

Driver assistance systems

Starting assistance systems

Introduction

In this section you'll find information about:

Hill Hold 195

More information:

- Volkswagen Information System ⇒page 24
- Braking, stopping and parking ⇒page 179
- Vehicle battery ⇒page 238
- Tires and wheels ⇒page 258
- Parts, accessories, repairs and modifications ⇒page 283
- Jump-starting ⇒page 327

⚠ WARNING

The intelligent technology of the dynamic starting assistance features cannot overcome the laws of physics. Never let the increased convenience provided by the dynamic starting assistance features tempt you into taking risks.

- **Unintended vehicle movement can cause serious personal injury.**
- **The dynamic starting assistance features are no substitute for careful and attentive driving.**

⚠ WARNING (continued)

- **Always adapt your speed and driving style to visibility, weather, road, and traffic conditions.**
- **The dynamic starting assistance features cannot keep the vehicle from moving in all hill-start situations (for example, if the ground is slippery or icy).**
- **Never activate the throttle manually from the engine compartment when the engine is running and the automatic transmission is in gear. The vehicle will start to move as soon as the engine speed increases, even if the parking brake is set.**

⚠ WARNING

Driving with too little fuel in the fuel tank increases the risk of stalling, especially when driving up and down hills.

- **If your vehicle stalls suddenly, this can cause an accident and serious personal injuries.**
- **Driver assistance and braking assistance systems can malfunction when there is too little fuel in the tank and cause you to lose control of the vehicle.**
- **Never drive until the fuel tank is almost empty.** ◁

Hill Hold

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 195.

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 2 seconds with the same force you used to prevent the vehicle from moving. This gives you time to take your foot off the brake, 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 accelerator pedal and get the vehicle moving again within this time, the brakes will release and the vehicle will roll downhill. Furthermore, if any requirement for engaging Hill Hold is no longer met while the vehicle is stopped, Hill Hold disengages and the brakes are automatically released and will no longer hold the vehicle. ▶

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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 or parking brake.	
2.	The engine must be running "smoothly."	
3.	A manual transmission vehicle must be in 1st gear (**1**) if headed up a hill or in Reverse (**R**) if backing up a hill; 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:

- If any requirement listed in the table above is no longer met (see ⇒page 196, *Hill Hold is activated automatically when the following conditions are all met at the same time.*).
- If the engine is not running smoothly or the engine malfunctions.
- If the engine stalls or is switched off.
- *Automatic transmission vehicles:* If the transmission is in Neutral **(N)**.
- *Automatic transmission vehicles:* If a tire does not have enough road contact (such as when the vehicle is tipped or at an angle).

⚠ WARNING

The intelligent technology of Hill Hold cannot overcome the laws of physics. Never let the increased convenience provided by Hill Hold tempt you into taking risks.

- **The Hill Hold feature cannot hold the vehicle in all hill start situations (for example, if the surface is icy or slippery).**
- **Hill Hold can only help keep the vehicle from moving for less than 2 seconds. After that, the brakes will be released and the vehicle can roll down the hill.** ◁

Cruise Control System (CCS)

Introduction

In this section you'll find information about:

Warning and indicator lights 197
Cruise control operation 198

The cruise control system (CCS) helps maintain 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 171
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ WARNING

Using the cruise control when it is not possible to drive safely at a constant speed can be dangerous and can lead to an accident and serious personal injuries.

- **Never use cruise control when driving in heavy or varying traffic or when you cannot keep a safe distance between you and the vehicles ahead of you.**

⚠ WARNING (continued)

- **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.**
- **Never use cruise control when driving off-road or on unpaved roads.**
- **Always adjust your speed and the distance you keep between you and the vehicles ahead of you to the road, traffic, weather, and visibility conditions.**
- **To help prevent unintended operation of cruise control, switch the system off when it is not being used.**
- **It is dangerous to use the Resume feature when the previously set speed is too high for the existing road, traffic, or weather conditions.**
- **When going downhill, the cruise control may not be able to maintain a constant speed. The vehicle will speed up because of its own weight. Downshift and/or use the foot brake to slow the vehicle.**

Warning and indicator lights

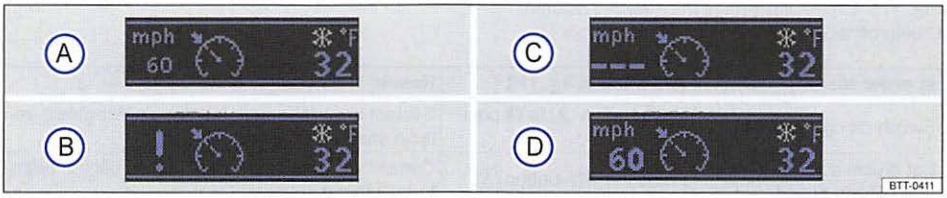

Fig. 118 In the instrument cluster display: Cruise control status indications.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 197.

Lights up	Possible cause
CRUISE	Cruise control is regulating the speed.

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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. The stored speed is shown in the instrument cluster display on some equipment versions.

Status ⇒ fig. 118

Ⓐ Cruise control temporarily deactivated. Stored speed in small numbers.

Ⓑ System malfunction. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Ⓒ Cruise control activated. No speed stored in memory.

Ⓓ Cruise control is active. Stored speed in large numbers.

⚠ WARNING

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

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

Cruise control operation

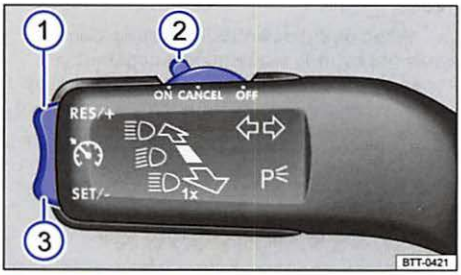

Fig. 119 On the left side of the steering column: Cruise control buttons and switches.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 197.

In order to:	You must ⇒ fig. 119	Result
Switch on cruise control.	Move switch ② 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 the **SET/–**button ③.	Current vehicle speed is set; cruise control helps to maintain this speed.
Temporarily deactivate cruise control.	Move switch ② to the **CANCEL** position. **OR:** Depress the brake or clutch pedal.	Cruise control is temporarily deactivated. The speed is still stored in the memory.
Resume speed stored in cruise control.	Press the **RES/+** button ①.	Cruise control resumes speed previously set. ▶

In order to:	You must ⇒ fig. 119	Result
Increase set speed (while cruise control is actively controlling vehicle speed).	Press the RES/+ button ① *briefly* to increase the set speed in small steps of 1 mph (1 km/h) each.	The vehicle will accelerate until the new higher speed is reached.
	Press *and hold* the RES/+ button ① 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 the SET/– button ③ *briefly* to reduce the set speed in small steps of 1 mph (1 km/h) each.	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* the SET/– button ③ to reduce the set speed until the lower desired speed is reached and the button is released.	
Switch off cruise control.	Move switch ② to the 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

Cruise control speed regulation is automatically deactivated or temporarily interrupted:

- If the system detects an error that could affect the function of the cruise control.
- If the vehicle has accelerated and goes faster than the stored speed for a longer time.
- If the brake or clutch pedal is depressed.
- If the vehicle shifts gear (manual transmission).
- If an airbag deploys. ◁

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Tire Pressure Monitoring System (TPMS)

Introduction

In this section you'll find information about:

Indicator light (telltale) 201
Tire Pressure Monitoring System (TPMS) and recalibration with the SET button 203

Your vehicle's Tire Pressure Monitoring System (TPMS) uses the Anti-lock Brake System (ABS) sensors to indirectly check the tire pressure of all 4 tires while you are driving. The sensors monitor the tread circumference (rolling 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 (described below) as well as by acoustic warnings and text warnings in the instrument cluster display if your vehicle has this display (Multi-Function Display - MFD).

The original benchmark pressure is the recommended maximum load cold tire inflation pressure for the tires that come with your vehicle. This pressure is listed on the tire pressure label on the driver door jamb ⇒ fig. 138. By pressing the SET button, you can change the benchmark pressure to match the current pressure of the tires on your vehicle ⇒ page 203.

Proper use of the SET button is explained below ⇒ page 203.

More information:

- Volkswagen Information System ⇒ page 24
- Transporting ⇒ page 137
- Braking, stopping and parking ⇒ page 179
- Exterior care and cleaning ⇒ page 243
- Tires and wheels ⇒ page 258
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ WARNING

Incorrect tire pressures and/or underinflation 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 and inspect the tires.**

⚠ WARNING (continued)

- **Incorrect tire pressure and/or underinflation can cause increased tire wear and can affect the handling of the vehicle and stopping ability.**
- **Incorrect tire pressures and/or underinflation can also lead to sudden tire failure, including a blowout and sudden deflation, causing loss of vehicle control.**
- **The driver is responsible for the correct tire pressures for all tires on the vehicle. The recommended tire pressure values are listed on a sticker inside the driver door ⇒ fig. 138.**
- **The TPMS can only work correctly when all tires on the vehicle are filled to the correct pressure.**
- **Using incorrect tire pressure values can cause accidents or other damage. Always inflate the tires to the correct specified cold tire pressure values for the tires installed on the vehicle.**
- **Always maintain correct cold tire inflation pressure so that TPMS can do its job.**
- **Always inflate tires to the recommended and correct tire pressure before driving off.**
- **Driving with underinflated tires causes them to flex (bend) more, letting them get too hot, resulting in tread separation, sudden tire failure, and loss of control.**
- **Excessive speed and/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 a wheel immediately, drive carefully and at reduced speed to the nearest service station to check the tire pressure and add air as required.**
- **When replacing tires or wheel rims on vehicles equipped with TPMS always read and heed the information and all WARNINGS regarding ⇒ page 258, *Tires and wheels*.**
- **The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and** ▶

⚠ WARNING (continued)

tires are identical to those that were removed and even if the tire pressure does not change ⇒ page 264.

⚠ WARNING

Improper use of the SET button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure ⇒ page 203.

Underinflation increases fuel consumption and tire wear.

Do not rely solely 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.

When you take delivery of the vehicle, the Tire Pressure Monitoring System is calibrated for the factory-recommended cold tire inflation pressure for the tires on your vehicle, as shown on the label inside the driver door ⇒ fig. 138.

- The system must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change ⇒ page 203.
- If you have to adjust the tire pressure on a warm tire, fill the tire with 2.0 - 4.35 psi (20 - 30 kPa) more than the pressure specified on the tire pressure label inside the driver door ⇒ fig. 138.
- If the TPMS determines that the air pressure in at least one tire is too low, carefully check the pressure in all 4 tires with an accurate tire pressure gauge. Low tire pressure usually cannot be determined by looking at the tire. This is especially true of low-profile tires.

If you have work done on your wheels or tires, inform the workshop that the vehicle is equipped with a Tire Pressure Monitoring System (TPMS).

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning. Remember that tire pressure can only be properly measured when the tire is "cold" ⇒ page 264.

Only replace old tires with tires that have been approved by Volkswagen for your vehicle type. ◁

Indicator light (telltale)

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 200.

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
	A chime may also sound. The inflation pressure of one or more tires is significantly lower than the benchmark pressure set by the driver or a tire has structural damage. Depending on vehicle equipment, a message may also appear in the instrument cluster display.	**Stop safely as soon as possible!** Reduce speed immediately! Avoid fast cornering and hard braking! Check the condition and inflation pressure of all tires. Have damaged tires replaced. ▶

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Flashes	Possible cause or meaning ⇒ ⚠	Proper response
(!)	Flashes for about 70 seconds and then stays on: System malfunction.	Check and, if necessary, adjust the tire inflation pressure in all 4 tires. If the tire pressure is correct, switch the ignition off and back on. If the indicator light flashes again and then stays on or does not go out after checking and adjusting the air pressure in all 4 tires and pressing the SET button, take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Have the system checked.

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

⚠ WARNING

Incorrect tire pressures and/or underinflation 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 all tires.**
- **Incorrect tire pressure and/or underinflation can cause increased tire wear and can affect the handling of the vehicle and its stopping ability.**
- **Incorrect tire pressure and/or underinflation can also lead to sudden tire failure, including a blowout and sudden deflation, causing loss of vehicle control.**
- **The driver is responsible for the correct tire pressures for all tires on the vehicle. The recommended tire pressure values are listed on a sticker inside the driver door ⇒ page 258, ⇒ page 264.**
- **The TPMS can only work correctly when all tires on the vehicle are filled to the correct cold tire inflation pressure. Always maintain the correct cold tire inflation pressure so that TPMS can do its job.**
- **Using incorrect tire pressure values can cause accidents or other damage. Check the pressure in all 4 tires when the tires are still cold. Never reduce air pressure in warm tires to match cold tire inflation pressure.**
- **Always inflate the tires to the correct specified cold tire pressure values for the tires installed on the vehicle; see the tire inflation pressure label on the driver door jamb ⇒ page 258, *Tires and wheels*.**

⚠ WARNING (continued)

- **Always inflate tires to the recommended and correct tire pressure before driving off.**
- **Driving with underinflated tires causes them to flex (bend) 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.**
- **When replacing tires or wheel rims on vehicles equipped with TPMS, always read and heed the information and all WARNINGS in the section ⇒ page 258, *Tires and wheels*.**
- **The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change ⇒ page 203.**

⚠ WARNING

Improper use of the SET button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure ⇒ page 203.

⚠ WARNING

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

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

If the ignition is switched on, an acoustic warning sounds when low tire pressure is detected. If a system malfunction is detected, no acoustic warning sounds.

Driving for a longer period of time on rough roads or with a dynamic and sporty style can make the TPMS system temporarily unavailable. The indicator light will come on, signaling a malfunction, but will go out again once the road condition or driving style changes. ◁

Tire Pressure Monitoring System (TPMS) and recalibration with the SET button

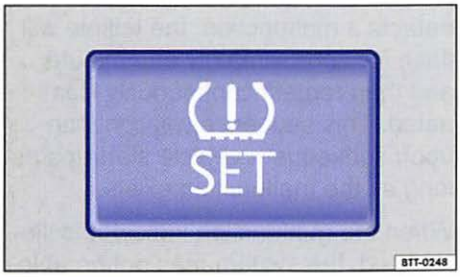

Fig. 120 In the glove compartment: SET button for the Tire Pressure Monitoring System.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 200.

Your vehicle's Tire Pressure Monitoring System (TPMS) indirectly checks the tire pressure of all 4 tires while you are driving by using the Anti-lock Brake System (ABS) sensors to monitor the tread circumference (rolling circumference) and vibration characteristics of the individual tires.

The tread circumference of a tire can change:

- If a tire's inflation pressure is too low.
- If the tire's tread is damaged or the tire is structurally damaged.
- 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 a compact spare wheel has been mounted.
- If a wheel was replaced on each axle.
- If a tire was changed.
- If the tire pressure was changed, or wheels were rotated or replaced, but the TPMS was not reset.
- If there are snow chains on the tires. Using snow chains can cause the system to give false warnings because snow chains increase tire circumference. ▶

The Tire Pressure Monitoring System (!) may not react at first or may not react at all when you are driving in a sporty manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitoring System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb ⇒ page 264.

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 underinflated. 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 underinflated tire causes the tire to overheat and can lead to tire failure. Underinflation 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 underinflation 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. ▶

Resetting and recalibrating the benchmark tire pressure

The SET button for the Tire Pressure Monitoring System is in the glove compartment ⇒ fig. 120. The SET 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 TPMS, switch on the ignition and then press and hold the SET button until you hear a confirmation chime. The chime usually sounds after a couple of seconds. The SET button must be pressed for at least 2 seconds but no more than 30 seconds 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 are stored in the system only after at least 20 minutes of normal driving.

If you use the SET 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 4 tires are inflated to the correct pressure when they are cold before pressing the SET button. Cold tire tires are tires that have not been driven more than a couple of miles (kilometers) at low speed within the last 3 hours.

Use the SET 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 is removed and then remounted, even if the same tire and wheel rim that were taken off are reinstalled (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 258.
- After mounting the compact spare wheel.

⚠ WARNING

Improper use of the SET 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 SET 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 4 tires, particularly after changing, exchanging, or repairing tires.**
- **After that, always make sure that all 4 tires are inflated to the correct tire pressure for the tires installed on the vehicle. Then push the SET button for the Tire Pressure Monitoring System (TPMS) so that it can properly monitor the pressure in the tires.**
- **Press and hold the SET button until the confirmation chime sounds. Hold the SET button for at least 2 seconds, but not more than 30 seconds.**
- **See the tire pressure label ⇒ fig. 138 and the Owner's Literature for recommended cold tire inflation pressure and other important information.**

⚠ WARNING (continued)

- **When replacing tires or wheel rims, always read and heed all of the information and WARNINGS ⇒ page 258.**
- **The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change.**

ⓘ The Tire Pressure Monitoring System stops working if there is an ESC/ABS malfunction ⇒ page 179.

ⓘ After a low tire pressure warning, the vehicle must stand and must not be driven for at least one minute before the SET button ⇒ fig. 120 can be used to store a new benchmark tire pressure. ◁

Climate control

Heating and air conditioning

Introduction

In this section you'll find information about:

Controls 209
Air conditioner operation 210
Air vents 212
Air recirculation 212

Manual air conditioning (AC) and Climatronic

Your vehicle is equipped either with a Manual AC climate control system or with a Climatronic climate control system. On vehicles with Climatronic climate control, system status messages will appear briefly on the factory-installed 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 Premium instrument cluster display in appropriately equipped vehicles.

The dust and pollen filter

The dust and pollen filter with an activated charcoal insert reduces the air impurities in the passenger compartment.

For the air conditioner to work best, the dust and pollen filter must be replaced at the intervals recommended in ⇒ booklet *Warranty and Maintenance* so that the A/C effect is not impaired.

The dust and pollen filter may need to be replaced between the scheduled intervals if the effectiveness of the filter decreases prematurely due to operation in areas with heavy air pollution.

More information:

- Exterior views ⇒ page 6
- Windshield wiper and washer ⇒ page 129
- Starting and stopping the engine ⇒ page 165
- Exterior care and cleaning ⇒ page 243

⚠ WARNING

Poor visibility increases the risk of collisions and other accidents that cause serious personal injuries.

⚠ WARNING (continued)

- **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 defrosting performance are not possible until the engine has reached operating temperature. Wait until you have good visibility before driving off.**
- **Always make sure you know how to properly use the heating and ventilation systems as well as the rear window defroster that you will need for good visibility.**
- **Never use air recirculation for long periods of time. When the air conditioner is off and recirculation mode is on, condensation can quickly form on the windows and greatly reduce visibility.**
- **Always switch off recirculation mode when it is not needed.**

⚠ WARNING

Stale air causes driver fatigue and reduces driver alertness, which can cause accidents, collisions and serious personal injury.

- **Never switch off the fan for a long period of time and never use air recirculation a long period of time because no fresh air will enter the passenger compartment.**

NOTICE

- **If you think the air conditioner is not working properly or may be damaged, switch it off to help prevent more damage. Have the air conditioner checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Air conditioner repair requires specialized knowledge and special tools. Volkswagen recommends that you see an authorized Volkswagen dealer an authorized Volkswagen Service Facility.**
- **Do not smoke when air recirculation is switched on. Smoke drawn into the ventilation system can leave residue on the evaporator and on the dust and pollen active carbon filter, resulting in permanent odors whenever the air conditioner is switched on.** ▶

If the air conditioner is switched off, the fresh outside air will not be dehumidified. To help keep the windows from fogging over, Volkswagen recommends leaving the air conditioner (compressor) switched on. Press the AC button. 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 slots in front of the windshield free of ice, snow and leaves in order to maintain proper functioning of the heating and ventilation systems. ◁

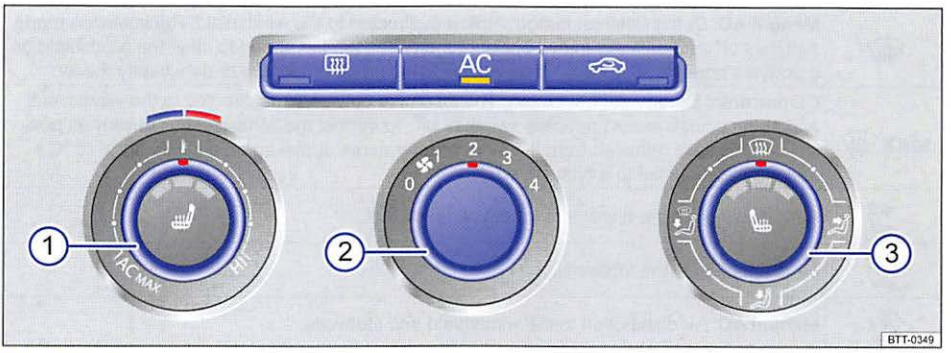

Fig. 121 In the center console: Manual AC controls.

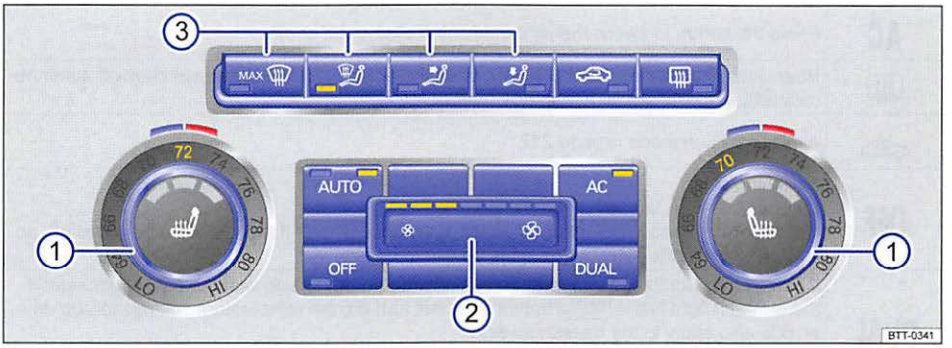

Fig. 122 In the center console: Climatronic controls.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 207.

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.

Buttons, knobs	More information: Manual AC ⇒ fig. 121, and Climatronic ⇒ fig. 122,
① Temperature ■ ... ■	Temperature. **Manual AC**: Turn knob to set the desired temperature. The **AC MAX** position provides maximum cooling output. Recirculation mode and the cooling system switch on automatically. **Climatronic**: Left and right sides of the vehicle can be set to different temperatures. Turn the knob to set the temperature. The temperature is displayed on the outer ring.
② 0 ...	Fan. **Manual AC**: Setting 0: the fan and manual AC are switched off, Setting 4: highest fan speed. **Climatronic**: The fan speed is automatically controlled. The fan can also be adjusted manually.
③	Air distribution. **Manual AC**: Direct airflow by turning knob to any setting (continuously adjustable). **Climatronic**: Air flow is automatically adjusted to a comfortable level. It can also be manually adjusted with buttons ⇒ fig. 122 ③.

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Buttons, knobs	More information: Manual AC ⇒ fig. 121, and Climatronic ⇒ fig. 122,
	Manual AC: Defog / defrost button. Airflow is directed to the windshield. Recirculation mode switches off automatically in this position. Increases the fan speed to clear the windshield as quickly as possible. The cooling system switches on automatically to dehumidify the air.
MAX	**Climatronic**: Defog / defrost button. The incoming outside air is directed to the windshield, and air recirculation automatically switches off. To defrost the windshield as quickly as possible, humidity is removed from the air at temperatures above approximately 38 °F (3 °C) and the blower is set to a high speed.
	Air distribution to the upper instrument panel outlets.
	Air distribution in the footwells.
	Manual AC: Air distribution to the windshield and footwells.
	Climatronic: Air is directed upward.
AC	Press the button to switch the air conditioning system on or off.
	Rear window defroster: functions only when the engine is running and switches off automatically after a maximum of 10 minutes.
	Air recirculation mode ⇒ page 212.
OFF	Switching off. **Manual AC**: 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 in the OFF button lights up.
DUAL	**Climatronic**: Combines temperature settings for the driver side with the passenger side: If the indicator light in the DUAL button does not turn on, the temperature settings for the driver side also apply to the passenger side. Press the button or turn the temperature knob for the passenger side to set a different temperature for the passenger side. An indicator light in the button lights up.
AUTO	**Climatronic**: Automatic regulation of temperature, fan speed and air distribution. **Press the button**: the AUTO High (high fan speed) function switches on. The right indicator light in the button turns on. **Press the button again**: the AUTO Low (low blower speed) function switches on. The left indicator light in the button turns on.

⚠ WARNING

Stale air causes driver and passenger fatigue and reduces their alertness, which can cause accidents, collisions, and serious personal injury.

⚠ WARNING (continued)

- **Never switch off the fan for an extended period of time, since no fresh air will enter the passenger compartment.** ◁

Air conditioner operation

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 207.

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. If the vehicle is stationary and the passenger compartment becomes very hot due to sunlight, briefly opening the windows and the power sunroof may speed up the cooling process.

Settings for optimum visibility

When you switch on the cooling system, both the temperature and humidity in the vehicle are reduced. This will help make passengers feel more comfortable and help keep the windows from fogging up.

For manual AC

- Switch off air recirculation ⇒ page 212.
- Set the fan to the desired speed.
- Turn the temperature knob to the center position.
- Open and adjust all air vents in the instrument panel ⇒ page 212.
- 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 and adjust all air vents in the instrument panel ⇒ page 212.

Climatronic: Changing the temperature unit on the factory-installed Radio or Radio & Navigation system display

For vehicles with a Premium instrument cluster: The inside and outside temperatures can be displayed in either Fahrenheit (F) or Centigrade (C). Select the units in the instrument cluster display under the **Settings** main menu ⇒ page 24.

Heating

Maximum heating output and defrosting performance are not possible until the engine has reached operating temperature.

Air conditioner does not work

The air conditioner may not switch on for one of the following reasons:

- The engine is not running.
- The fan is switched off.
- The air conditioner fuse has blown.
- The outside air temperature is colder than about +38 °F (+3 °C).
- The air conditioner compressor has been temporarily switched off due to excessive engine coolant temperature.
- There is another malfunction in the vehicle. Have the air conditioner checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Special considerations

When it is very hot and humid outside, **water condensation** can drip from the air conditioner evaporator and form a puddle under the vehicle. This is normal and does not indicate a leak.

The climate control system adjusts the passenger compartment temperature as fast as possible considering the outside temperature.

Due to residual moisture in the air conditioner, the windshield may fog up after the engine is started. Switch on the windshield defroster to help evaporate the condensation as quickly as possible.

The air exiting the air vents and flowing through the entire passenger compartment escapes from the vehicle through air vents under the rear window. The air vents should not be covered by clothing or other things. ◁

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Air vents

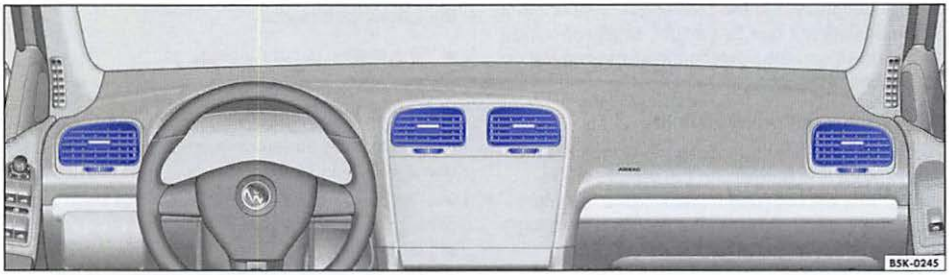

Fig. 123 In the instrument panel: Air vents.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 207.

Air vents

To help ensure sufficient heating, cooling and ventilation in the passenger compartment, never close the air vents completely ⇒ fig. 123.

- To open and close the air vents, turn the thumbwheel 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.

NOTICE

Do not place food, medications, or other heat-sensitive things in front of the air vents. Food, medications, and other things that are sensitive to heat or cold can be damaged or made unusable by the air flow from the vents.

The air coming out of the vents flows through the passenger compartment and out through vents below the rear window. Do not cover these slots with clothing or other objects. ◁

Air recirculation

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 207.

General information

In air recirculation mode, outside air is prevented from entering the vehicle interior.

In very hot or cold outside temperatures, temporarily switch to air recirculation in order to cool or heat the vehicle interior faster.

For safety reasons, air recirculation is switched off when the [ ] or [MAX] button is pressed, and the air distribution switch is turned to ⇒ ⚠.

Switching air recirculation on and off

Switching on: Press the button [ ] repeatedly until the right indicator light in the button comes on.

Switching off: Press the button [ ] repeatedly until the indicator light in the button goes out.

⚠ WARNING

Stale air causes driver fatigue and reduces driver alertness, which can cause accidents, collisions and serious personal injury.

- **Never use air recirculation mode over an extended period of time, since no fresh air will enter the passenger compartment.**
- **When the air conditioner is off and recirculation mode is on, condensation can quickly form on the windows and greatly reduce visibility.**
- **Always switch off recirculation mode when it is not needed.** ▶

NOTICE

Do not smoke when air recirculation is switched on. Smoke drawn into the ventilation system can leave residue on the evaporator and on the

NOTICE (continued)

dust and pollen active carbon filter, resulting in permanent odors whenever the air conditioner is switched on.

Climatronic: When backing up and while the automatic wiper/washer is operating, air recirculation is briefly activated to help keep exhaust fumes from getting into the passenger compartment. ◁

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At the gas station

Refueling

Introduction

In this section you'll find information about:

Indicator lights and fuel gauge 215
Refueling 216
Fuel capacities 217
Refueling checklist 217

The fuel filler flap is located on the rear right side of the vehicle.

More information:

- Exterior views ⇒page 6
- Fuel ⇒page 219
- Preparations for working in the engine compartment ⇒page 222

⚠ WARNING

Improper refueling or handling of fuel is dangerous and can cause fire, explosion, and severe burns.

- **Always make sure that the fuel filler cap is screwed on all the way. This helps keep fuel from spilling out or evaporating.**
- **Fuel is highly flammable and explosive; it can cause severe burns and other severe injuries.**
- **Failure to shut the engine off while refueling and/or to insert the pump nozzle all the way into the fuel filler neck can cause fuel to overflow and to spray out. Fuel spray and overflowing fuel are dangerous because they can cause fire and serious personal injury.**
- **During 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.**
- **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**

⚠ WARNING (continued)

helps avoid the buildup of static electricity, which can cause sparks that can ignite fuel vapors released during refueling.

- **Never smoke or have an open flame (or sparks, cigarettes, or other smoldering objects) anywhere in or near your vehicle when refueling or filling a portable fuel container.**
- **Follow all safety instructions and procedures that apply at the service station where you refuel.**
- **Never spill fuel in the vehicle or the luggage compartment.**

⚠ WARNING

Even if empty, portable fuel containers can leak and cause a fire and serious personal injuries, especially in a crash.

- **For your safety, we strongly recommend that you do not travel with a portable fuel container in your vehicle.**
- **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.**
  - **Always keep the filler nozzle completely inside the portable container before and during filling.**
  - **If filling a portable container made of metal, the filler nozzle must always be in contact with the container. This will help prevent static electricity from discharging and causing a fire.**
  - **Always observe local and state or provincial laws about the use, storage, and transportation of portable fuel containers.** ▶

⚠ WARNING (continued)

– **Make certain that the portable fuel container meets industry standards, such as ANSI / ASTM F852-86.**

NOTICE

- **Remove fuel spills from the vehicle immediately to help prevent damage to the paint, tires, and wheel housings.**
- **Refueling with gasoline when your vehicle has a diesel engine or refueling with diesel fuel when your vehicle has a gasoline engine will cause very serious and expensive engine and fuel system damage that is not covered by any Volkswagen Limited Warranty.**

NOTICE (continued)

- **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 contain substances that will severely damage the fuel system and the engine if the engine is started.**

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. 124 In the instrument cluster: Fuel gauge.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 214.

Lights up	Gauge position ⇒ fig. 124	Possible cause or meaning ⇒ ⚠	Proper response
	Red range (arrow)	Fuel tank almost empty. Running on reserve ⇒ page 217.	Time to refuel ⇒ ⓘ.
	–	Fuel filler cap not properly closed.	Stop and close the fuel filler cap properly.

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

Fuel filler cap not properly closed

If the indicator light comes on or you see a text message in the instrument cluster display indicating that the fuel filler cap is not properly closed, stop the vehicle in a safe place and switch off the engine and the ignition. ▶

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Open the fuel filler flap and take the fuel filler cap off the filler neck. Then put the fuel filler cap back on the filler neck and screw it on clockwise until you clearly hear a clicking sound. Close the fuel filler flap.

After switching on the ignition, the indicator light may stay on or the text message may still appear in the instrument cluster display, even if the fuel filler cap is now properly closed. This is normal and no reason to take your vehicle in for service.

If, however, the malfunction indicator light also comes on, drive to your nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the fuel system and the engine checked.

⚠ WARNING

Driving with a fuel tank that is almost empty can lead to stalling in traffic, a collision, and serious personal injuries.

⚠ WARNING (continued)

- **When the fuel tank is almost empty, fuel supply to the engine can be interrupted, especially when driving over bumps, across slopes, and up and down hills.**
- **Steering and braking assistance as well as ESC and related systems will not work if the engine "sputters" or stalls due to lack of fuel.**
- **Always refuel when the tank is 1/4 full to reduce the risk of running out of fuel and stalling in traffic.**

NOTICE

- **Failure to heed warning lights or text WARNINGS can result in vehicle damage.**
- **Never drive until the fuel tank is completely empty. The irregular fuel supply can cause the engine to misfire. This allows unburned fuel to get into the exhaust system and damage the catalytic converter.**

The small arrow next to the gas pump symbol in the fuel gauge ⇒ fig. 124 shows the side of the vehicle with the fuel filler flap. ◁

Refueling

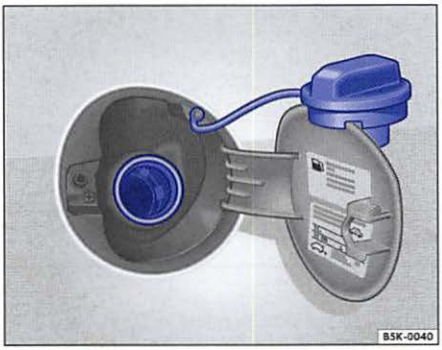

Fig. 125 Fuel cap placed on the open fuel filler flap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 214.

Before refueling, always switch off the engine, the ignition, and all cell phones, and leave them switched off until refueling is complete.

Opening the fuel filler cap

- Unlock the vehicle from the outside with the vehicle key or press the central locking button in driver door to unlock the vehicle from the inside ⇒ page 41.
- The fuel filler flap is located at the right rear of the vehicle.
- Press on the back part of the fuel filler flap and fold open.
- Unscrew the fuel filler cap counterclockwise and remove. Place the cap on the top of the fuel filler flap ⇒ fig. 125.

Refueling

The correct fuel grade for your vehicle is listed on a sticker on the inside of the fuel filler flap ⇒ fig. 125.

- 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 example, if it gets warmer outside. ▶

Closing the fuel filler cap

- Screw the fuel cap clockwise onto the fuel filler neck until you hear it click into place.
- Close the fuel filler flap until you hear it latch shut. The fuel filler flap must be flush with the vehicle body.

⚠ WARNING

Spilled fuel can cause fires, explosions, burns, and other severe injuries.

⚠ WARNING (continued)

- **Always stop refueling once the pump nozzle switches off so that the tank does not overflow.**

NOTICE

Remove fuel spills from all vehicle surfaces 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 214.

	Fuel tank capacity
Gasoline engines	About 14.5 gallons (55.0 liters), including about 2 gallons (7 liters) reserve.

◁

Refueling checklist

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 214.

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 222, *Preparations for working in the engine compartment.*

Checklist

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 129
✓ Engine oil level ⇒page 227
✓ Engine coolant level ⇒page 233
✓ Brake fluid level ⇒page 179
✓ Tire pressure ⇒page 258
✓ Vehicle lighting necessary for driving safety:
  - Turn signals
  - Parking lights, low beams and high beams
  - Taillights
  - Brake lights

Information regarding changing light bulbs ⇒page 320. ▶

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⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and injuries.

⚠ WARNING (continued)

- **Please note and follow the points listed in the checklist.** ◁

Fuel

Introduction

In this section you'll find information about:

Gasoline 219
Gasoline additives 220

The correct fuel grade for your engine is shown on a sticker located on the inside of the fuel filler flap ⇒ fig. 125.

More information:

- ⇒ booklet *Warranty and Maintenance*
- Refueling ⇒ page 214
- Engine control and exhaust system ⇒ page 295

⚠ WARNING

Improper refueling or handling of fuel can cause fire, explosion, and severe burns.

- **Fuel is highly explosive and flammable and can cause severe burns and other injuries.**

⚠ WARNING (continued)

- **Heed applicable safety warnings and obey local fuel handling regulations.**
- **Always make sure the fuel cap is screwed on all the way. This keeps fuel from spilling out and from evaporating.**
- **Failure to shut the engine off while refueling and/or to insert the pump nozzle fully into the vehicle's filler neck could cause fuel overflow and fuel spray. Fuel spray and overflowing fuel are dangerous because they can cause fire or serious injury.**
- **For safety reasons, the engine must be turned off when refueling.**
- **Never get back into your vehicle while refueling. If in exceptional circumstances you must get back in your vehicle while refueling, make certain that you close the door and touch metal to discharge static electricity before touching the filler nozzle again. Static electricity can cause sparks that can ignite fuel vapors released during refueling.** ◁

Gasoline

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 219.

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 (ROZ) 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 Web site – http://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): ▶

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- 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 earlier.

⚠ WARNING

Starting fluids can explode and cause a runaway vehicle condition.

- **Never use starting assist fluids.**

NOTICE

- **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 may damage plastic and rubber parts in the fuel system.**

NOTICE (continued)

- **Never use fuels that contain lead or other metals (check listing on the fuel pump). Even lead replacement gasoline (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. 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.**
- **Using fuels that are different from those specified above can damage your vehicle's engine and fuel system and cause performance problems.**
- **Damage to the engine and fuel system and performance problems caused by using fuels that are different from those specified above or by using "starting assist fluids" are not the responsibility of Volkswagen and are not covered under the Emission warranties or any other Volkswagen Limited Warranty.**

Even a single tank full of leaded fuel can do major damage to the catalytic converter and degrade its effectiveness in reducing polluting emissions.

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

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 219.

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 by the fuel supplier. The additives provide corrosion protection, clean the fuel system, and prevent deposits on the engine.

Volkswagen recommends TOP TIER Detergent Gasoline. For more information on TOP TIER Detergent Gasoline, please go to the official Web site http://www.toptiergas.com.

If quality gasoline with additives is not available or engine malfunctions occur, you should add the required additives while refueling.

Not all gasoline additives are effective. Using the wrong additives can cause significant and expensive damage to the engine and the catalytic converter. Never use additives that contain metal. Please note that metal can be included in some aftermarket gasoline additives that are available to ▶

be added to gasoline during or after refueling to help improve knock resistance or increase the octane rating.

Volkswagen recommends using only additives approved by Volkswagen. Appropriate additives as well as instructions on how to use them are available from your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Do not add any other gasoline additives.

NOTICE

You can damage the engine by using incorrect additives.

- **Using incorrect gasoline additives can cause extensive engine damage as well as damage to the catalytic converter.**

NOTICE (continued)

- **If you must fuel your vehicle with gasoline whose octane rating is too low, only drive with the engine speed in the middle of the rpm range and with low engine load. Avoid high rpm and heavy engine load. Otherwise, the engine could be damaged. Refuel your vehicle with gasoline with the required octane rating as soon as possible.**
- **Do not use fuel that is labeled at the pump as containing metal. Lead replacement fuel contains high concentrations of metallic additives. Engine damage could result.**
- **Fueling your vehicle just one time with leaded fuel or fuel that contains other metallic additives can affect the performance of the catalytic converter and cause extensive damage to it.** ◁

In the engine compartment

Preparations for working in the engine compartment

Introduction

In this section you'll find information about:

Warning light 224
Getting ready to work in the engine compartment 225
Opening and closing the engine compartment 225

Always position the vehicle on a firm and level surface before doing any work in the engine compartment.

The engine compartment of a vehicle is a hazardous area. Never do any work on the engine or in the engine compartment unless you

- know exactly how to carry out the job,
- have the correct technical information and the proper tools and supplies, and
- are familiar with the necessary safety precautions ⇒ ⚠!

If you are uncertain in any way, have the work done by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Serious personal injury may result from improperly performed work.

More information:

- Exterior views ⇒ page 6
- Windshield wiper and washer ⇒ page 129
- Starting and stopping the engine ⇒ page 165
- Brake fluid ⇒ page 179
- Vehicle battery ⇒ page 238
- Checks while refueling ⇒ page 214
- Engine oil ⇒ page 227
- Engine coolant ⇒ page 233
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ WARNING

Unintended vehicle movement during maintenance work can cause serious personal injuries.

⚠ WARNING (continued)

- **Never work under the vehicle unless you have safely secured the vehicle from moving. If you must work under the vehicle with the wheels on the ground, always make sure that the vehicle is on level ground, that all 4 wheels are chocked to keep them from moving, and that the key is not in the ignition.**
- **If you must work under a vehicle raised on a floor jack, always make sure that the vehicle is safely supported on safety stands intended for that purpose that are strong enough to support the weight of the vehicle. The jack supplied with the vehicle is not strong enough for this purpose and can collapse causing serious personal injury.**

⚠ WARNING

The engine compartment of any motor vehicle is a potentially dangerous area and can cause serious personal injury.

- **Always use extreme caution when doing any work in the engine compartment. Always follow commonly accepted safety practices and use common sense. Never risk personal injury.**
- **Never perform any work in the engine compartment unless you know exactly how to carry out the job and have the correct technical information and the correct tools.**
- **If you are uncertain about what to do, have the work performed by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop. Serious personal injury may result from improperly performed work.**
- **We strongly recommend that you always have HID – High Intensity Discharge (Xenon) headlights and H7 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).
  - Take the vehicle key out of the ignition.
  - On vehicles with Keyless Access, make sure that the remote control vehicle key is out of range of the vehicle and that the vehicle cannot be started by depressing the starter button ⇒ page 44.
  - Always keep children and others away from the engine compartment and never leave them unsupervised.
- The engine coolant system is under pressure when the engine is hot. Never unscrew the coolant expansion tank cap when the engine is hot. Hot coolant can spray out and cause severe burns and other serious injuries.
  - Turn the cap slowly and very carefully in a counterclockwise direction while applying light downward pressure on the top of the cap.
  - Always protect your face, hands, and arms from hot escaping coolant or steam by covering the cap with a large, thick rag.
- Never spill fluids on the engine or exhaust system when refilling. Spilling fluids onto hot parts of the engine or exhaust system can cause a fire.

⚠ WARNING

High voltage systems in the engine compartment can cause electrical shocks or even electrocution, severe burns, other serious injuries, and even death!

- Never short-circuit the electrical system. Be especially careful when using jumper cables. The vehicle's battery could explode!

⚠ WARNING (continued)

- To reduce the risk of electrical shock and personal injury while the engine is running or being started:
  - Never touch ignition cables. Never touch other components of the high voltage electronic ignition system.
  - Never touch the wiring of the HID – High Intensity Discharge (Xenon) headlights.

⚠ WARNING

Moving parts in the engine compartment can cause serious personal injury on contact.

- Never reach into the area around or touch the radiator fan. Contact with the blades can cause serious personal injury. Always remember that the radiator fan is temperature-controlled and can come on suddenly even when the engine has been switched off for a while and the key has been removed from the ignition.
- If you have to perform a check or repair when the engine is running, there are more risks from the rotating parts, such as the drive belts, alternator, radiator fan, etc., and from the high-voltage ignition system. Always use extreme care.
  - Always make sure that jewelry, loose clothing and long hair do not get caught in rotating engine parts. Before starting any work remove your jewelry, take off your necktie, tie back and cover your hair, and do not wear clothing that can hang down and get caught in moving engine parts.
  - Always use extreme caution if the accelerator pedal has to be depressed to perform a check. The vehicle will start to move even if the parking brake is on.
- Never leave any objects in the engine compartment, for example cleaning rags and tools. Objects left behind can cause malfunctions, engine damage, and even fires.

⚠ WARNING

Operating fluids and some materials in the engine compartment can catch fire easily, causing burns and other serious personal injuries!

- Do not smoke.
- Never work next to open flames or sparks. ▶

⚠ WARNING (continued)

- **Never pour or spill operating fluids or other flammable liquids on the engine. These fluids can ignite on hot engine parts and cause injuries.**
- **If work on the fuel system or the electrical system is necessary:**
  - **Always disconnect the 12 Volt vehicle battery. Make sure the vehicle is unlocked when you disconnect the battery, or the alarm will go off. Never touch the electrical wiring of the ignition system.**
  - **Never work near heaters, water heaters, or other open flames.**
- **Always have a functional, approved fire extinguisher nearby.**

NOTICE

When changing or topping off fluids, make sure that you pour the fluids into the correct reservoirs. Adding the wrong type of operating fluids will cause serious malfunctions and engine damage.

Fluid leaks and spills 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 222.

Lights up	Possible cause	Proper response
OR icon appears in the display	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 warning light comes on in the instrument cluster.

Depending on your vehicle's equipment and options, a symbol showing that the hood is not properly closed may appear in the instrument cluster display instead of the warning light. The symbol will still be displayed even after the ignition is switched off. The display goes out about 15 seconds after the vehicle has been locked with the doors closed.

⚠ WARNING

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

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.** ◁

Getting ready to work in the engine compartment

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 222.

Checklist

Before any work in the engine compartment, carry out the following steps in the order in which they are listed ⇒ ⚠:

- ✓ Park the vehicle in a safe place on a firm, level surface.
- ✓ Hold the brake pedal down until the engine is switched off.
- ✓ Apply the parking brake to help prevent the vehicle from moving ⇒ page 179.
- ✓ Shift the transmission into Park **(P)** (automatic) or Neutral (manual only) ⇒ page 171.
- ✓ Stop the engine and remove the key from the ignition switch ⇒ page 165.
- ✓ 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.

⚠ WARNING (continued)

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◁

Opening and closing the engine compartment

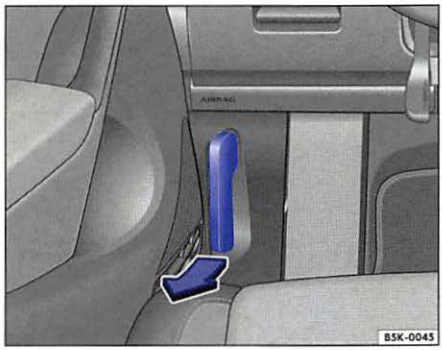

Fig. 126 In the footwell on the driver side: Inside engine hood release lever.

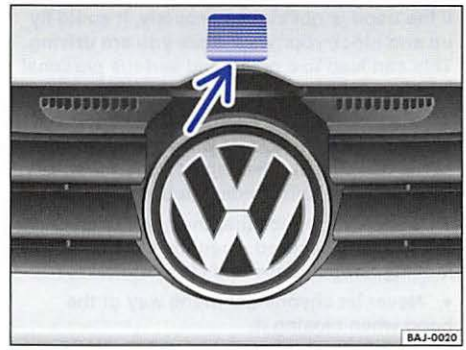

Fig. 127 Above the radiator grille: Outside engine hood release.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 222. ▶

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Opening the engine hood

- Before you open the hood, make sure that the windshield wiper arms are resting on the windshield ⇒ⓘ.
- Open the driver door and pull the inside hood release lever in the direction of the arrow ⇒ fig. 126. The engine hood is released from its latch by a spring ⇒⚠.
- Push the outside hood release lever ⇒ fig. 127 (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 ⇒⚠.
- Lower the engine hood by hand until it is about 1 ft. (30 cm) above its latch and then let it drop into place to latch it. *Do not* push down on it afterwards!

If the hood does not close completely, open it again and close it properly.

When the hood is properly closed, you can see that it fits flush with the other body parts. The indicator light in the instrument cluster will go out ⇒ page 224.

⚠ WARNING

If the hood is not closed properly, it could fly up and block your view while you are driving. This can lead to a crash and serious personal injuries.

- **After closing the engine hood, check that the hood release lever is properly latched into the hood latch. The engine hood must be flush with the surrounding auto body parts.**
- **If you ever notice that the hood latch is not properly secured when the vehicle is moving, stop at once and close it.**
- **Never let anyone get in the way of the hood when closing it.**

ⓘ NOTICE

- **Make sure the windshield wiper arms are resting on the windshield before you open the hood. Otherwise, the windshield wipers and the hood may be damaged.**
- **Always put the windshield wiper arms down against the windshield before driving the vehicle.**

ⓘ NOTICE

Before opening or closing the engine hood, make sure there is enough room to do so, for example when the vehicle is in a garage. ◁

Engine oil

Introduction

In this section you'll find information about:

Warning and indicator lights 227
Engine oil specifications 228
Engine oil capacity 229
Checking the engine oil level and adding oil . 229
Engine oil consumption 230
Changing engine oil 231

More information:

- ⇒ booklet *Warranty and Maintenance*
- Preparations for working in the engine compartment ⇒ page 222
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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 and spilled 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 227.

Lights up	Possible cause	Proper response
	Engine oil level too low.	Stop the engine. Check the engine oil level ⇒ page 229.

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. Otherwise, the engine could be damaged. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Engine oil level sensor malfunction.	Have the engine oil sensor checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ▶

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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.

⚠ WARNING (continued)

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

Engine oil specifications

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 227.

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.

Engine oils are constantly being improved. Authorized Volkswagen dealers and authorized Volkswagen 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.

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. or SAE 5W-30. 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 503 00, VW 502 00

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 SAE 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 228.

Engine oils are constantly being improved. Authorized Volkswagen dealers and authorized Volkswagen 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.

NOTICE

- **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 SAE 5W-40 or SAE 5W-30.**
- **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 engine oil. Doing so can cause engine damage! Damage caused by these kinds of additives are not covered by any Volkswagen Limited Warranty.** ◁

Engine oil capacity

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 227.

Engines	Engine oil capacity (with filter)
Gasoline engines	About 4.9 quarts (4.6 liters)

Checking the engine oil level and adding oil

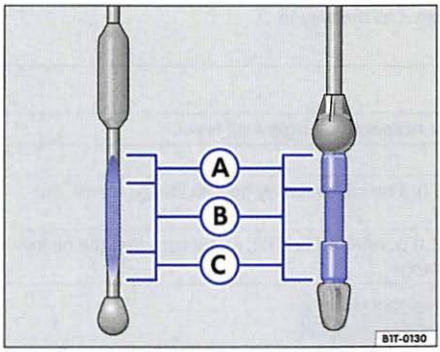

Fig. 128 Oil dipstick with engine oil level marks.

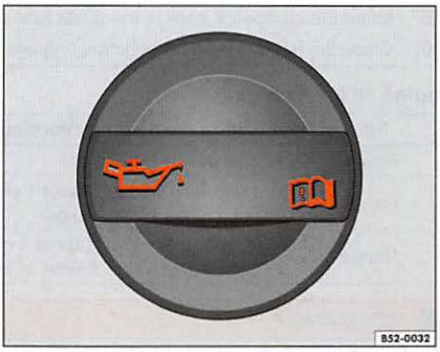

Fig. 129 In the engine compartment: Engine oil filler cap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 227.

Checklist

Perform the steps in the order listed ⇒ ⚠:

1. With the engine at **operating temperature**, park the vehicle on a level surface to help prevent an incorrect oil level reading.
2. Switch off the engine and wait a few minutes for the engine oil to flow back into the oil pan.
3. Open the engine hood ⇒ ⚠ in *Introduction* on page 222.
4. Find the oil filler opening and the dipstick. You can identify these by the symbol on the engine oil filler cap ⇒ fig. 129 and the colored handle on the dipstick. If you are not sure where the cap and the dipstick are located, see your authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
5. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
6. Reinsert the dipstick into the guide tube 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.
7. Remove the dipstick again and read the oil level on the dipstick ⇒ fig. 128 as described below:

   Ⓐ: **Do not** add any oil ⇒ ⓘ. Continue with step 15.

   Ⓑ: Oil may be added (about 1 pint / 0.5 liter). Continue with step 8 or step 15.

   Ⓒ: **You must** add oil (about 1 quart / 1.0 liter). Continue with step 8.
8. After reading the oil level, reinsert the dipstick back into the guide tube and push it all the way in.
9. Remove the cap on the engine oil filler opening ⇒ fig. 129.

Checklist (continued)

10. Only add engine oil that Volkswagen has approved for that engine. Add the oil gradually in small quantities (no more than 1 pint / 0.5 liter).
11. To avoid overfilling, you must wait about 1 minute each time you add oil so that the oil can flow into the oil pan up to the marking on the dipstick.
12. Read the oil level on the dipstick again before adding another small amount, if necessary. Never add too much oil ⇒ ⓘ.
13. After adding oil, the level must at least be in the center of the ⇒ fig. 128 Ⓑ area, but never above Ⓐ ⇒ ⓘ.
14. After adding oil, securely install the cap on the engine oil filler opening. Otherwise, oil could leak out while the engine is running.
15. Insert the oil dipstick back in the guide tube and push it all the way in.
16. Close the hood ⇒ ⚠ in *Introduction* on page 222.

Engine oil level ranges

fig. 128	Required action according to the respective engine oil level:
Range Ⓐ	Do **not** refill oil ⇒ ⓘ.
Range Ⓑ	**You may** add oil (about 1 pint / 0.5 l). The oil level may go into the Ⓐ range, but not above the Ⓐ range.
Range Ⓒ	**You must** add oil (about 1 quart / 1.0 l). After adding oil, make sure that the oil level is about in the middle of the Ⓑ range.

⚠ WARNING

Engine oil can ignite when it touches hot engine parts. This can cause fires, burns, and other severe injuries.

- **Never spill oil on the engine. Oil spilled on a cold engine can also cause a fire when the engine warms up.**
- **Always make certain that you screw the cap of the engine oil filler opening back on tightly after adding oil and that the dipstick has been pushed all the way back into the in the guide tube. This helps prevent engine oil from leaking onto the hot engine when the engine is running.**

ⓘ NOTICE

- **Do not start the engine if the engine oil level is above range Ⓐ. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. 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 the wrong type of operating 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 227.

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, we recommend that you consult your authorized Volkswagen dealer or authorized Volkswagen Service Facility so that the cause of your concern can be properly diagnosed. Please 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 (0.5 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 227.

The engine oil must be changed according to the intervals specified in your ⇒booklet *Warranty and Maintenance*.

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.

Volkswagen recommends that you 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.**
- **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. ▶

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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 about:

Warning light and engine coolant temperature gauge 233
Engine coolant specifications 235
Checking engine coolant level and topping off 236

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 an authorized Volkswagen Service Facility.

Serious personal injury may result from improperly performed work.

More information:

- Trailer towing ⇒ page 149
- Preparations for working in the engine compartment ⇒ page 222
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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

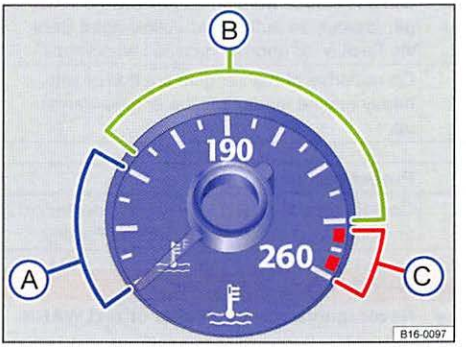

Fig. 130 Engine coolant temperature gauge in the instrument cluster: Ⓐ Engine cold; Ⓑ Normal temperature range; Ⓒ Warning zone.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 233.

If the indicator in the engine coolant temperature gauge is located in the cold range Ⓐ, the engine has not reached operating temperature. High engine speeds and heavy engine loads should be avoided.

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 ⇒ fig. 130	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 and let it cool down until the temperature needle is in the normal range again. Check the engine coolant level and add coolant if needed ⇒ page 236. 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 317.
	Ⓑ 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 236. 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 ⇒ fig. 130 Ⓒ.
	–	Engine coolant system malfunction.	**Stop!** Get assistance from an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop.
–	Ⓐ 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.

⚠ WARNING (continued)

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

Engine coolant specifications

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 233.

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 pink.

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 antifreeze 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.**

NOTICE

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 pink (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. ◁

122.5U1.GT6.23

Checking engine coolant level and topping off

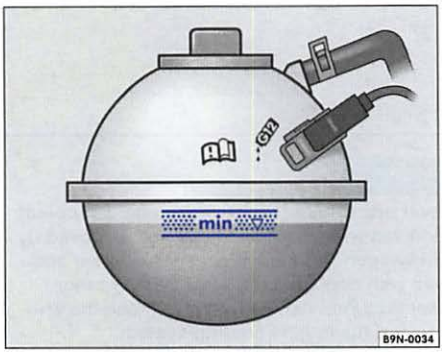

Fig. 131 Coolant expansion tank in the engine compartment.

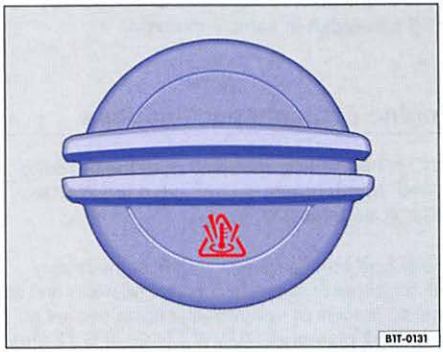

Fig. 132 Coolant expansion tank cap in the engine compartment.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 233.

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 ⇒ ⚠ in *Introduction* on page 222.
- There is a symbol on the cap of the engine coolant expansion tank ⇒ fig. 132.

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. 131.
- 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 235) ⇒ ⓘ.
- The engine coolant level must be inside the marks on the side of the reservoir ⇒ fig. 131. **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 235) 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 235.

⚠ 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).**
  - **Take the vehicle key out of the ignition.**
  - **On vehicles with Keyless Access, make sure that the remote control vehicle key is out of range of the vehicle and that the vehicle cannot be started by depressing the starter button ⇒ page 44.**
  - **Always keep children and others away from the engine compartment and never leave them unsupervised.**

⚠ WARNING (continued)

- The engine coolant system is under pressure when the engine is hot. Never unscrew the coolant expansion tank cap when the engine is hot. Hot coolant can spray out and cause severe burns and other serious injuries.
  - Turn the cap slowly and very carefully in a counterclockwise direction while applying light downward pressure on the top of the cap.
  - Always protect your face, hands, and arms from hot escaping coolant or steam by covering the cap with a large, thick rag.
- Never spill fluids on the engine or exhaust system when refilling. Spilling fluids onto hot parts of the engine or exhaust system can cause a fire. Under some conditions, the ethylene glycol in engine coolant can catch fire.

NOTICE

- 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.
- Refill engine coolant only up to the top edge of the marked fill range ⇒ fig. 131. 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. ◁

122.5U1.GT6.23

Vehicle battery

Introduction

In this section you'll find information about:

Warning light 239
Checking the vehicle battery electrolyte level 240
Charging, replacing, disconnecting and connecting the vehicle battery 241

The standard 12 Volt vehicle 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*
- Preparations for working in the engine compartment ⇒ page 222
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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 standard 12 Volt battery.**
- **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, or clothing.**
- **Sulfuric battery acid is very corrosive. It can burn unprotected skin and cause blindness. Always wear protective gloves and eye protection. To reduce your risk of injury, never tilt the batteries, as this could spill acid through the vents and burn you.**
- **If you get battery acid in your eyes or on your skin, immediately rinse with cold water for several minutes and then get immediate medical attention. If you swallow any battery acid, get medical attention immediately.**
- **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 12 Volt 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 dead battery can freeze at temperatures around +32 °F (0 °C).**
- **If the battery has a vent line or tube, make sure that it is properly connected to the battery.**

⚠ WARNING

California Proposition 65 Warning

⚠ WARNING (continued)

- **Battery posts, terminals, and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer and reproductive harm. Wash your hands after handling.**

NOTICE

- **Never disconnect a vehicle battery or connect 2 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 sunlight 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 238.

Lights up	Possible cause	Proper response
	Alternator malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Have the electrical system checked. Switch off unnecessary electrical loads. The vehicle battery will not be charged by the alternator as you drive.

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.

⚠ WARNING (continued)

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

122.5U1.GT6.23

Checking the vehicle battery electrolyte level

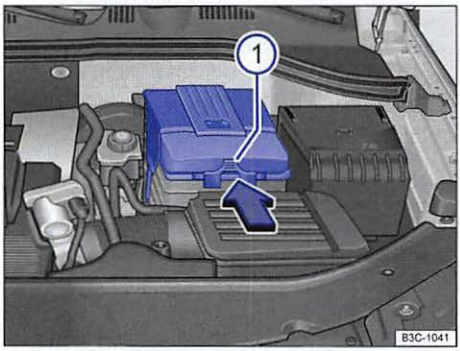

Fig. 133 In the engine compartment: Remove the cover from the vehicle battery.

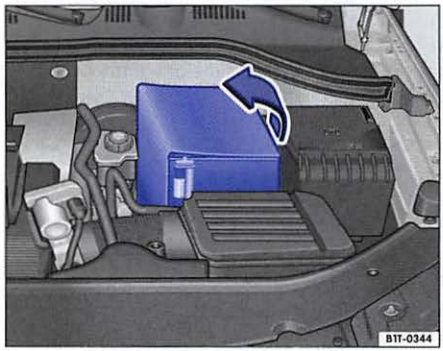

Fig. 134 In the engine compartment: Open the sleeve covering of the vehicle battery.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 238.

Check the electrolyte level of the battery regularly if the vehicle has high mileage, in places with a warm climate, and 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 222
- Open the engine hood ⇒ ⚠ in *Introduction* on page 222 ⇒ page 222.

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. 133 (1) in direction of the arrow and remove the cover upward.
- *With a soft cover:* Open the sleeve cover to the side in the direction of the arrow ⇒ fig. 134.

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 window ("acid level indicator") on the top of the battery changes color, depending on the battery's electrolyte level.

Color indication	Action
Light yellow or *colorless*	Battery electrolyte level is too low. The vehicle 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. It can burn unprotected skin and cause blindness. Always wear protective gloves and eye protection.**
- **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 and then get immediate medical attention.**
- **If you swallow any battery acid, get medical attention immediately.** ◁

Charging, replacing, disconnecting and connecting the vehicle battery

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 238.

Charging the vehicle battery

Vehicle batteries should be charged by an 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 August 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 come on. 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 18. The maximum permissible service and maintenance intervals are shown in the ⇒booklet *Warranty and Maintenance*.

Vehicles with Keyless Access

If the ignition will not start after reconnecting the vehicle battery, lock the vehicle from the outside and unlock it again. Then try to start the ignition again. If the ignition cannot be switched on, contact an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop for 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, the power supply to the 12 Volt sockets 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 or the parking lights are left on for a long time when parked.

What drains the vehicle 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. Leaving the vehicle unlocked for several days when not in use
- The selector lever is left for a long period of time in any position other than **P** when the ignition is switched off ⇒page 175.

⚠ 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 vehicle battery is charged, it produces highly explosive hydrogen gas. ▶

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⚠ WARNING (continued)

- **Charge vehicle batteries only in well-ventilated areas.**
- **Never charge a frozen or thawed battery. A dead 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 (-).**

NOTICE

- **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.**
- **Never connect power generating equipment, such as a solar panel or battery charger, to the 12 Volt socket 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 contain poisonous substances such as sulfuric acid and lead.

Battery acid can pollute the environment. Catch leaking operating fluids and dispose of them properly. ◁

Vehicle care and maintenance

Exterior care and cleaning

Introduction

In this section you'll find information about:

Washing the vehicle 244
Washing with a power washer 245
Cleaning windows and outside mirrors 245
Cleaning and changing the windshield wiper blades 247
Waxing and polishing vehicle paint 248
Caring for and cleaning chrome and aluminum parts 248
Cleaning wheel rims 248
Care of rubber door and window seals 249
Deicing door lock cylinders 249
Undercoating 249
Cleaning the engine compartment 249

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 251
- Preparations for working in the engine compartment ⇒ page 222
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ 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.**
- **To reduce the risk of poisoning, never use empty food or beverage containers that might mislead someone into drinking from them.**

⚠ WARNING (continued)

- **Always keep vehicle care products out of the reach of children.**
- **Always use such products outdoors or in well-ventilated areas, because harmful vapors may be released when these products are used.**
- **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 severe injuries.

- **Always clean and maintain vehicle components according to manufacturer's instructions.**
- **Only use approved or recommended cleaners.**

NOTICE

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. ◁

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Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

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 245, *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 mitt** 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

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.

⚠ WARNING (continued)

- **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.**

⚠ CAUTION

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.**

ⓘ NOTICE

- **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!**

ⓘ NOTICE

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!**
- **Make sure there is enough clearance for the height and width of the vehicle.**
- **Fold the outside mirrors toward the vehicle body.**
- **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.**
- **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 243.

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. .

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 spraying from a relatively long distance for a very short 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.**

ⓘ NOTICE

- **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.**
- **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!** ◁

Cleaning windows and outside mirrors

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

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, Windscreen Clear Summer G 052 184 A1 or equivalent. Mixing ratio 1:100 (1 part concentrate to 100 parts water) in the windshield washer reservoir.
- All-season Windscreen Clear G 052 164 A2 or equivalent. Mixing ratio in winter to -0.4 °F (-18 °C) about 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 deicer spray. When using an ice scraper always scrape in one direction, **never** back and forth. Dirt can scratch the glass when moving the scraper backward.

⚠ WARNING

Dirty or fogged up windows reduce visibility and increase the risk of accidents and severe injuries.

- **Don't drive until you have clear visibility through all windows.**
- **Remove ice, snow and condensation from all inside and outside window surfaces.**

ⓘ NOTICE

- **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 defroster 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.** ◁

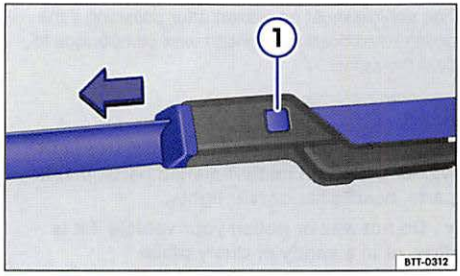

Fig. 135 Changing the windshield wiper blades.

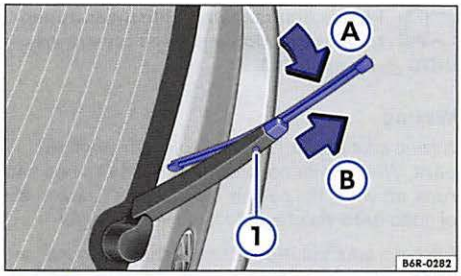

Fig. 136 Changing the rear window wiper blades.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

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

Move the wiper arms to the service position before tilting them away from the windshield ⇒ page 129.

When lifting or replacing a wiper blade on a window, grip it **only** by its mounting and not by the blade itself.

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. 135 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 down on 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. 136 ①.
- While tilting the wiper blade in the direction of the wiper arm ⇒ fig. 136 (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 severe injuries.

- **Always change wiper blades if they are damaged or worn, and if they cannot clean the windows sufficiently.**

ⓘ NOTICE

- **Damaged or dirty wiper blades can scratch the windshield and rear window.**
- **Solvents, abrasive sponges and sharp-edged objects will damage the graphite coating on the wiper blades.**
- **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 243.

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.

NOTICE

- **To help prevent damage, do not use hard wax or polish on matte-finished parts, plastic parts, headlights or rear lights.**
- **Do not wax or polish your vehicle if it is dirty, or in a sandy or dusty place.** ◁

Caring for and cleaning chrome and aluminum parts

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

- Clean the surface using a clean, soft, lint-free cloth dampened with water.
- If the surface is especially dirty, use a special **solvent-free** cleaning material.
- Then polish chrome and aluminum parts with a soft, dry cloth.

NOTICE

To help prevent damage to chrome and aluminum parts:

NOTICE (continued)

- **Do not clean or polish in direct sunlight.**
- **Do not clean or polish in sandy or dusty places.**
- **Do not use abrasive cleaners or abrasive sponges.**
- **Do not polish dirty surfaces.**
- **Do not use cleaning materials that contain solvents.**
- **Do not use hard wax.**

NOTICE

Chrome wheel covers and hubcaps can have an extra coating. Do not treat them with chrome care or polishing products. Use regular paint care and polishing products. ◁

Cleaning wheel rims

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

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 2 weeks: Wash road salt and brake dust off alloy wheels, and clean the wheels with an acid-free detergent. **Every 3 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 light 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 243.

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. ◁

Deicing door lock cylinders

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 243.

Volkswagen recommends using only genuine Volkswagen deicer spray with lubricating and anti-corrosive properties to deice door lock cylinders.

NOTICE

Lock deicers 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 243.

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.

⚠ WARNING

Undercoating and rustproofing 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 243.

The engine compartment of a vehicle is a dangerous area ⇒page 222.

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 climate control 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!

⚠ WARNING (continued)

- **Before working in the engine compartment, be sure to familiarize yourself with the necessary procedures and generally accepted safety precautions ⇒ page 222.**
- **Volkswagen recommends having the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

NOTICE

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 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 about:

Caring for upholstery 252
Cleaning upholstery, fabric trim and Alcantara® 252
Care and cleaning of leather upholstery 254
Cleaning leatherette 255
Cleaning storage compartments and cup holders 255
Care and cleaning of plastic components, wood trim and instrument panel 256
Cleaning the safety belts 256

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.

The longer stains, dirt and other deposits remain on the surfaces of vehicle components and upholstery, the more difficult it may be to clean them. If stains, dirt and deposits are left untreated for a long time, they may become impossible to remove.

More information:

- Exterior care and cleaning ⇒ page 243
- Parts, accessories, repairs and modifications ⇒ page 283

⚠ WARNING

Vehicle care products can be dangerous. Improper use can cause accidents, burns, poisoning, or other severe 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.**
- **Always use such products outdoors or in well-ventilated areas, because harmful vapors may be released when these products are used.**
- **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.**

NOTICE

- **Vehicle care products containing solvents can cause irreparable damage to plastics and other vehicle materials.**
- **Stains, dirt and other deposits that contain aggressive substances or solvents can corrode vehicle materials and cause permanent damage, even after brief contact with the surface.**
- **Remove stains, dirt, and other deposits as quickly as possible and do not allow them to dry.**
- **To help prevent damage, have stubborn stains removed by a professional who has the necessary expertise and experience.**

ℹ Suitable care products are available from authorized Volkswagen dealers and authorized Volkswagen Service Facilities. ◁

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Caring for upholstery

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 251.

Checklist

Please note the following when it comes to the care and preservation of the upholstery ⇒ ⓘ:

- ✓ Open Velcro® fasteners can damage upholstery, fabric, and trim. 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.

ⓘ NOTICE

Disregarding the upholstery-related checklist may lead to damage or discoloration of upholstery and fabric trim.

ⓘ NOTICE (continued)

- **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 251.

Cleaning upholstery on heated seats and power seats or seats with airbag components

Airbag components and electrical connectors may be installed in the driver seat, the front passenger seat, and in the outer rear seats. Damaging, cleaning and handling incorrectly, or wetting or soaking these seat surfaces and backrests can damage the vehicle electrical system and prevent the airbag system from working properly ⇒ ⚠.

Electrical components and connectors that could be damaged by incorrect cleaning or handling are installed in power seats and heated seats ⇒ ⓘ. This can also result in damage to other parts of the vehicle electrical system.

For this reason, read and follow these cleaning instructions:

- Do not use pressure washers, steam cleaners, or cooling spray.
- Do not use detergent pastes or mild detergent solutions.
- Do not wet the surface completely.
- Only use cleaning products approved by Volkswagen.
- If you have questions or concerns, consult a professional cleaner.
- Before using any cleaning agent, familiarize yourself with instructions and warnings on the packaging.
- Vacuum upholstery, fabric trim, Alcantara® upholstery, and carpeting regularly with a suitable 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.

If the upholstery fabric and fabric trim pieces are heavily soiled, see your authorized Volkswagen dealer or authorized Volkswagen Service Facility before you begin cleaning to learn about suitable cleaning options. If necessary, have the cleaning done by a professional.

Cleaning upholstery on non-heated seats, manual seats, or seats without airbag components

- Before using any cleaning agent, familiarize yourself with instructions and warnings on the packaging.
- Vacuum upholstery, fabric trim, Alcantara® upholstery, and carpeting regularly with a suitable brush attachment.
- Do not use pressure washers, steam cleaners, or cooling spray.
- 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.

If the upholstery fabric and fabric trim pieces are heavily soiled, see your authorized Volkswagen dealer or authorized Volkswagen Service Facility before you begin cleaning to learn about suitable cleaning options. If necessary, have the cleaning done by a professional.

Removing stains

When treating stains, it may be necessary to clean the entire surface and not just the stain itself. This is especially true if the entire surface has become dirty from normal use. Otherwise, the area that is treated may become lighter than the untreated area. If you have questions or concerns, consult a professional cleaner.

Type of stain	Recommended cleaning for fabric and upholstery
Water-based stains, such as coffee or fruit juice.	– Moisten a sponge with water and rub the stain gently with a circular motion. – Wipe dry with an absorbent cloth.
Persistent stains, such as chocolate or make-up.	– Use only Volkswagen-approved cleaning products. – If necessary, have the fabric or upholstery professionally cleaned.
Grease-based stains, such as oil, lipstick, etc.	– Use only Volkswagen-approved cleaning products. – If necessary, have the fabric or upholstery professionally cleaned.

⚠ DANGER

If there is a malfunction in the airbag system, the airbag may not deploy correctly or at all, or it may deploy unexpectedly. This could cause fatal injuries.

- **Have the airbag system inspected immediately by your authorized Volkswagen dealer or authorized Volkswagen Service Facility.**

ⓘ NOTICE

If the upholstery on power seats, heated seats, or seats with airbag components is wet, electrical components and the vehicle electrical system could be damaged.

ⓘ NOTICE (continued)

- **If the seating surface becomes soaked, have it dried and the system components checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Do not use steam cleaners because the steam could cause the dirt to penetrate deeper into the fabric and make it impossible to remove.**
- **Pressure washers and cooling sprays can damage the upholstery.** ▶

NOTICE

- **Clean only the carpet and floor mats with brushes. Other textile surfaces can be damaged by brushes.**
- **If detergent pastes or mild detergent solutions are applied with a damp cloth or sponge, the surfactants in the detergent may cause visible lines to form at the edges of the area where the detergent was applied. These lines are generally difficult or impossible to remove.**

NOTICE

- **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 251.

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. Napa leather 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 2 to 3 months and remove any new stains.
- Treat leather with a suitable leather-care product twice a year ⇒ ⓘ.
- Apply cleaning and conditioning materials sparingly and always with a dry, lint-free cotton or wool cloth. Do not apply cleaning and conditioning materials directly to the leather.
- 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.

Before cleaning leather surfaces, read and heed the information ⇒ page 252, *Cleaning upholstery on heated seats and power seats or seats with airbag components.*

Type of stain	Cleaning
Severe stains	– Apply a mild soapy solution with a cloth that has been wrung nearly dry[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 ⇒ ⓘ. ▶

Type of stain	Cleaning
Grease-based stains, such as oil, lipstick, etc.	– Remove fresh stains with an absorbent cloth. – Use an appropriate cleaning agent on stains that have not yet penetrated the surface ⇒ ⓘ.
Special stains, such as ball-point 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: 2 tablespoons of liquid soap in one quart (liter) of water.

NOTICE

- **Stains that have been left in place too long will penetrate the surface of the leather and cannot be removed.**
- **Never treat leather with solvents, floor wax, shoe polish, stain remover or similar products.**

NOTICE (continued)

- **Wipe up spilled liquids immediately with an absorbent cloth. Liquid can penetrate leather surfaces and seams within a few seconds.**
- **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 251.

Clean leatherette upholstery only with water and a mild soap solution.

Before cleaning leatherette surfaces, read and heed the information ⇒ page 252, *Cleaning upholstery on heated seats and power seats or seats with airbag components*.

NOTICE

- **Do not clean leatherette with solvents, floor wax, shoe polish, stain remover, or similar products.**
- **These can 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 and cup holders

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 251.

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. ◁

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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 251.

- 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 251.

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

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

⚠ WARNING (continued)

- **Check the condition of all safety belts regularly. If you notice that the safety 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.**
- **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 safety belt webbing will be significantly weakened.**
- **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.** ▶

⚠ WARNING (continued)

- Safety belts that were subject to stress in an accident and stretched must be replaced with a correct, new safety belt, preferably by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING (continued)

- 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. ◁

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Introduction

In this section you'll find information about:

Tire and wheel handling 260
Wheel rims 262
New and replacement tires 262
Tire inflation pressure 264
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Tread depth and tread wear indicators 267
Tire wear and damage 267
Spare wheel or compact spare wheel 269
Tire labeling 271
Winter tires 274
Snow chains 275
Glossary of tire and loading terminology 276
Tires and vehicle load limits 280
Determining the correct load limit . 281

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 149
- Braking, stopping and parking ⇒ page 179
- Tire Pressure Monitoring System ⇒ page 200
- Exterior care and cleaning ⇒ page 243
- Consumer information ⇒ page 291
- Wheel covers ⇒ page 307
- Changing a wheel ⇒ page 310

⚠ WARNING

New tires or tires that are old, worn or damaged cannot provide maximum control and braking performance.

- **Improper care and handling of tires and wheels can reduce driving safety and cause accidents and severe injuries.**
- **Install only radial tires of the same make, the same dimensions (tread circumference), and similar tread profile on all 4 wheels.**
- **New tires tend to be slippery and must be broken in. 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.**
- **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. Tires with excessively low pressure flex (bend) more,** ▶

⚠ WARNING (continued)

which can cause the tire to overheat and fail suddenly without warning.

- **Check tires regularly for wear and damage.**
- **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 maximum speed rating or the maximum load rating of the tires on your vehicle.**
- **Have worn or damaged tires replaced immediately.**
- **The effectiveness of the driver assistance systems and the braking support systems depends on the tire traction.**
- **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 wheels and tires for damage.**

⚠ WARNING (continued)

- **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. Old, 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 even 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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility if necessary. ◁

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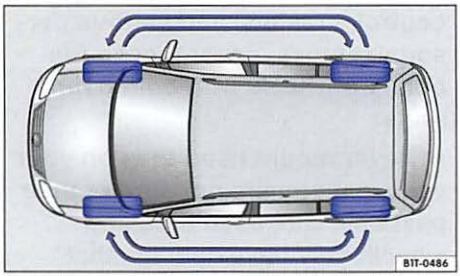

Fig. 137 Tire rotation diagram.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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 with the tire tread of both front wheels contacting the curb at the same time.
- 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 267.
- Heed all warning messages from the Tire Pressure Monitoring System ⇒ page 200.
- Replace worn or damaged tires immediately ⇒ page 267.
- 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 267.
- Never exceed the load and permissible maximum speed rating of the tires ⇒ page 271.
- Always keep aggressive chemicals including grease, oil, gasoline and brake fluid off the tires, including the compact spare wheel ⇒ ⚠.
- 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 271. 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 ⇒fig. 137 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 (including the tire on the compact spare wheel) 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 U.S DOT tire identification number (TIN) ⇒page 271.

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.

⚠ WARNING (continued)

- **Tires that are more than 6 years old can be used only in an emergency and even 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 258.

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 310.

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 310. The required tightening torque for your vehicle's 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. See an authorized Volkswagen dealer or an 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 severe 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 severe personal injury.

- **Never loosen bolted connections on wheel rims with bolted rim rings.**
- **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 258. ▶

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 only radial tires of the same make, the same dimensions (tread circumference), and similar tread profile on all 4 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.

Tire Pressure Monitoring System (TPMS) considerations: The Tire Pressure Monitoring System (TPMS) must be "reset" after each tire change ⇒ page 200

⚠ WARNING

New tires tend to be slippery and must be broken in.

⚠ WARNING (continued)

- **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.**

NOTICE

- **When switching to different tires, make certain the valves are not damaged.**
- **Never drive without valve stem caps. The valves could be damaged.**

Always dispose of old tires in accordance with legal requirements.

If the replacement wheel is different from the tires that you have mounted on your vehicle (for example, winter tires or wider, low-profile tires, or a compact spare), then use the replacement 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

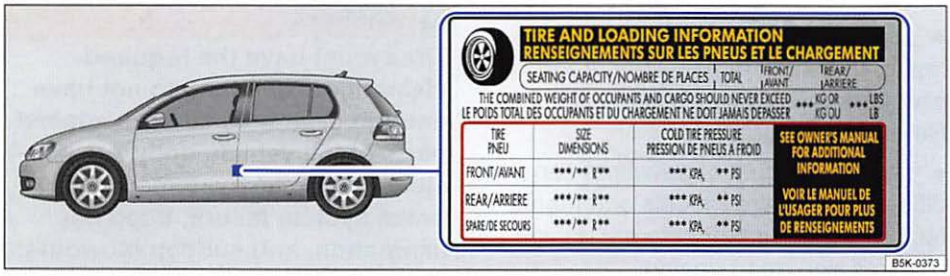

Fig. 138 Location of the tire inflation pressure label.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

The correct tire inflation pressure for the factory-installed tires is listed on a label. The factory-installed tires may be summer, winter, or all-season tires. The label ⇒ fig. 138 is on the driver door jamb

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 **higher 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

Always check the tire pressure only on "cold" tires when the vehicle has not been driven more than a couple of miles (kilometers) at low speed within the last 3 hours. ▶

- Check tire inflation pressure regularly and on cold tires. Check all the tires, including the compact spare, if any. 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 to screw the valve caps back on; replace missing valve caps immediately. Read and heed information on resetting the Tire Pressure Monitoring System ⇒page 200.
- 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**

⚠ WARNING (continued)

pressure, and blowouts. Tires with excessively low pressure flex (bend) more, which can cause the tire to overheat and fail suddenly without warning.

- **Excessive speed and/or overloading can cause heat build-up, sudden tire failure including a blowout and sudden deflation 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.**
- **Regularly check tire inflation pressure, at least once a month, and also especially before a long trip.**
- **Check the pressure in all 4 tires when the tires are still cold. Never reduce air pressure in warm tires to match cold tire inflation pressure.**

NOTICE

- **Make sure not to jam the tire pressure gauge into the valve stem. Otherwise you can damage the tire valves.**
- **Driving without valve caps, with the wrong valve caps, or with valve caps that are not properly screwed on can damage the tire valves. To help prevent damage, always use valve stem caps like those originally installed at the factory. The caps must be screwed on tightly. Do not use metal valve caps or "comfort" valve stem caps.**

Underinflation increases fuel consumption. ▶

When the TPMS warns that the pressure in at least one tire is too low, check the tire pressure in all 4 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. When checking the tire pressures, refer to ⇒page 200, *Tire Pressure Monitoring System (TPMS)*. ◁

Tire inflation pressure in cold tires

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

Model	Engine	Tire dimensions	Tire pressure	
			PSI	kPa
GTI	2.0 l / 200 hp (147 kW)	225/45 R 17 91 H	35	245
		225/40 R 18 92 Y	a)	a)
		225/40 R 18 92 H	35	245
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. The tire inflation pressure is listed on the tire inflation pressure label on the driver door jamb ⇒fig. 138. The tire inflation pressures for the road tires are listed on this label. The inflation pressure for the compact spare is as specified on the tire pressure label or on a separate label for the compact spare, if there is one. In the event of a discrepancy between the above figures and the tire pressures listed on the tire inflation pressure label, the pressures listed on the label are the ones you should use. The listed pressure applies to all road tires. The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change ⇒page 200				

a) Information not available at time of printing ◁

Tread depth and tread wear indicators

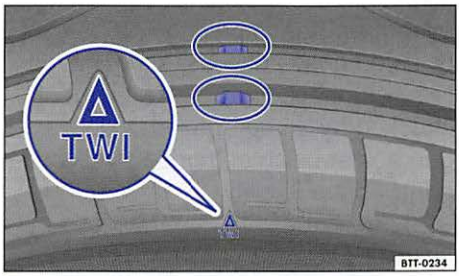

Fig. 139 Tread pattern: Wear indicator.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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 (1/16 inch; 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 3/16 in (4.8 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. 139. 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 258.

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 farther. Get expert assistance.
- If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer, 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 professional 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 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 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. Get expert assistance instead.**
- **If no external damage is visible, slowly and carefully drive to the nearest authorized Volkswagen dealer, authorized Volkswagen Service Facility, or other qualified workshop and have the vehicle checked.**

◁

Spare wheel or compact spare wheel

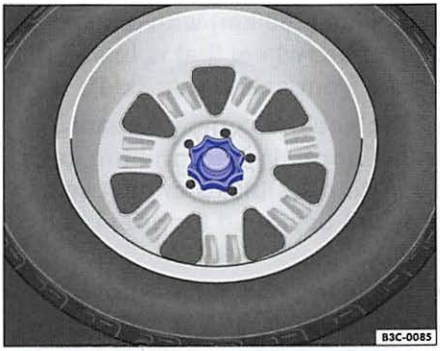

Fig. 140 In the luggage compartment: Hand wheel holding spare wheel in place.

Fig. 141 In the luggage compartment: Hand wheel holding compact spare wheel in place.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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. 140 or compact spare wheel ⇒ fig. 141 counterclockwise 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 only when driving with extra caution ⇒ ⚠.

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! ▶

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- Do not use snow chains on the compact spare wheel ⇒page 275.
- After installing the compact spare wheel, check the tire pressure as soon as possible ⇒page 264.

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 compact spare wheel can cause loss of vehicle control, a crash or other accident, and serious personal injury.

- **Never use a compact spare wheel if it is damaged or worn down to the wear indicators.**
- **In some vehicles, the compact spare wheel is smaller than the original tire. A smaller compact spare wheel is identified with a sticker and the words "50 mph" or "80 km/h". This is the maximum permissible speed when driving with this tire.**
- **Never drive faster than 50 mph (80 km/h) with a compact spare wheel. Avoid full-throttle acceleration, heavy braking, and fast cornering!**

⚠ WARNING (continued)

- **Never drive more than 125 miles (200 km) with a compact spare wheel that is installed on the front axle (drive axle).**
- **Replace the compact spare with a normal wheel and tire as soon as possible. Compact spare tires are designed for brief use only.**
- **Regularly check the U.S. DOT Tire Identification Number (TIN) to determine the age of the compact spare wheel ⇒page 271. 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 264.**
- **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. The tire taken off the rear axle can then be used to replace the flat front tire. Be sure you do not** ▶

⚠ WARNING (continued)

change the tire's direction of rotation. Install the snow chains on the full-sized road tire.

ⓘ If possible, attach the spare wheel, compact spare wheel or the wheel you took off the vehicle securely in the luggage compartment. ◁

Tire labeling

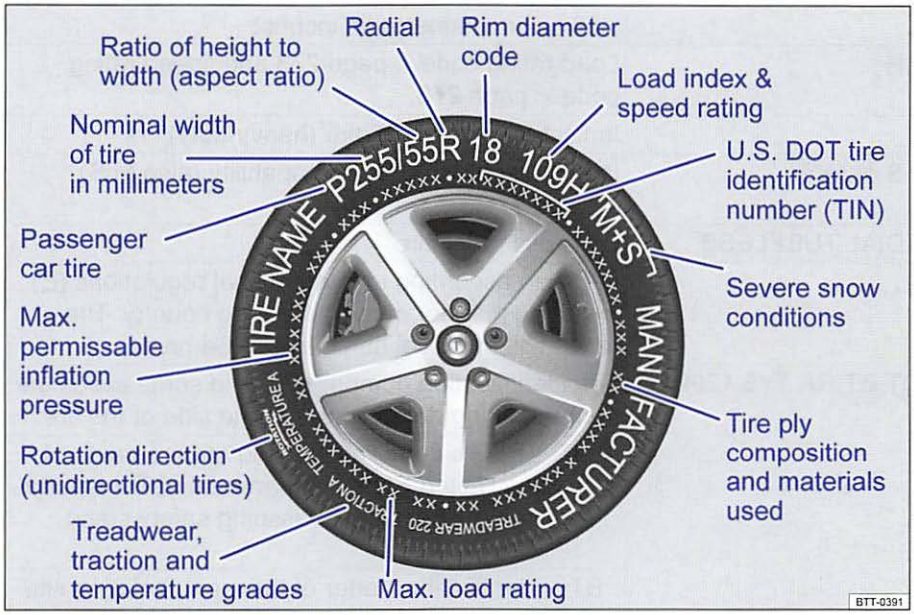

Fig. 142 International tire labeling.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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. ▶

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Tire labeling (example)	Meaning	
P215 / 55 R 18	Dimensions:	
	P	Tire application: Passenger car
	255	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.
	18	Rim diameter (in inches)
95 H	Load rating code ⇒page 273 and speed rating code ⇒page 273.	
XL	Indicates "reinforced" tire (heavy-duty)	
M+S *or* M/S	Indicates Mud and Snow capability (also M/S) ⇒page 274.	
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.	
DOT BT RA TY5 1709	Tire identification number (TIN[a]) – in some cases the manufacturing date is only on one side of the tire:	
	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 treadwear indicator ⇒page 267.	
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.	
ROTATION	Rotation direction (unidirectional tires)	
SIDEWALL 1 PLY RAYON	Tire ply composition and materials used: 1 layer of rayon.	

Tire labeling (example)	Meaning
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 292:	
TREADWEAR 220	Relative service life expectancy of the tire referenced to a US-specific standard test.
TRACTION A	Traction rating under wet conditions (AA, A, B or C).
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 (such as 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. Make sure you mount the tire so that it rotates in the proper direction. The tire's performance with regard to hydroplaning, traction, noise, and wear is worse if it is not mounted in the proper direction of rotation.

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.

Load rating code

The load index indicates the maximum permissible load per individual tire in pounds (kilograms).

91 1356 lbs (615 kg)
93 1433 lbs (650 kg)
95 1521 lbs (690 kg)
97 1609 lbs (730 kg)
98 1653 lbs (750 kg)
99 1709 lbs (775 kg)
100 1763 lbs (800 kg)
102 1874 lbs (850 kg)
103 1929 lbs (875 kg)
104 1984 lbs (900 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) ▶

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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 4 wheels must be fitted with radial tires of the same type, the same size (tread circumference) and the same tread pattern. Driving with different tires reduces vehicle handling and can lead to a loss of control.**
- **Never drive faster than the maximum speed for which the tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.**
- **Overloading 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 underinflated.**

◁

Winter tires

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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 4 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 3/16 in (4.8 mm). In addition, winter tire performance decreases with **age** – independent of the tread profile depth.

When using winter tires:

- Obey state and country-specific legal requirements.
- Install winter tires on all 4 wheels.
- Use winter tires only under wintry road conditions.
- Use only winter tires with dimensions approved for the vehicle.
- Only use winter tires of the same tire belt design, the same dimensions (tread circumference) and the same 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 273.

In some vehicle models it is possible to set a speed warning in the **MFD** menu in the instrument cluster display (Multi-Function Display - MFD) ⇒ page 24.

▶

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 a maximum speed rating that may be lower than your vehicle's maximum speed.**

⚠ WARNING (continued)

- **Never drive faster than the maximum speed for which the winter tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.**
- **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 a Tire Pressure Monitoring System, the system must be recalibrated after each tire change ⇒ page 203.

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 258.

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**. Snow chains may be used **only in the following tire and wheel combinations**:

Tire dimensions	Rim
205/55 R 16	6 J x 16 ET 50
205/50 R 17[a)]	6 J x 17 ET 48.5

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 center 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

For technical reasons, snow chains cannot be used on the compact spare ⇒ page 269.

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. The tire taken off the rear axle can then be used to replace the flat front tire. 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 severe 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.** ▶

NOTICE

- **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.**

NOTICE (continued)

- **Snow chains can scratch or damage wheel rims if they have direct contact with the rims. Volkswagen recommends using coated snow chains.** ◁

Glossary of tire and loading terminology

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

Accessory weight

The combined weight (in excess of those standard items which may be replaced) of automatic transmission, electro-mechanical 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 separation

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 3 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 2 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 3 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 273, *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 underinflated 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 267, *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 3 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 2 numbers or letters indicate the plant where the tire was manufactured. The last 4 numbers represent the week and year of manufacture.

For example, the numbers 1709 mean that the tire was produced in the 17th week of 2009. 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 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 2.

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 2. ►

Wheel size designation

Wheel rim diameter and width.

Occupant loading and distribution for vehicle normal load for various designated seating capacities

Designated seating capacity, number of occupants	Vehicle normal load, number of occupants	Occupant distribution in a normally loaded vehicle
2,3 or 4	2	2 in front
5	3	2 in front, 1 in back

Tires and vehicle load limits

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

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 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 2 axles (by the front or rear tires). GVWR and GAWR are listed on the safety compliance label on the driver door jamb. Your vehicle has 5 total seating positions: 2 in the front and 3 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.

⚠ 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.** ◁

Determining the correct load limit

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 258.

Never 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 264.
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.) ▶

122.5U1.GT6.23

Steps for Determining Correct Load Limit:

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.

Check the tire sidewall to determine the load index specified for the tire. ◁

Parts, accessories, repairs and modifications

Introduction

In this section you'll find information about:

Break-in period 283
Parts and accessories 284
Operating fluids and equipment 284
Repairs and technical modifications 285
Repairs and other things that can affect Advanced Airbag performance 285
CB radio equipment 287
Notice about data recorded by vehicle control modules 287
Using a cellular phone in a motor vehicle when it is not connected to the vehicle telephone antenna - some important things to know 288
Lift points for the vehicle 289

More information:

- Safety belts ⇒ page 69
- Airbag system ⇒ page 82
- Trailer towing ⇒ page 330
- 12 Volt sockets ⇒ page 163
- Braking, stopping and parking ⇒ page 179
- Starting assistance systems ⇒ page 195
- Cruise control system (CCS) ⇒ page 197
- Tire Pressure Monitoring System (TPMS) ⇒ page 200
- Preparations for working in the engine compartment ⇒ page 222
- Engine oil ⇒ page 227
- Engine coolant ⇒ page 233
- Vehicle battery ⇒ page 238
- Exterior care and cleaning ⇒ page 243
- Interior care and cleaning ⇒ page 251
- Consumer information ⇒ page 291
- ⇒ booklet *Radio*
- ⇒ booklet *Navigation system*
- ⇒ booklet *Mobile Phone Package*

⚠ 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.**
- **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 to properly replace any airbag in your vehicle and assure system effectiveness in a crash.**
- **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 holders or phone cradles, on or next to the airbag module covers or within the airbags deployment zones.**
- **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 283.

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. ▶

122.5U1.GT6.23

Engine life is influenced by how you drive the vehicle for the first 1,000 miles (1,600 km). Even afterwards, driving at moderate engine speeds, especially when the engine is cold, will tend to reduce engine wear and help the engine to last longer and go farther. But do not drive at an excessively low engine speed, either. Always downshift if the engine is not running smoothly. **For the first 600 miles (1,000 kilometers):**

- Do not use full throttle.
- Don't let the engine speed get above 2/3 the maximum 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 258
- Brakes ⇒ page 183

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 283.

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 severe personal injuries.

- **Never store, mount or attach objects, such as cup holders or phone cradles, on or next to the airbag module covers or within the airbag deployment zones.**
- **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 283.

Operating fluids and parts that wear out with use (such as timing belts, tires, engine coolants, engine oils, spark plugs, and vehicle batteries) are constantly being improved. For this reason, it is important to have operating fluids changed and wearing parts replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Authorized Volkswagen dealers and authorized Volkswagen 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!**

NOTICE

- **Only refill with suitable operating fluids. When changing or topping off fluids, make sure that you pour the fluids into the correct reser-**

NOTICE (continued)

voirs. 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 outside 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 283.

Volkswagen guidelines for repairs and technical modifications must be followed ⇒⚠!

Changes to electronic components and related software can cause malfunctions. These malfunctions can also affect other systems that are related to the component or software that was modified. The vehicle's operational safety can be seriously jeopardized, increased vehicle component wear can occur, and the vehicle may no longer meet applicable emissions requirements.

Volkswagen recommends having all repairs and technical modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility using **Genuine Volkswagen Parts®**.

Damage that is caused by improper repairs or unapproved technical modifications will not be covered by any Volkswagen Limited Warranty.

⚠ 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 severe personal injuries.

- **Have repairs and vehicle modifications done by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.**

NOTICE

Improperly performed repairs and modifications can cause increased component wear and result in vehicle emissions that no longer meet applicable requirements. ◁

Repairs and other things that can affect Advanced Airbag performance

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 283.

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. These vehicle areas can contain important parts of the airbag system. ▶

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.

Observe all regulations so that the effectiveness of the airbag is not affected and to prevent disassembled parts from causing injuries and pollution. Authorized Volkswagen dealers, authorized Volkswagen Service Facilities, and other qualified workshops are familiar with these regulations.

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 airbag sensors and sent to the electronic control unit 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.

Never install leather upholstery on a vehicle that originally had cloth upholstery. Never install cloth upholstery on a vehicle that originally had leather upholstery. The weight-sensing mat for the Advanced Airbag system will not work properly if different upholstery is installed on the passenger seat than the upholstery originally installed on the vehicle when it was originally manufactured.

⚠ 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

⚠ WARNING (continued)

System from working properly and can increase the risk of serious personal injury in a collision.

- **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.**
- **Always remove the safety belt extender when it is not needed and stow it safely.**
- **Never use the safety belt extender to secure a child restraint.**

⚠ 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 and servicing, and improper modification and repair work, 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 airbag system, 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.**

⚠ WARNING (continued)

- **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.**

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

CB radio equipment

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 283.

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.**

⚠ WARNING

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 283.

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 - some important things to know

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 283.

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 standby 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, the 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 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 the 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. The cell phone will also not be recharged. You might also 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.

Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

⚠ 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. ▶

⚠ WARNING (continued)

- **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, instrument panel, backrests or between these areas and the occupant. Such objects could cause serious injury in a collision, especially if an airbag inflates.**

⚠ WARNING

Using a cell phone or CB radio inside the vehicle without a properly installed and separate outside antenna can be dangerous to

⚠ WARNING (continued)

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.**
- **Never carry a cell phone that is switched on in the breast pocket directly over a pacemaker.**
- **If you suspect there may be interference with a pacemaker or other medical device, switch the cell phone off immediately.** ◁

Lift points for the vehicle

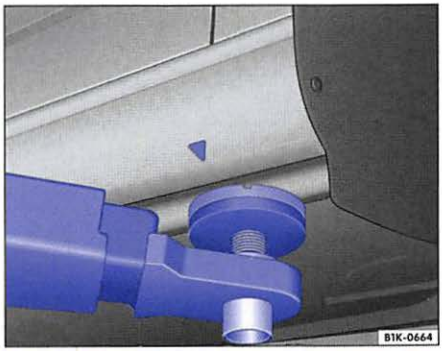

Fig. 143 Front lift point for workshop hoist or floor jack.

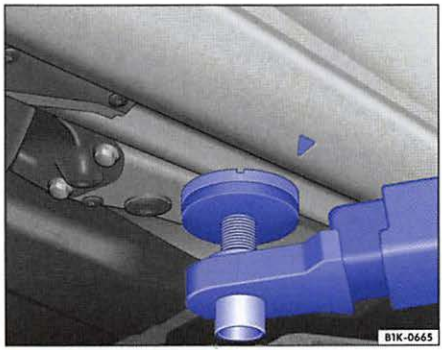

Fig. 144 Rear lift point for workshop hoist or floor jack.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 283.

The vehicle may only be raised at the lift points shown in illustrations ⇒ fig. 143 and ⇒ fig. 144. 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 the vehicle with the vehicle jack ⇒ page 313.

⚠ WARNING

Improperly lifting your vehicle with a workshop hoist or floor jack can cause the vehicle to fall off 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.** ▶

⚠ WARNING (continued)

- **Always lift your vehicle only at the designated lift points shown in the illustrations ⇒fig. 143 and ⇒fig. 144. 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.**
- **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.**

⚠ WARNING (continued)

- **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.**

NOTICE

- **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 about:

Stickers and labels 291
Operating your vehicle outside of the United States and Canada 292
Radio antenna and reception 292
UTQG classification 292
Volkswagen service information 293

More information:

- Exterior views ⇒page 6
- Starting assistance systems ⇒page 195
- Parts, accessories, repairs and modifications ⇒page 283
- ⇒booklet *Warranty and Maintenance*

⚠ WARNING

Improper vehicle care and use, as well as improper changes to the vehicle, increase the risk of accidents and injuries.

- **Obey all applicable legal requirements.**
- **Read your Owner's Manual and heed all WARNINGS.**

NOTICE

Improper vehicle care and use, as well as improper changes to the vehicle, can result in damage to the vehicle.

- **Obey all applicable legal requirements.**
- **Perform service according to the specifications in the ⇒booklet *Warranty and Maintenance*.**
- **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 291.

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 jamb 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 jamb 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.

Radiator fan and high voltage warning sticker

A warning sticker about the radiator fan and the high voltage of the electrical system is located in the engine compartment next to the engine hood release. The vehicle ignition system complies with the Canadian standard ICES-002. ◁

Operating your vehicle outside of the United States and Canada

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 291.

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.
- 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.

NOTICE

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

- **Volkswagen is not responsible if the vehicle does not meet the respective legal requirements in other countries and continents.** ◁

Radio antenna and reception

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 291.

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 defroster,
- 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.

NOTICE

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.

If electrical devices are operated close to the integrated windshield antenna, interference with AM radio reception may occur. ◁

UTQG classification

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 291.

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, Temperature A.

All passenger car tires must conform to Federal Safety Requirements in addition to these grades. ▶

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

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

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 291.

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 severe 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

Radio Frequency Devices and Radiocommunication Equipment User Manual Notice.

Radio-based equipment

- Mobile Phone Package
- Electronic immobilizer. ▶

122.5U1.GT6.23

- Remote control vehicle key.
- Keyless Access locking and starting 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 authority to operate the equipment.

These devices comply with **RSS-210 of Industry Canada**.

Operation is subject to the following two conditions:

(1) this device may not 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. ◁

Reporting Safety Defects

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.nhtsa.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. ◁

Engine control and emission control system

Introduction

In this section you'll find information about:

Indicator lights 295
Catalytic converter 296

More information:

- Shifting gears ⇒ page 171
- Refueling ⇒ page 214
- Fuel ⇒ page 219
- Engine oil ⇒ page 227
- Vehicle battery ⇒ page 238
- Notice about data recorded by vehicle control modules ⇒ page 283
- Towing ⇒ page 330

⚠ WARNING

The vehicle exhaust system and the catalytic converter get very hot. This can cause a fire and serious personal injury.

⚠ WARNING (continued)

- **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, 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 295.

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.
	Engine control / monitoring system malfunction (engine Malfunction Indicator Light - MIL)	Ease off the accelerator. Carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Have engine checked.

Flashes	Possible cause	Proper response
	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.

NOTICE

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 295.

The catalytic converter provides exhaust gas after-treatment 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 227.
- Do not tow the vehicle to start it, but use a jump-start instead ⇒ page 327.

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! ◁

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 327. – Charge vehicle battery ⇒ page 238.
	The wrong vehicle key is used.	Use a valid vehicle key ⇒ page 36.
	Fuel level too low.	Refuel ⇒ page 214.
Vehicle cannot be locked using vehicle key. or unlocked	– Battery in the remote control vehicle key is dead. – Too far away from vehicle. – Buttons pressed outside operating range.	– Replace the battery in the remote control vehicle key ⇒ page 36. – Move closer to vehicle. – Synchronize vehicle key ⇒ page 36. – Lock or unlock vehicle manually ⇒ page 301.
Unusual noises.	Cold engine, braking assist systems, and electronic steering column lock.	Check the "Noises" entry in the index.
Odd driving behavior	Assistance systems activated.	Check the "Assistance systems" entry in the index.
	DSG® Direct Shift Gearbox too hot.	Stop vehicle as soon as you can do so safely
Outside mirrors move when vehicle is unlocked.	Convenience settings are stored.	Correct convenience settings ⇒ page 67.
Front seats cannot be adjusted with power controls.	Vehicle battery dead.	Charge vehicle battery ⇒ page 238.
	Fuse blown.	Check fuse and replace if necessary ⇒ page 317.
Features do not work as described in this manual.	Settings were adjusted in the Volkswagen Information System.	Check and reset to factory settings if necessary ⇒ page 24.
Headlights do not light up the road as they should.	– Headlights adjusted too high. – Light bulbs burned out. – Low beams not switched on.	– Have the headlight range adjusted by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. – Change light bulbs ⇒ page 320. – Switch on low beams ⇒ page 122.
Electrical consumers do not work.	Vehicle battery charge too low.	Charge vehicle battery ⇒ page 238.
	Remaining fuel level too low.	Refuel ⇒ page 214.
	Fuse blown.	Check fuse and replace if necessary ⇒ page 317.

Description	Possible causes, among others	Possible remedy
Fuel consumption higher than indicated.	– Short hauls. – "Jumpy" accelerator pedal.	– Avoid short distance driving. – Drive defensively. – Accelerate smoothly.
	Electrical loads switched on.	Switch off unnecessary loads.
	Engine control malfunctioning.	Have the malfunction corrected ⇒ page 295.
	Tire pressure too low.	Adjust tire pressure ⇒ page 258.
	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 about:

Protecting yourself and the vehicle 299

More information:

- Braking, stopping and parking ⇒ page 179
- Emergency closing and opening ⇒ page 301
- Vehicle tool kit ⇒ page 305
- Changing a wheel ⇒ page 310

⚠ WARNING

A vehicle breakdown in traffic is dangerous and creates a great risk for you, your passengers, and others.

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so. Move the vehicle a safe distance off the road where it is safe to park and, if necessary, lock all doors in an emergency. Turn on the emergency flashers 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

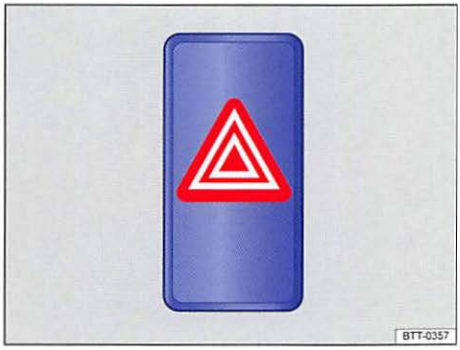

Fig. 145 In the center of the instrument panel: Switch for emergency flashers.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 299.

Obey all legal requirements regarding protecting a broken-down vehicle. For example, turning on the emergency flashers and wearing a safety vest are mandatory in many countries.

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. 145.
3. Apply the parking brake to help prevent the vehicle from moving ⇒ page 179.
4. Shift the transmission into Park **(P)** (automatic) or Neutral (manual only) ⇒ page 171.
5. Stop the engine and remove the key from the ignition switch ⇒ page 165.
6. Have all passengers exit and go to a safe location away from moving traffic, such as behind a guard rail.
7. Take all vehicle keys with you when leaving your vehicle.

▶

122.5U1.GT6.23

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 any emergency situation.
- If the vehicle breaks down.
- When 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 personal injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.**

⚠ WARNING

The vehicle exhaust system and the catalytic converter get very hot. They can cause fires 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.**

ℹ The vehicle battery will be drained if the emergency flashers are on for a long time – even if the ignition is switched off. ◁

Emergency closing and opening

Introduction

In this section you'll find information about:

Manually unlocking and locking the driver door 301
Manually locking the passenger door and rear doors 302
Opening the rear hatch from inside the luggage compartment 303
Emergency closing of the power sunroof 303
Emergency release for the selector lever 304

The doors, the rear hatch, and the power sunroof can be manually locked and, in some cases, unlocked if necessary, for instance because the power locking system or the remote control vehicle key malfunctions.

More information:

- Vehicle key set ⇒ page 36
- Power locking and closing system ⇒ page 41
- Doors ⇒ page 47
- Rear hatch ⇒ page 49
- Power sunroof ⇒ page 56
- In an emergency ⇒ page 299

⚠ 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 vehicle 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 and 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.**

NOTICE

To help prevent vehicle damage, carefully remove and properly reinstall parts when performing emergency locking or unlocking. ◁

Manually unlocking and locking the driver door

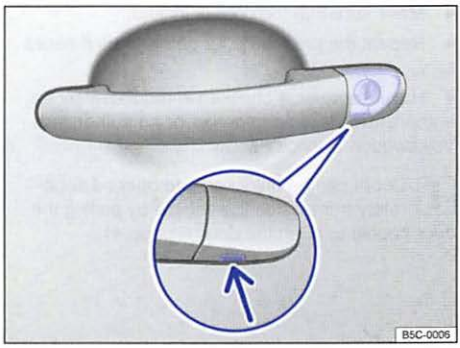

Fig. 146 Door handle on driver door: Concealed lock cylinder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 301.

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 41.

- Unfold the key bit from the remote control vehicle key ⇒ page 36.
- Insert the key bit from below into the opening of the cover cap on the driver door ⇒ fig. 146 (arrow) and lift the cover cap off.
- Insert the key bit into the lock cylinder of the driver door and unlock or lock the door. ▶

- Reinstall the cover cap on the lock cylinder.
- Reinsert the cover cap from top to bottom and press until it clicks into place.

Special considerations when unlocking:

- The anti-theft alarm system remains activated for the unlocked vehicle. But the alarm is not triggered at first ⇒ page 41.
- Open the driver door. The alarm will sound if the ignition is not switched on within about 15 seconds.
- Switch on the ignition. The electronic immobilizer recognizes a valid remote control vehicle key when the ignition is switched on and deactivates the anti-theft alarm system.

The driver door can be unlocked separately from the inside the vehicle by pulling the door handle to open the door ⇒ page 41.

The anti-theft alarm system is not activated when the vehicle is locked manually with the key bit ⇒ page 41. ◁

Manually locking the passenger door and rear doors

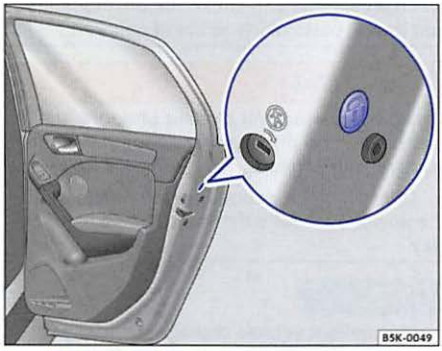

Fig. 147 On the front side of the right rear door: Emergency lock, covered by a rubber seal.

Fig. 148 On the front side of the right rear door: Manual vehicle locking with the key bit in the vehicle key.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 301.

The passenger door and rear doors can each be locked manually. This will **not** activate the anti-theft alarm system.

- Open the door.
- Remove the rubber seal on the front side of the door. The seal is marked with a lock 🔒 ⇒ fig. 147.
- Unfold the key bit from the remote control vehicle key ⇒ page 36.
- Insert the key bit horizontally into the opening and press the small colored lever forward ⇒ fig. 148.
- Reinsert the rubber seal 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 separately from inside the vehicle by pulling the door handle to open the door ⇒ page 41. ◁

Opening the rear hatch from inside the luggage compartment

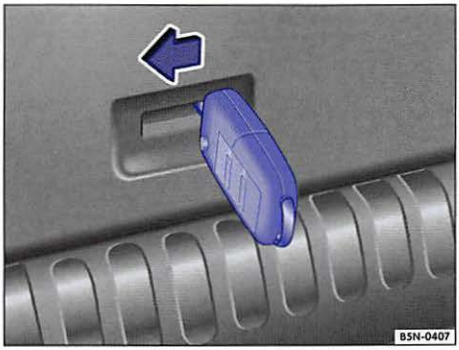

Fig. 149 Inside the luggage compartment: Opening the rear hatch.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 301.

- If necessary, fold the rear seat backrest forward ⇒page 67.
- Remove luggage in order to reach the rear hatch from the inside.
- Unfold the key bit from the vehicle key fob ⇒page 36.
- Insert the key into the slot on the rear hatch ⇒fig. 149 and press the release lever in the direction of the arrow to unlock the rear hatch. ◁

Emergency closing of the power sunroof

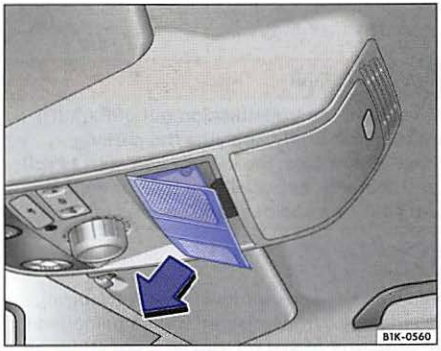

Fig. 150 In headliner: Removing cover.

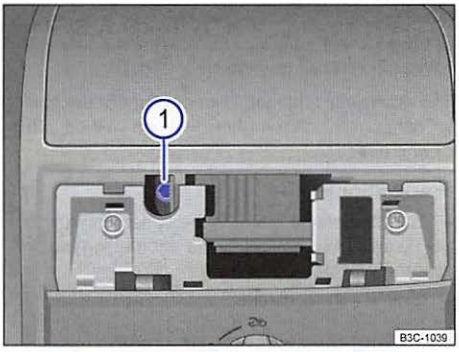

Fig. 151 Hexagonal head screw for closing the power sunroof.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 301.

- Remove the cover in direction of the arrow ⇒fig. 150.
- Insert a commercially available 1/6 in (4 mm) Allen wrench[1] into the hexagonal head screw ⇒fig. 151 ①.
- Turn the wrench in order to close the power sunroof.
- Install the cover again.
- Have the power sunroof checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Emergency closing may cause the power sunroof and its pinch protection to malfunction. ◁

[1] Not included with the vehicle tool kit.

Emergency release for the selector lever

Fig. 152 Removing the selector gate cover.

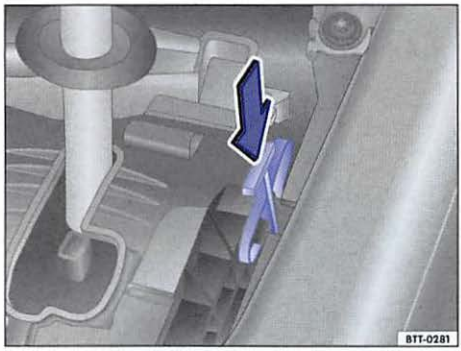

Fig. 153 Releasing the selector lever lock.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 301.

If the power supply fails (due to a dead vehicle battery, for example) and the vehicle has to be pushed or towed, the emergency release must be used to move the selector lever to Neutral **(N)**.

The emergency release is located under the selector gate cover on the right side when viewed in the driving direction.

Preparations

- Set the parking brake. If the parking brake cannot be set firmly, you must find another way to prevent the vehicle from moving.
- Switch off the ignition.

Removing the selector gate cover

- Pull upward on the cover around the selector lever sleeve ⇒ fig. 152.
- Slip the cover up and over the selector lever ⇒ ⚠.

Emergency release for the selector lever

- Push the release lever ⇒ fig. 153 in the direction of the arrow and hold it in this position.
- Press the release button ⇒ fig. 152 ① in the selector lever handle and shift the selector lever to Neutral **(N)**.

⚠ WARNING

Never shift the transmission out of Park (P) without first firmly applying the parking brake. Otherwise, the vehicle can start to roll unexpectedly, especially on hills or inclines, and cause an accident and serious injuries.

NOTICE

Even with the selector lever is in N (Neutral), the automatic transmission will be damaged if the vehicle is towed (or you let it coast) for an extended period or at high speed with the engine shut off. ◁

Vehicle tool kit

Introduction

In this section you'll find information about:

Storage 305
Contents 306

When securing the vehicle after a breakdown, always obey all applicable legal requirements.

More information:

- Preparations for working in the engine compartment ⇒ page 222
- In an emergency ⇒ page 299
- Changing a wheel ⇒ page 310

⚠ WARNING

Loose tools and other items in the vehicle tool kit and a loose spare (or compact spare) wheel may be thrown through the passenger

⚠ WARNING (continued)

compartment if you brake suddenly or steer sharply or are involved in an accident. This can cause severe injuries.

- **Always make sure the vehicle tool kit and spare (or compact spare) wheel 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

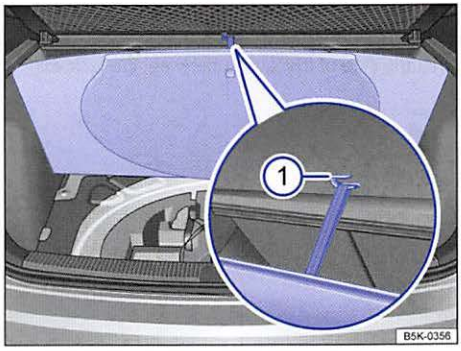

Fig. 154 In the luggage compartment: Floor covering raised and ① secured.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 305.

The vehicle tool kit is in the luggage compartment in one of several places, such as under the luggage compartment floor panel ⇒ fig. 154.

- If necessary, detach the luggage net ⇒ page 141.
- Lift the floor covering and hang it on the hook beneath the luggage compartment cover ①.

Completely retract the jack after use. Otherwise it will not fit in its compartment and cannot be stowed safely. ◁

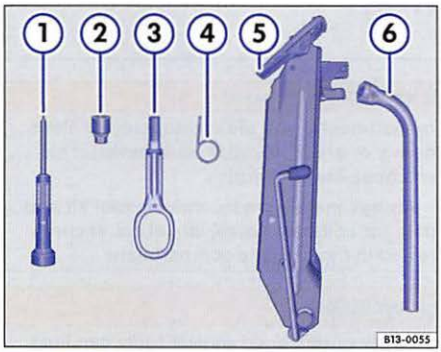

Fig. 155 Contents of the vehicle tool kit.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 305.

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. 155

① Screwdriver with a hexagonal 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 imprinted on the front 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. Before putting the jack back 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 about:

Hubcaps 307
Wheel covers 308
Wheel bolt caps 309

More information:

- Exterior care and cleaning ⇒page 243
- Vehicle tool kit ⇒page 305
- Changing a wheel ⇒page 310

⚠ WARNING

Unsuitable wheel covers and improper installation of wheel covers can cause accidents and severe injuries.

⚠ WARNING (continued)

- **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.**

NOTICE

To help prevent damage to the vehicle, be careful when removing wheel covers and be sure to install them properly. ◁

Hubcaps

Fig. 156 Pulling off hubcap.

Fig. 157 Twisting off the hubcap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 307.

Depending on the vehicle model, the hubcaps can either be pulled off ⇒fig. 156 or removed by twisting ⇒fig. 157.

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. 156.
- Pull the hubcap off in the direction of the arrow.
- *To install* Press hubcap against the rim until it latches. ▶

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Vehicles with twist-off hubcaps

- *To remove* Twist hubcap to the left or right until it loosens from the wheel rim ⇒ fig. 157.
- 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 covers

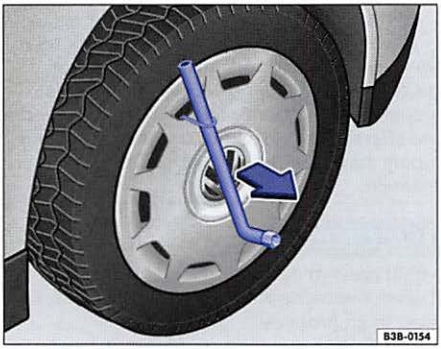

Fig. 158 Pulling the wheel cover off.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 307.

Pulling off the wheel cover

- Take the lug wrench and wire clip out of the vehicle tool kit ⇒ page 305.
- Place the wire clip hook in one of the openings of the wheel cover.
- Slide the lug wrench through the clip ⇒ fig. 158 and pull the wheel cover off in the direction of the arrow.

Installing the wheel cover

Before installing the wheel cover, the anti-theft wheel bolt must be screwed into position ⇒ fig. 161 ② or ③. Otherwise, the wheel cover cannot be installed.

Make sure that the valve cutout is aligned with the valve ⇒ fig. 161 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. 159 Pulling cover caps off wheel bolts.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 307.

- Take the wire clip out of the vehicle tool kit ⇒page 305.
- Insert the wire clip through the opening of the cover cap ⇒fig. 159 and pull off in the direction of the arrow.

The 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 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 about:

Preparations for changing a wheel 311
Wheel bolts 311
Lifting the vehicle with the vehicle jack 313
Changing a wheel 315
After changing a wheel 315

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:

- Exterior views ⇒ page 6
- Vehicle key set ⇒ page 36
- Tires and wheels ⇒ page 258
- In an emergency ⇒ page 299
- Vehicle tool kit ⇒ page 305
- Wheel covers ⇒ page 307

⚠ 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. Move the vehicle a safe distance off the road where it is safe to change the wheel.**
- **Always make sure that all passengers, especially children, are in a safe place outside the vehicle and away from the vehicle and traffic (such as behind a guard rail).**
- **Turn on the emergency flashers and set up another warning device about 25 yards (25 meters) behind the vehicle to warn approaching traffic.**

⚠ WARNING (continued)

- **Change a wheel by yourself only if you are familiar with the necessary steps. Otherwise, get expert assistance.**
- **Always switch the engine off, firmly 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.**
- **Always make sure that the ground is level and firm. If necessary, place the jack on a large and sturdy board or on a similar ground support.**
- **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 proper and undamaged tools when changing a wheel.**
- **Once a wheel is lifted off the ground, having the transmission in Park (P) or in gear will not prevent sudden vehicle movement.**
- **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.**
- **After changing a wheel or tire, reset the Tire Pressure Monitoring System ⇒ page 203.** ◁

Preparations for changing a wheel

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 310.

Checklist

Getting ready to change a wheel. Follow these steps in the order listed here ⇒⚠:

1. If you have a flat tire, move as far away from traffic as possible. Park the vehicle on a flat and level surface 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.
2. Firmly apply the parking brake to help prevent the vehicle from moving ⇒page 179.
3. Automatic transmission: Shift the transmission into Park **(P)** ⇒page 171.
4. Stop the engine and remove the key from the ignition switch ⇒page 165.
5. Manual transmission: Engage a gear ⇒page 171.
6. Have all passengers exit and go to a safe place, such as behind a guard rail.
7. Block the diagonally opposite wheel with a chock 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. Take the spare or compact spare wheel and the vehicle tool kit out of the luggage compartment.
11. Take off the wheel covers ⇒page 307.

⚠ WARNING

Disregarding the safety-related checklist may lead to accidents and serious personal injuries.

⚠ WARNING (continued)

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◁

Wheel bolts

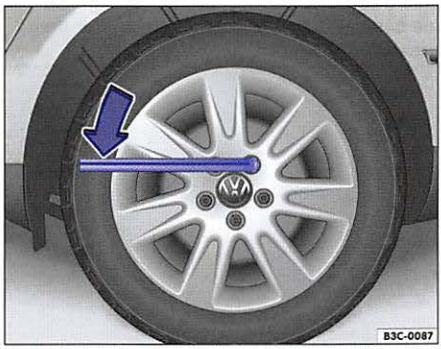

Fig. 160 Changing a wheel: Loosening wheel bolts.

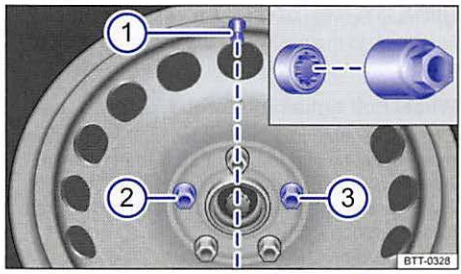

Fig. 161 Changing a wheel: Tire valve ① and installation points for the anti-theft wheel bolt ② or ③.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 310.

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. 160.
- Holding the lug wrench at the end, loosen the wheel bolt by turning it counterclockwise about *one* complete turn (360°) ⇒ ⚠.

Loosening the anti-theft wheel bolt

- 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 counterclockwise 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.

On a wheel with a wheel cover, the anti-theft wheel bolt must be installed at points ⇒ fig. 161 ② or ③ in relation to the position of the tire valve ①. Otherwise, the wheel cover cannot be installed.

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.**
- **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.**
- **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. Extremely high torque can damage the wheel bolts and/or their threads.**

◁

Lifting the vehicle with the vehicle jack

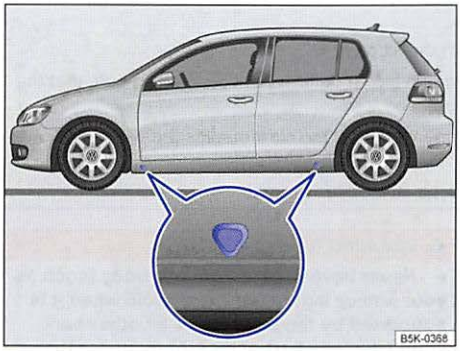

Fig. 162 Lift point for the jack.

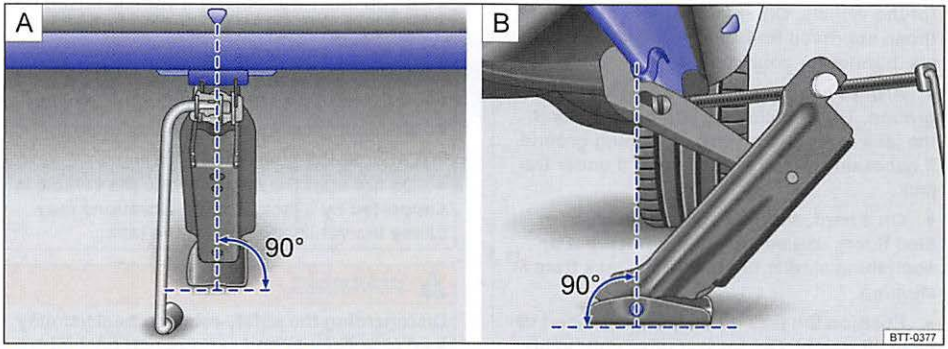

Fig. 163 Jack in position at the left rear lift point.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 310.

The jack must be positioned at one of the 4 lift points marked on the vehicle body (2 on each side as shown in ⇒ fig. 162). 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 4 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 171; Manual transmission only: shift into a gear. Then firmly apply the parking brake ⇒ page 179 to help prevent the vehicle from moving.
3. If towing a trailer: Unhitch the trailer from the vehicle and park the trailer properly.
4. Block the wheel diagonally opposite the wheel being raised with a suitable chock or a similar object.
5. Loosen the wheel bolts of the wheel to be changed ⇒ page 311.
6. Find the jack lift point ⇒ fig. 162 on the vehicle frame that is closest to the wheel to be changed. ▶

7. If necessary remove the cover panel in side sill. To do so, pull forcefully but carefully in the direction of the arrow. Secure the cover panel with a strap.
8. Crank up the jack so that it still just fits underneath the lift point.
9. Position the jack so that its base is directly underneath the lift point ⇒ fig. 163, making sure that the entire base of the jack rests securely on the ground.
10. Align the jack and wind up the jack claw at the same time, until the claw cradles the vertical rib underneath the vehicle ⇒ fig. 163 (arrow).
11. 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 ⇒ fig. 163.**

⚠ 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 personal injuries.

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.** ◁

Changing a wheel

Fig. 164 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 310.

Removing the wheel

- Review the checklist ⇒page 311.
- Loosen the wheel bolts ⇒page 311.
- Lift the vehicle ⇒page 313.
- Completely unscrew and remove the previously loosened wheel bolts using the hexagonal socket in the screwdriver handle ⇒fig. 164. Place the wheel bolts on a clean surface.
- Remove the wheel.

Installing the spare or compact spare wheel

If the tire is a unidirectional tire, be sure to install it in the proper rolling direction ⇒page 271.

- Place the spare wheel or compact spare wheel on the axle.
- Place the anti-theft wheel bolt in position ⇒fig. 161 ② or ③ in relation to the position of the tire valve ①. Hand tighten it using the adapter by turning clockwise.
- Screw in all 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 hubcap, or wheel cover, if any ⇒page 307.

⚠ 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.**

⚠ WARNING

Improper use of a compact spare wheel can cause loss of vehicle control, a crash or other accident, and serious personal injury.

- **Never use a compact spare wheel if it is damaged or worn down to the wear indicators.**
- **Never drive faster than 50 mph (80 km/h) with a compact spare wheel. Avoid full-throttle acceleration, heavy braking, and fast cornering!**
- **Never drive more than 125 miles (200 km) with a compact spare wheel that is installed on the front axle (drive axle).**
- **Replace the compact spare with a normal wheel and tire as soon as possible. Compact spare tires are designed for brief use only.** ◁

After changing a wheel

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 310. ▶

- Clean the tools in the vehicle tool kit if necessary and stow them in the foam insert in the luggage compartment ⇒ page 305.
- 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 312.
- Have the damaged wheel replaced as soon as possible.

In vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after each tire change ⇒ page 203. ◁

Fuses

Introduction

In this section you'll find information about:

Fuses in the vehicle 318
Replacing blown fuses 319

Due to ongoing development of the vehicle, configuration-dependent allocation of fuses and the combined fuse protection of multiple loads with 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.

Find out why the fuse blew and correct the problem before replacing a blown fuse. 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 222

⚠ 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 personal injury.

- **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.**

NOTICE

- **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). ◁

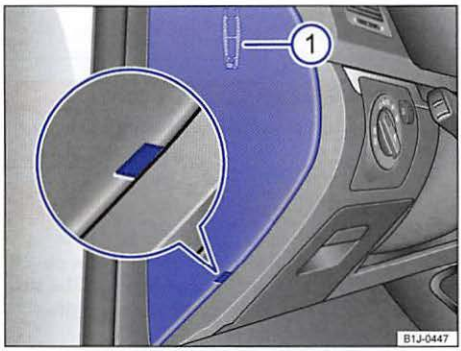

Fig. 165 On the driver side in the instrument panel: Fuse box cover with plastic tweezers ① on the inside of the cover.

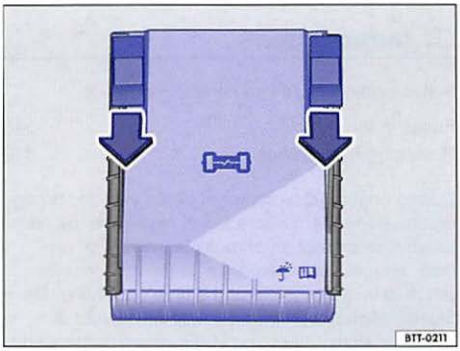

Fig. 166 In the engine compartment: Fuse box cover.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 317.

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. 165 (magnified view) and carefully lift off the cover.
- To **install**, guide the cover from the bottom into the instrument panel and push until you can hear it latch into place.

Opening the fuse box in the engine compartment

- Open the engine hood ⚠ ⇒ page 222.
- Slide the release buttons forward in the direction of the arrows ⇒ fig. 166 to unlock the fuse box cover.
- Remove the cover upward.
- To **install**, place the cover on the fuse box. Slide release buttons backward against the direction of the arrows until they latch with an audible "click".

NOTICE

- **To help prevent vehicle damage, be careful when removing fuse box covers and be sure to reinstall 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 section. Have these fuses replaced by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. ◁

Replacing blown fuses

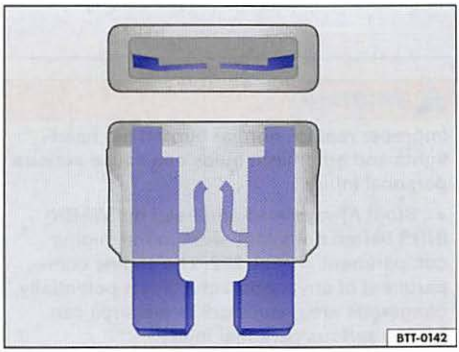

Fig. 167 Illustration of a blown fuse.

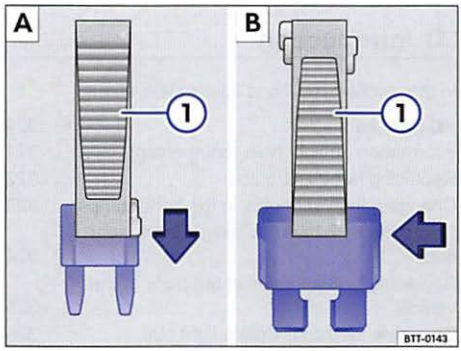

Fig. 168 Removing or inserting a fuse using the plastic tweezers.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 317.

Preparations

- Switch off the headlights, the ignition, and all electrical consumers.
- Open the appropriate fuse box ⇒ page 318.

Identifying blown fuses

A blown fuse can be recognized by the burned metal strip ⇒ fig. 167.

Shine a flashlight on the fuse. This makes it easier to tell if the fuse has blown.

Replacing the fuse

- If needed, remove the plastic tweezers ⇒ fig. 165 ① from the fuse box cover.
- For *small fuses*, slide the tweezers ⇒ fig. 168 ① onto the fuse from the top **A**.
- For *larger fuses*, slide the tweezers ① onto the fuse from the side **B**.
- 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 ⇒ ①.
- If necessary, replace the plastic tweezers in the fuse box cover.
- Replace the cover.

NOTICE

If a fuse is replaced with a fuse with higher amperage, then damage can occur at various places in the electrical system. ◁

122.5U1.GT6.23

Changing light bulbs

Introduction

In this section you'll find information about:

Indicator light 321
Information on light bulb replacement 321
Replacing headlight bulbs 322
Changing the light bulbs in the front bumper . 323
Replacing light bulbs in taillight in the rear hatch 324
Replacing taillight bulbs in the body of the vehicle 325
Changing the license plate light bulb 326

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 rear lights may have different specifications than conventional light bulbs. Specifications are on the glass bulb or on the metal base.

More information:

- Exterior views ⇒ page 6
- Lights and Vision ⇒ page 122
- Preparations for working in the engine compartment ⇒ page 222
- Vehicle tool kit ⇒ page 305
- Fuses ⇒ page 317

⚠ WARNING

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

⚠ WARNING

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 222. The engine compartment of any motor vehicle is a potentially dangerous area, and work in this area can lead to serious personal injury.**
- **High Intensity Discharge (Xenon) headlights 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 High Intensity Discharge (Xenon) headlights and H7 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 headlight housing in the engine compartment and the rear light housing. Wear hand protection if you replace bulbs.**

NOTICE

After replacing a headlight bulb or other light bulb, always make sure that the rubber covers or plastic caps have been properly and secure-

NOTICE (continued)

ly 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 320.

Lights up	Possible cause	Proper response
	Light bulb of the exterior vehicle lighting not working.	Replace the light bulb that isn't working.

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.

WARNING (continued)

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

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

Failure of a single LED within a taillight is not indicated. However, the indicator light will come on if all LEDs fail. ◁

Information on light bulb replacement

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

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 to help prevent the vehicle from moving ⇒ page 179.
3. Turn the light switch to **0** position ⇒ page 122.
4. Move the turn signal lever to neutral position ⇒ page 122.
5. Automatic transmission: Shift the transmission into Park **(P)** ⇒ page 171.
6. Stop the engine and remove the key from the ignition switch ⇒ page 165.
7. Manual transmission: Engage a gear ⇒ page 171.
8. Let orientation lighting go out ⇒ page 122.
9. Let the burned out light bulb cool down.
10. Check if the fuse is blown ⇒ page 317.
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 connection plug 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 personal injuries.

⚠ WARNING (continued)

- **Always review and follow the checklist. Follow accepted safety practices and use common sense.**

NOTICE

Always insert and remove lamps carefully to avoid damage to the vehicle paint or to other parts of the vehicle. ◁

Replacing headlight bulbs

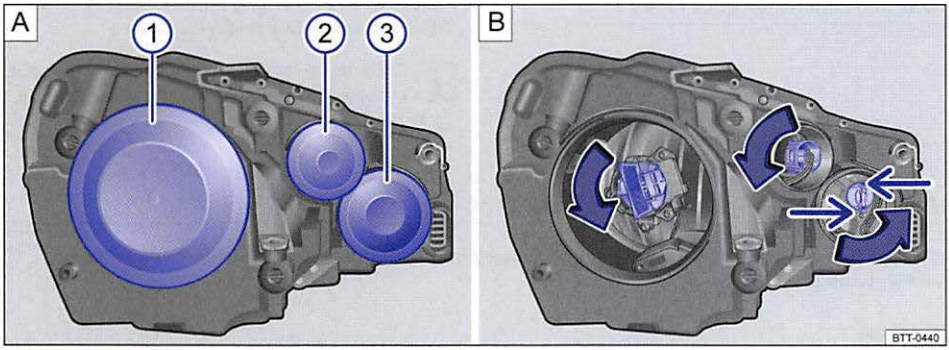

Fig. 169 In the engine compartment: Covers in the left headlight assembly. ① Low beam, ② Turn signal indicator, ③ High beam and parking light as well as daytime running light.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

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. 169	① Low beam headlights	② Front turn signals	③ High beam headlights / daytime running lights	③ Parking lights (small bulb holder)
1.	Review and follow the checklist ⇒ page 321.			
2.	Open the engine hood ⚠ ⇒ page 222.			

Please carry out each step only in the order specified:

⇒ fig. 169	① Low beam headlights	② Front turn signals	③ High beam headlights / daytime running lights	③ Parking lights (small bulb holder)
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 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 the light bulbs in the front bumper

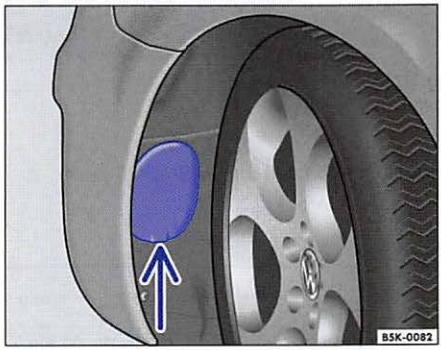

Fig. 170 Remove cover in wheel house liner.

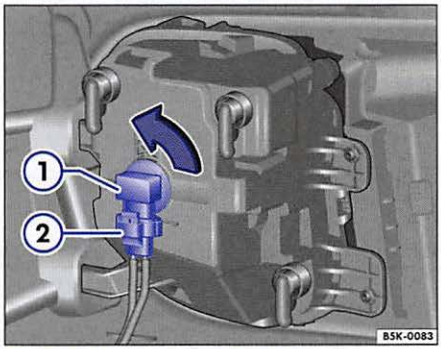

Fig. 171 Remove bulb in fog light.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

Please perform the activities only in the given order:

1.	Review and follow the checklist ⇒ page 321.
2.	Start the engine. To change the left bulb, turn the steering wheel completely to the right; to change the right bulb, turn the steering wheel completely to the left.
3.	Switch off the ignition and lights. Pull out the ignition key. ▶

Please perform the activities only in the given order:

2.	With the flat blade of the screwdriver from the vehicle tool kit ⇒ page 305, remove the cover in the wheel house lining from below ⇒ fig. 170 (arrow).
3.	Release the connector ⇒ fig. 171 ② and pull it off.
4.	Rotate the bulb holder ⇒ fig. 171 ① as far as it goes to the left and pull it out with the light bulb to the rear.
5.	Replace the burned out light bulb with a new bulb of the same type.
6.	Insert the bulb holder into the headlight and turn as far as it goes to the right.
7.	Attach the connector ⇒ fig. 171 ② to the bulb holder ⇒ fig. 171 ①. The connector must latch audibly.
8.	Replace the cover ⇒ fig. 170 in the wheel house liner. ◁

Replacing light bulbs in taillight in the rear hatch

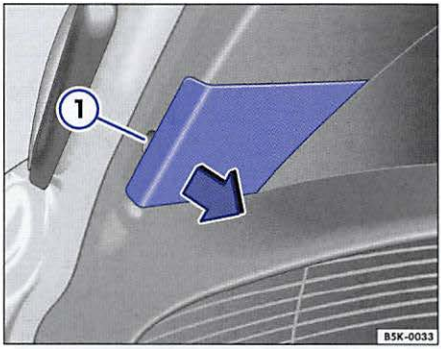

Fig. 172 In the rear hatch: Removing cover.

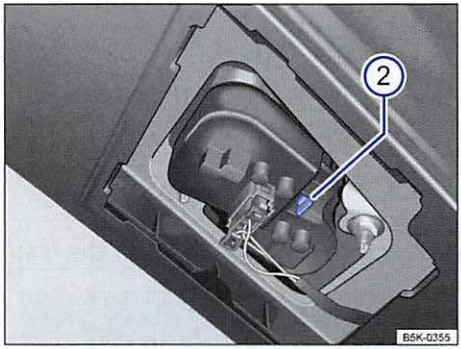

Fig. 173 In the rear hatch: Removing the bulb holder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

Please carry out each step only in the order specified:

1.	Review and follow the checklist ⇒ page 321.
2.	Open the rear hatch ⇒ page 49.
3.	With the flat blade of the screwdriver from the vehicle tool kit (⇒ page 305) carefully pry off the cover at the slot ⇒ fig. 172 ①.
4.	Release the latch ⇒ fig. 173 ② to 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

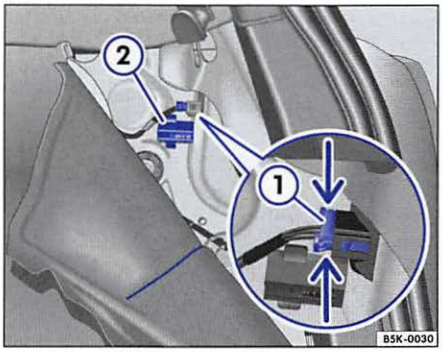

Fig. 174 To the side in the luggage compartment: Removing the taillight. ① Pulling off connector, ② Securing screw.

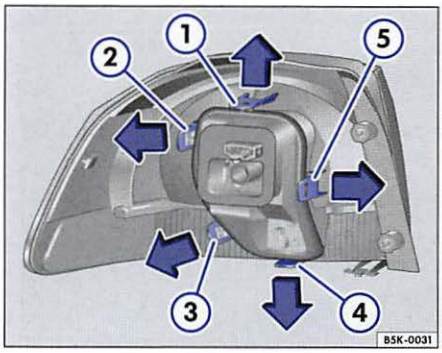

Fig. 175 Taillight in the body of the vehicle: Removing bulb holder. ① to ⑤: Locking lugs.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

Please carry out each step only in the order specified.

Removing the taillight

1.	Review and follow the checklist ⇒ page 321.
2.	Open the rear hatch ⇒ page 49.
3.	Reach into the opening of the side interior trim of the luggage compartment (slot ⇒ fig. 174) and pull the trim forward.
4.	Squeeze the release of the connector ⇒ fig. 174 ① together in the direction of the arrows and pull the connector off.
5.	Unscrew the securing screw by hand ⇒ fig. 174 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. 175 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. 174 ②.
13.	Check for proper installation and secure fit of the taillight.
14.	Attach the connector ⇒ fig. 174 ① to the bulb holder.
15.	Replace the side interior trim of the luggage compartment.
16.	Close the rear hatch ⇒ page 49.

Due to different versions of the taillight, the location of the light bulb might differ from the representation in the illustrations.

Taillights with LEDs may also have some "standard" light bulbs. These bulbs can be replaced. ◁

Changing the license plate light bulb

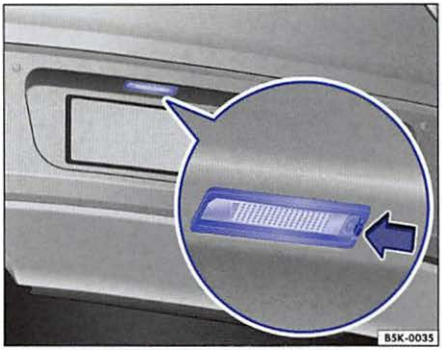

Fig. 176 In the rear bumper: license plate light.

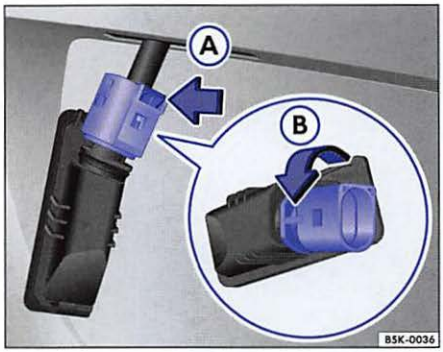

Fig. 177 License plate light: removing the bulb holder.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 320.

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 ⇒ page 321.
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 ⇒ page 305 ⇒ fig. 176.
3.	Pull the license plate lamp out slightly.
4.	Press the locking mechanism on the connector in the direction indicated by the arrow ⇒ fig. 177 Ⓐ and disconnect the connector.
5.	Turn the bulb holder in the direction indicated by the arrow ⇒ fig. 177 Ⓑ.
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 counterclockwise in the direction indicated by the arrow ⇒ fig. 177 Ⓑ 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. ◁

Jump-starting

Introduction

In this section you'll find information about:

Using jumper cables 328

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 acid level indicator window on the vehicle battery before jump-starting ⇒ page 238.

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).

More information:

- Starting assistance systems ⇒ page 195
- Preparations for working in the engine compartment ⇒ page 222
- Vehicle battery ⇒ page 238

⚠ 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.**

⚠ WARNING (continued)

- **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 238, *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 thawed or frozen vehicle battery. The battery can explode. A dead battery can freeze at temperatures around +32 °F (0 °C).**
- **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.**
- **Never short out the battery terminals by connecting the positive (+) and negative (-) terminals with each other.**

⚠ WARNING (continued)

- **Never connect the negative cable from the other vehicle directly to the negative terminal of the dead battery, as this may cause the hydrogen gas given off by the dead 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.**

⚠ WARNING (continued)

- **Always follow the instructions of the jumper cable manufacturer.**

NOTICE

To help prevent 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.** ◁

Using jumper cables

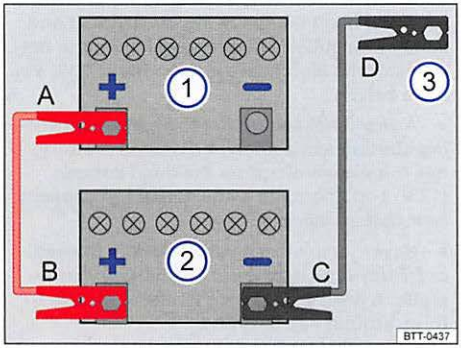

Fig. 178 Diagram for attaching the jumper cables: Dead battery ① and booster battery ②.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 327.

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 165.
- If necessary, open the battery cover in the engine compartment ⇒ page 238.
- Attach one end of the *red* jumper cable to the **positive terminal** ⇒ fig. 178 ⊕ of the dead battery: Battery ① ⇒ ⚠.
- Attach the other end of the *red* jumper cable to the **positive terminal** ⊕ of the good battery (booster battery): Battery ②.
- Attach one end of the *black* jumper cable to the **negative terminal** ⊖ of the booster battery: Battery ② ⇒ fig. 178.
- Attach the other end of the *black* jumper cable ③ 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 ① ⇒ ⚠.
- 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 2 to 3 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 defroster. 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 238, *Vehicle battery*.**

⚠ WARNING (continued)

- **Always wear proper eye protection. Never lean over the vehicle battery.**
- **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.**
- **Check the battery acid level indicator window on the vehicle battery. Use a flashlight, never a match, cigarette lighter, or other open flame. If you cannot see the color of the window clearly, or 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.** ◁

Towing

Introduction

In this section you'll find information about:

Towing on a commercial tow truck 330
Tips on towing 331
Installing the front towing eye 332
Installing the rear towing eye 333
Driving tips while towing 333

Observe legal regulations when towing.

For technical reasons:

- **A vehicle with a dead battery must never be towed. Jump-start the vehicle instead.**
- **It is not possible to tow-start or push-start your vehicle. Jump-start the vehicle instead.**

More information:

- Exterior views ⇒page 6
- Engine control and emission control system ⇒page 295

⚠ 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 of 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:**
  - **Must accelerate gradually and gently and avoid jerking movements.**
  - **Must not brake hard or steer sharply.**
  - **Must brake earlier and more gently than in normal driving.**

NOTICE

- **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.** ◁

Towing on a commercial tow truck

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

To help avoid damaging the vehicle, have it towed only by a professional towing company. Read and heed the following information:

General information

Never let the vehicle be towed at speeds above 30 mph (50 km/h).

Never let the vehicle be towed for more than 30 mi (50 km).

Towing manual transmission vehicles

- Release the parking brake.
- Shift the transmission into Neutral **(N)**.
- If possible, have the vehicle towed with the front wheels off the ground.
- If necessary, the vehicle can also be towed with the rear wheels off the ground ⇒ⓘ.

Towing automatic transmission vehicles

- Release the parking brake.
- Shift the transmission into Neutral **(N)**.
- Tow the vehicle only with its front wheels off the ground ⇒ⓘ. ▶

When not to tow your vehicle

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. The vehicle can only be towed if its ignition is switched on and its electrical system is operating. In the following situations, the vehicle cannot be towed at all and must be transported on a flatbed truck or trailer:

- If the front and rear wheels cannot turn.
- If the vehicle battery is dead (because the electronic steering column lock engages and cannot be released).
- If you have to tow an automatic transmission vehicle more than 30 miles (50 km).

⚠ WARNING

It is not safe for children or other persons to ride in a vehicle that is being towed.

- **Never let children or anyone else remain in the vehicle while it is being towed.**

NOTICE

The drive axle rotates while the vehicle is being towed with its rear wheels off the ground. This can damage the automatic transmission.

- **Never tow automatic transmission vehicle with the rear wheels off the ground.**
- **Tow manual transmission vehicles with the rear wheels off the ground only if it is certain that no transmission fluid can leak out.** ◁

Tips on towing

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

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 dead, 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 front towing eye

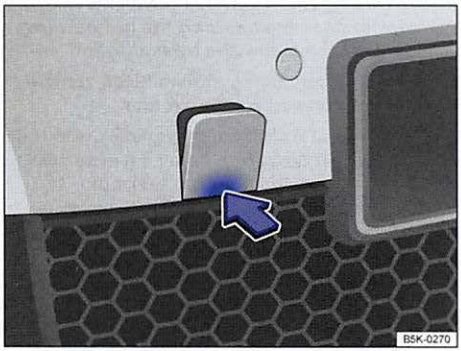

Fig. 179 In right front bumper: Remove cover.

Fig. 180 In right front bumper: Screwing in towing eye.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

There is a threaded hole for the towing eye in the right front bumper ⇒ fig. 180.

Always keep the towing eye in the vehicle and stow it securely.

Follow towing instructions ⇒ page 331.

Installing the front towing eye

- Take the towing eye, the lug wrench, and the screwdriver out of the vehicle tool kit in the luggage compartment ⇒ page 305.
- Push on the cover at the bottom marking ⇒ fig. 179 (arrow) so that it pops out.
- Remove the cover and let it hang from the bumper.
- Screw the towing eye **counterclockwise** into the threaded hole as far as it will go (arrow) ⇒ fig. 180 ⇒ ⓘ. 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 carefully over the edge of the opening; if necessary press on the lower lip from below.
- Push on the upper part of the cover until the upper lip has locked into place.

ⓘ NOTICE

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. ◁

Installing the rear towing eye

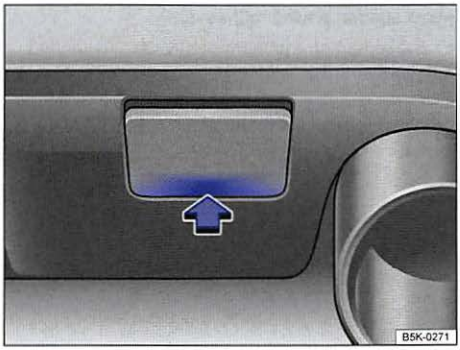

Fig. 181 In right rear bumper: Remove cover.

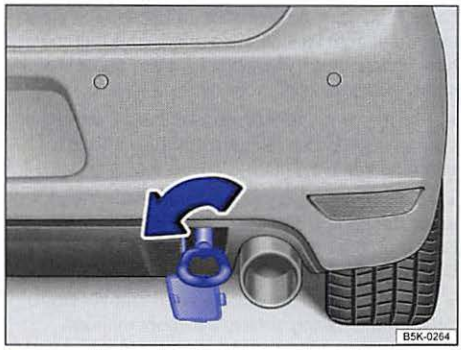

Fig. 182 On the right in the rear bumper: Screwed-in towing eye.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 330.

There is another threaded hole for the towing eye in the right rear bumper ⇒ fig. 182.

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 305.
- Push on the cover at the bottom marking ⇒ fig. 181 (arrow) so that it pops out.
- Remove the cover and let it hang from the bumper.
- Screw the towing eye **counterclockwise** into the threaded hole as far as it will go (arrow) ⇒ fig. 182 ⇒ ①. 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.

NOTICE

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 330.

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. ▶

As 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.

As the driver of the towing vehicle:

- Drive especially carefully and accelerate gently. Avoid sudden driving maneuvers.
- Brake earlier and more gently than usual and with light pedal pressure.
- Read and heed the information and WARNINGS in the owner's manual of the vehicle being towed. ◁

Abbreviations

Abbreviation	Meaning
6S auto	6-speed automatic transmission
6S man	6-speed manual transmission
ABS	Anti-lock Brake System
AFS	Adaptive Front Lighting System
AKI	Anti-Knock Index
ANSI	American National Standards Institute
ASR	Anti-Slip Regulation
ATA	Anti-Theft Alarm system
BAS	Brake Assist System
ccm	Cubic centimeter, unit of volume for specifying engine displacement
CCS	Cruise Control System
CID	Cubic inch displacement, unit of volume for specifying engine displacement
cm	Centimeter – metric unit of measure for length
CO_2	Carbon dioxide
DCC	Dynamic Chassis Control
DIN	Deutsches Institut für Normung (German Institute for Standardization)
DRL	Daytime Running Lights
DSG®	Automatic Direct Shift Gearbox DSG®
EDL	Electronic Differential Lock
EN	European Norm
EPC	Engine control (Electronic Power Control)
ESC	Electronic Stability Control
FSI	Fuel Stratified Injection
g/km	Generated carbon monoxide amount in grams per kilometer driven
GAWR	Gross Axle Weight Rating
GVWR	Gross Vehicle Weight Rating
HID	High intensity discharge lights (Xenon)
HP	Horsepower, unit used to rate engine power
kg	Kilogram – metric unit for weight
kN	Kilonewton, a measure of force
kp	Kilopond, a measure of force
kW	Kilowatt, engine rating
LED	Light Emitting Diode
m	Meter – metric unit of measure for length
MFD	Multi-Function Display
Nm	Newton meter, a measure of engine torque
RON	Research Octane Number, measurement of anti-knock resistance of gasoline ▶

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Abbreviation	Meaning
rpm	Engine revolutions per minute (engine speed)
TSI®	Twin-charged Stratified Injection ◁

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Supplement

Supplement to radio and navigation instructions – edition 11.2011

Technical changes

This supplement describes changes and enhancements in effect after publication of the radio and navigation instructions in the 03/2011 edition:

- MEDIA-IN multimedia interface (MDI)
- RNS 315: Telephone control (Phone)
- RCD 510 and RNS 510: Media mode
- RNS 510: Telephone control (Phone)
- RNS 510 South Korea: Device and functional overview
- RNS 510 China: Radio mode

Please refer to the other booklets of the manual set for all other details, descriptions and information for operation and treatment of your device, as well as information that you should know for your own safety and the safety of your passengers.

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MEDIA-IN multimedia interface (MDI)

Connection and operation

Connecting or disconnecting external media devices (iPod™ or iPhone™)

When removing an iPod™ or iPhone™ from the adapter lead, make sure that both releases on the narrow edge of the iPod™ connector are pressed at the same time. ◁

MEDIA-IN multimedia interface (MDI): iTunes™ tagging

Only applicable in the United States and Canada

Directions for connecting a media device

Adapter for connecting a data device

iTunes™ tagging is possible only with a special iPod™ adapter cable. Older iPod™ models may not be supported by this adapter cable. Please contact a Volkswagen dealer for more information. ◁

RNS 315: Telephone control (Phone)

Call lists

Fig. 1 PHONE main menu

Fig. 2 Call list.

In the call lists, calls are displayed that have been made or received while the cell phone was connected to the radio-navigation system.

If the cell phone supports **Hands-Free Protocol 1.5**, calls occurring when the phone was **not** connected to the radio-navigation system are also displayed.

Opening the call list

- Press the function button in the *PHONE* main menu which corresponds to the desired call list ⇒ fig. 1.

Call list: Meaning
Missed Calls: Displays phone numbers of missed and not accepted calls.
Dialed Nmbrs.: Shows all numbers that were dialed using the cell phone and the radio navigation system cell phone control.
Received calls: The call list shows all numbers that were dialed using the cell phone and the radio navigation system cell phone control.

- **OR:** Tag the desired call list in the *PHONE* main menu by turning the tuning knob and confirm by pressing the knob.

If a phone number is saved in the address book, the name will be displayed in the call list rather than the number.

The appearance of the call lists varies from phone to phone. ◁

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RCD 510 and RNS 510: Media mode

Playback sequence of audio files and directories

Playlists are **not** automatically played, but must be specifically selected by using the menu for track selection. ◁

RNS 510: Telephone control (Phone)

Not applicable in China, Canada, South Korea and the United States

Prerequisites and functions: PHONE main menu

Fig. 3 PHONE main menu

PHONE main menu function buttons

Function key: Effect
SOS[a]: Places an emergency call after further confirmation. In some countries and in some mobile networks, emergency calls may only be supported when the 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 and sufficient network coverage is available.

a) Not displayed in all devices and is not supported by all providers, depending on the country and the device. ◁

Not applicable in China, Canada, South Korea and the United States

Prerequisites and functions: Receiving and sending text messages

Depending on the cell phone package installed, text messages can be received, displayed and sent.

Text messages are only displayed if they are received during the time in which the cell phone is connected to the cell phone package. ◁

RNS 510 South Korea

Valid only in South Korea

Introduction

In this section you'll find information about:

Device and function overview 6

Deviating from the ⇒ booklet *RNS 510 Navigation System*, some functions for South Korea are described in a separate Owner's Manual ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.

The description of identically-named functions in the ⇒ booklet *RNS 510 Navigation System* are **not** applicable in South Korea and should be correspondingly ignored.

The following device and function overview indicates the manual where the functions for South Korea can be found. ◁

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Device and function overview

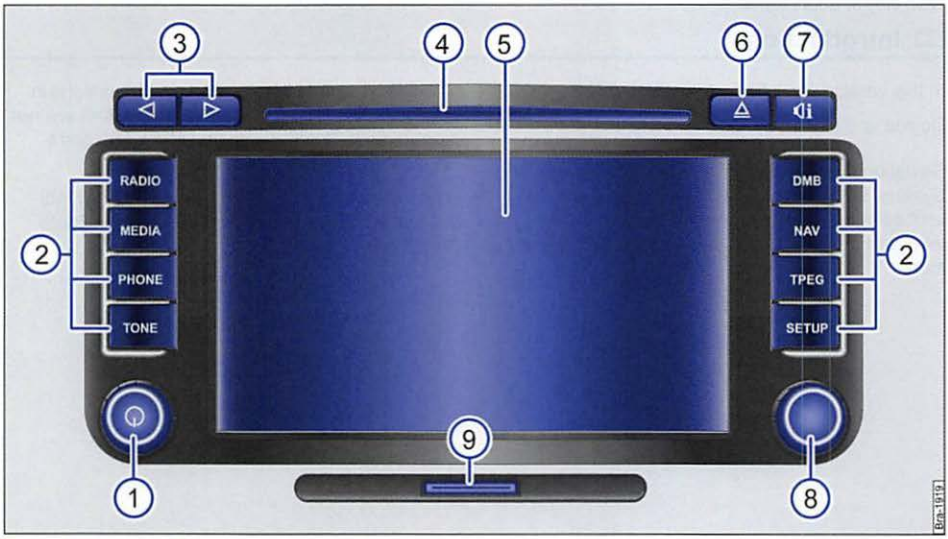

Fig. 4 Overview of the controls.

Please first read and note the introductory information on page 5.

① Rotary and push button.
- *Press* to switch on and off ⇒ booklet *RNS 510 Navigation System*, chapter *Basics of Operation*.
- *Rotate* to change the basic volume level ⇒ booklet *RNS 510 Navigation System*, chapter *Basics of Operation*.

② *Press* to call up a particular function.
- [RADIO]: Switch to Radio mode and change frequency band in Radio mode [1] ⇒ booklet *RNS 510 Navigation System*, chapter *Radio Mode*.
- [MEDIA] [2]: Switch to Media mode ⇒ booklet *RNS 510 Navigation System*, chapter *Media Mode*.
- [PHONE]: Start the telephone function ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.
- [TONE] [3]: Open the tone and volume settings menu ⇒ booklet *RNS 510 Navigation System*, chapter *Tone and Volume Settings (TONE)*.
- [DMB]: Digital television and DMB ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.
- [NAV]: Start the Navigation mode ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.
- [TPEG]: Display traffic information ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.
- [SETUP] [3]: Switch to an overview of selectable settings ⇒ booklet *RNS 510 Navigation System*, chapter *Menu and System Settings (SETUP)*. ▶

---

[1] The **RDS radio data services** described in the ⇒ booklet *RNS 510 Navigation System* manual are not available in South Korea.

[2] The **TV mode** described in the ⇒ booklet *RNS 510 Navigation System* manual is not available in South Korea. In South Korea, TV mode is called up using the [DMB] button ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth*.

[3] Menus to set functions described in the ⇒ booklet *Exbox II, Navigation System with DMB & Bluetooth* manual are not available using the [TONE] and [SETUP] buttons used to access the settings menus (e.g. navigation and telephone settings).

③ ◁ and ▷ **Arrow buttons** always change the currently active audio source regardless of the menu displayed.

- **In all Radio operation modes**, *briefly press* to change the station or band ⇒ booklet *RNS 510 Navigation System*, chapter *Radio Mode*.
- *Briefly press* in **Media mode** to change track or chapter, or *hold down* for quick reverse or fast forward ⇒ booklet *RNS 510 Navigation System*, chapter *Radio Mode*.

④ DVD slot.

⑤ Touch screen.

⑥ ⏏ CD or DVD eject button.

⑦ ◁ıı: *Press* the device button to adapt the playback volumes to the available audio sources on the device.

⑧ **Adjustment knob**: The function depends on the operating mode.

- *Turn* to program stations manually and *press* to start and stop scanning (SCAN) in **all Radio modes** ⇒ booklet *RNS 510 Navigation System*, chapter *Radio Mode*.
- In **Media mode**, *turn* to change tracks manually and *press* to start and stop scanning (SCAN) ⇒ booklet *RNS 510 Navigation System*, chapter *Media Mode*.

⑨ Memory card slot. ◁

RNS 510 China: Radio mode

Valid only in China

Accessing stations stored on station preset buttons

Fig. 5 Main RADIO menu: Memory position 4 selected.

If the played station is saved to a station preset button, the station preset number is displayed after the frequency in the main *RADIO* menu, for example **FM 4** ⇒ fig. 5.

- Select station preset buttons to display in the *RADIO* main menu.
- Press the station preset button in the main *RADIO* menu for the station that you wish to display.
- **Or:** Tap the desired station in the memory list
- **OR:** If **Memory** is displayed top left, the saved stations can also be selected using the arrow buttons (**Radio settings** ⇒ booklet *RNS 510 Navigation System*, chapter *Menu and System Settings (SETUP)*).

Changing to saved stations can also be selected across frequency bands.

A stored station can only then be played if it can still be received at the current location. ◁

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USA Warranty and Maintenance

CC, Eos, GTI, Golf, Tiguan, Passat

Model year 2012

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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 without mileage limitation.

In addition, your vehicle is covered by emissions control system limited warranties. If you are a resident of the State of California, Connecticut, Maine, Maryland, New Jersey, New York, 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
3800 Hamlin Road
Auburn Hills, MI 48326
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).

24-Hour Roadside Assistance Services

24-Hour Roadside Assistance Services include the following:

Towing for a mechanical breakdown or collision

Battery jump start

Flat tire service

Lock-out service

Fuel delivery service

Trip interruption benefits

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. ▶

[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.

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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.

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.

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.

- 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. ◁

[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.

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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. ◁

[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. ◁

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, 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
3800 Hamlin Road
Auburn Hills, MI 48326
Tel.: **1 (800) 822-8987**

Refer to the California Emissions Warranty Supplement for additional information on California Emissions Warranty coverage. ◁

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 2012** 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 (DLC)
- 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 2012** 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. ◁

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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
3800 Hamlin Road
Auburn Hills, MI 48326

You can also contact us using our Internet address:

http://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. ◁

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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, 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 time frame 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
3800 Hamlin Road
Auburn Hills, MI 48326

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 to 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
3800 Hamlin Road
Auburn Hills, MI 48326

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. ▶

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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:

http://www.vw.techliterature.com

◁

What you will also find on the website

- Owner's Manuals
- Owner's Manuals Inserts and Supplements
- Maintenance Booklets.
- Warranty Manuals
- Warranty and Maintenance Manuals
- Sound System and Navigation Manuals ◁

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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, NJ 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 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.

5 / 6 / 12

Month Day Year

DLR 408-076
GENE LANGAN VOLKSWAGEN, INC.
816 NEW LONDON TPKE
GLASTONBURY, CT 06033

Stamp of authorized Volkswagen Dealer

(to be filled in by authorized Volkswagen Dealer)

WVWGD7AJ 0 CW293290

5K1 9W2

GOLF 2,0 GTI

147 KW M6F

CBFA KZS

LC9X———— XE

B0D CQ4 G0K HX9 J1D D2L

— 1AT 1G1 2FJ 1NL 5RR 5SH TQ2

0BF 3U4 QG0 8AY 8GU 8L6

1KT 1LV 3FE G05 0GT

0Y2 4UM 4X3 4R4 4K0 N2E 5MD

8RM 2JG E0A 0AE 0BF 2UC 2G7

1JE L98 0YD

1. 1.
2. 2.
3. 3.
4. 4.

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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.

Please complete one of the attached postcards if you change your address or purchase a used Volkswagen.

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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

Service information

Dealer service

There are about 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. ◁

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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: 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 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 **(Passat 2.0L 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI engine 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: Check tread depth, condition, tire age, 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 40,000 miles

Service at 40,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(Passat 2.0L 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- 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 engine only)**
- Headlights: Check adjustment
- 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 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, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, check boots
- Tires: Check tread depth, condition, tire age, wear pattern and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter
- Underbody: Inspect under seat, 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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
- 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 **(Passat 2.0L TDI engine only)**
- Air filter element and snow screen: Replace element and clean screen and 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- Dust and pollen filter: Replace **(If applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI engine 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 3.6L 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, tire age, 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 80,000 miles

Service at 80,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(Passat 2.0L 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- 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 engine only)**
- Headlights: Check adjustment
- 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 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, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, 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, tire age, wear pattern and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter
- 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 90,000 miles

Service at 90,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 100,000 miles

Service at 100,000 miles or one year after last service, whichever occurs first.

- AdBlue® Fluid: Check and add if necessary **(Passat 2.0L 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Fuel filter: Replace **(2.0L TDI engine 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: 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, tire age, 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 **(Passat 2.0L TDI engine only)**
- Air filter element and snow screen: Replace element and clean screen and 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 front and rear and check brake fluid level subject to abrasion **(front and rear)**
- 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: **Perform after the first 120,000 miles or 120,000 miles after a Diesel Particulate Filter (DPF) replacement:** 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. **(2.0L 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 engine only)**
- Headlights: Check adjustment
- 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 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, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, 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, tire age, wear pattern and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: DSG (non Automatic): Change fluid and filter
- 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 **(Passat 2.0L TDI engine only)**
- Brake pads: Check thickness and brake disc condition **(front and rear)**
- Engine: Change oil and replace oil filter
- 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 engine 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

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Additional service

Time-dependent maintenance items

Every 1 year:

Perform visual check of airbag system.

Every 2 years:

- Check latch for convertible roof **(if applicable)**
- Dust and pollen filter: Replace **(if applicable)**
- Tire filler bottle in the tire mobility set: Check **(observe expiration date)**

At the 3 year mark, then every 2 years regardless of miles driven:

- Brake fluid and clutch unit: Replace fluid. **First fluid replacement included under the Volkswagen Carefree Maintenance Program if mileage is less than or equal to 36,000 miles.**

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 4MOTION® only).**

Every 4 years regardless of miles driven:

- AdBlue®: Change fluid if the mileage is under 10,000 miles **(Passat 2.0L TDI engine 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 screen: Replace element and clean screen and housing (if mileage is under 60,000 miles) **(if applicable)**
- Spark plugs: Replace **(All engines except 2.0L MPI and TDI)** ◁

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.**

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

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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

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

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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:

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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

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 about 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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