

## Front view

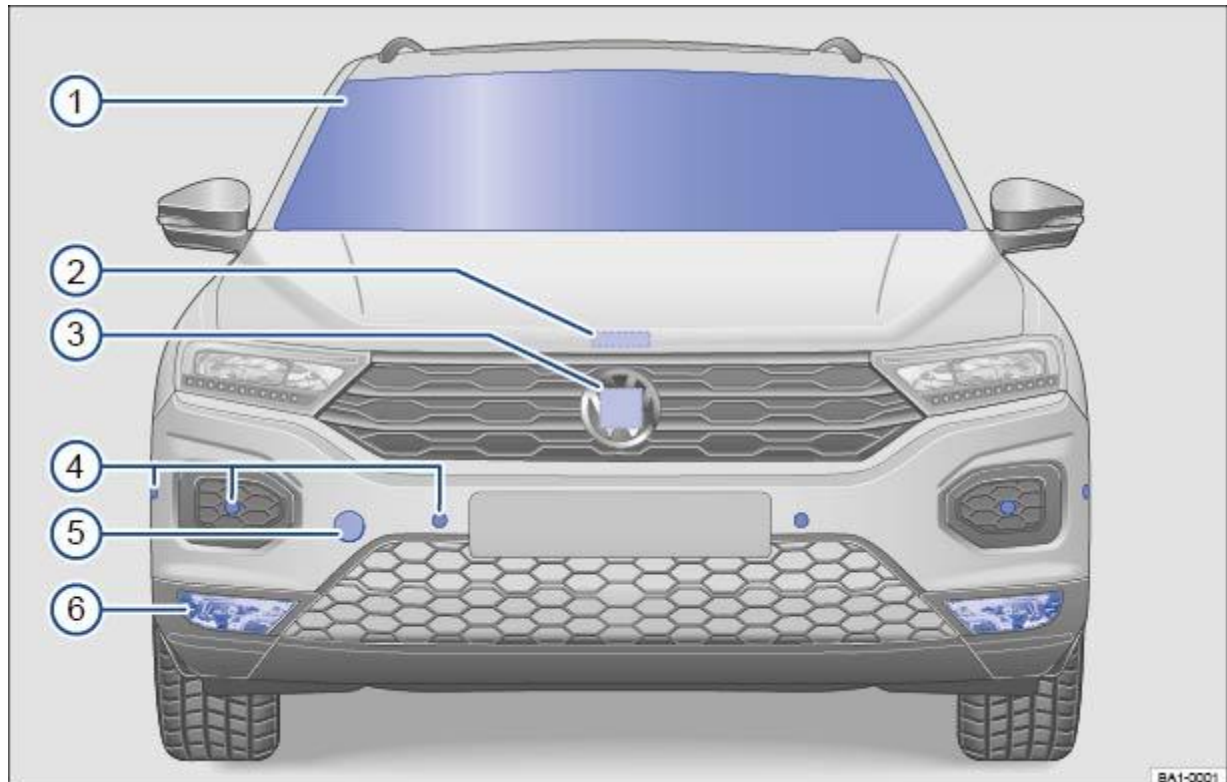


Fig. 2 Front view of the vehicle.

Key to ⇒ Fig. 2 :

①

Windscreen:

Vehicle identification number ⇒ Technical data

Windscreen wipers ⇒ Wipers ⇒ Wiper blades

Rain/light sensor in the area of the interior mirror ⇒ Rain/light sensor ⇒ Caring for and cleaning the vehicle exterior

Sensor for lighting functions ⇒ Light functions ⇒ Caring for and cleaning the vehicle exterior

②

Bonnet opening lever ⇒ In the engine compartment

③

Behind the Volkswagen badge: radar sensor for assist systems ⇒ Caring for and cleaning the vehicle exterior

④

Sensors for assist systems ⇒ Caring for and cleaning the vehicle exterior ⇒ Driver assist systems

⑤

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

⑥

Lights in the bumper ⇒ Lights ⇒ Changing bulbs

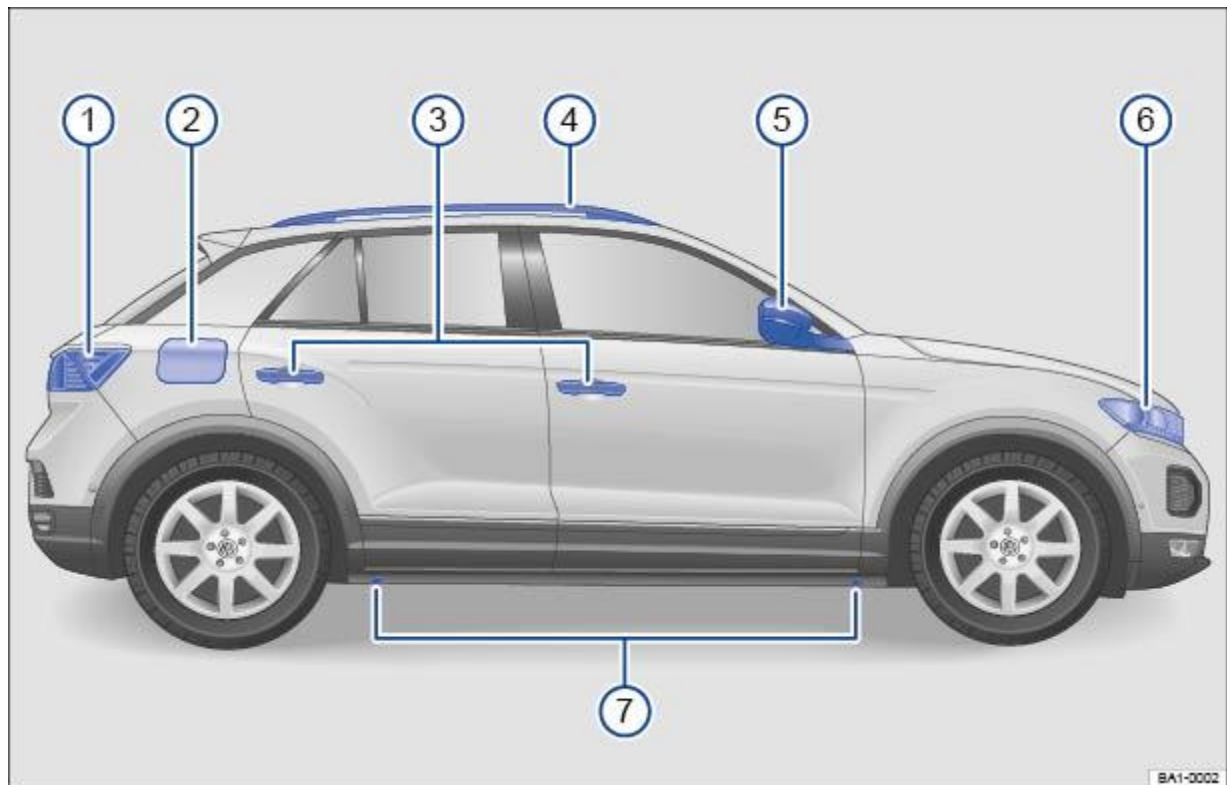


Fig. 3 Overview of the right side of the vehicle.

Key to ⇒ Fig. 3 :

- ① Tail light cluster ⇒ Lights ⇒ Changing bulbs
- ② Tank flap ⇒ Fuel and emission control
- ③ Door release lever ⇒ Doors and central locking button
- ④ Roof railing ⇒ Roof carrier
- ⑤ Exterior mirror ⇒ Exterior mirrors
- ⑥ Headlights ⇒ Lights
- ⑦ Lifting points for the jack ⇒ Changing a wheel

## Rear view

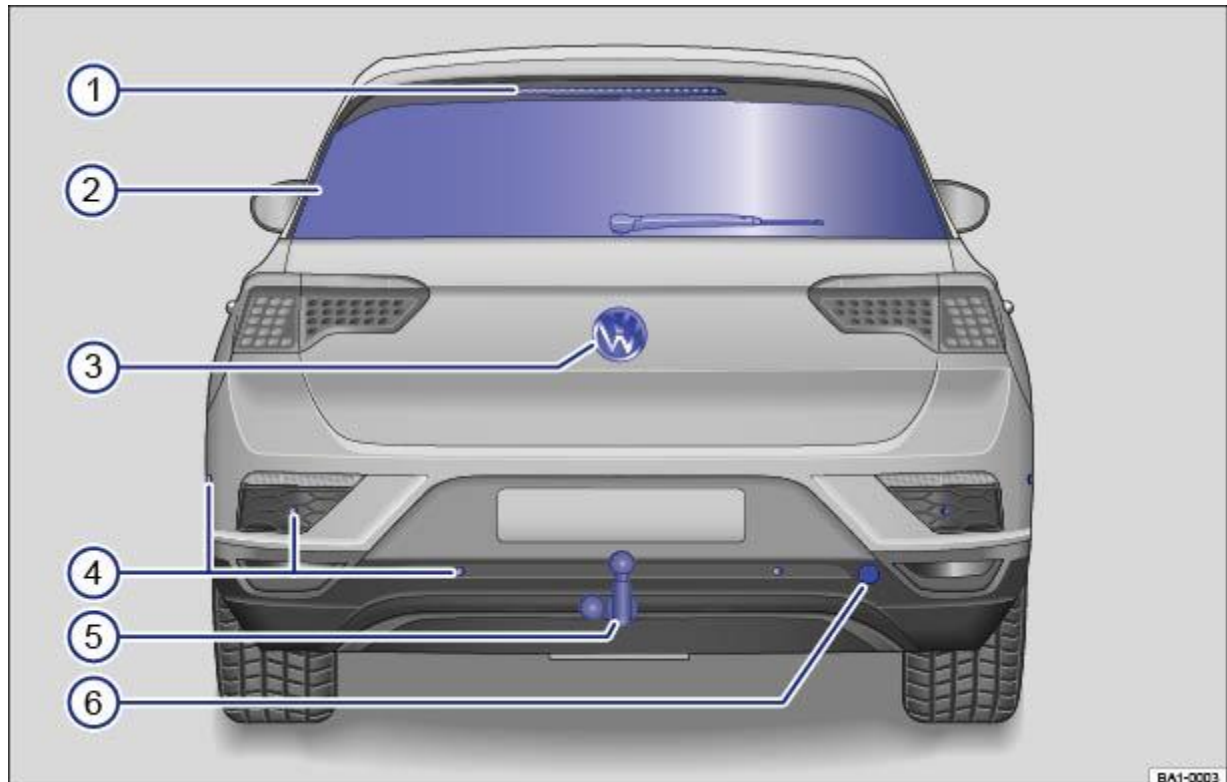


Fig. 4 Overview of the rear of the vehicle.

Key to ⇒ Fig. 4 :

① High-level brake light

②

Rear window:

Rear window heating ⇒ Heating and air conditioning system

Rear window wiper ⇒ Wipers ⇒ Wiper blades

③

Volkswagen badge:

To open the boot lid ⇒ Opening and closing the boot lid

With camera for assist systems ⇒ Driver assist systems

④ Sensors for assist systems ⇒ Caring for and cleaning the vehicle exterior

⑤ Towing bracket ⇒ Trailer towing

⑥ Behind a cover: mounting for towing eye ⇒ Tow-starting or towing

## Driver door

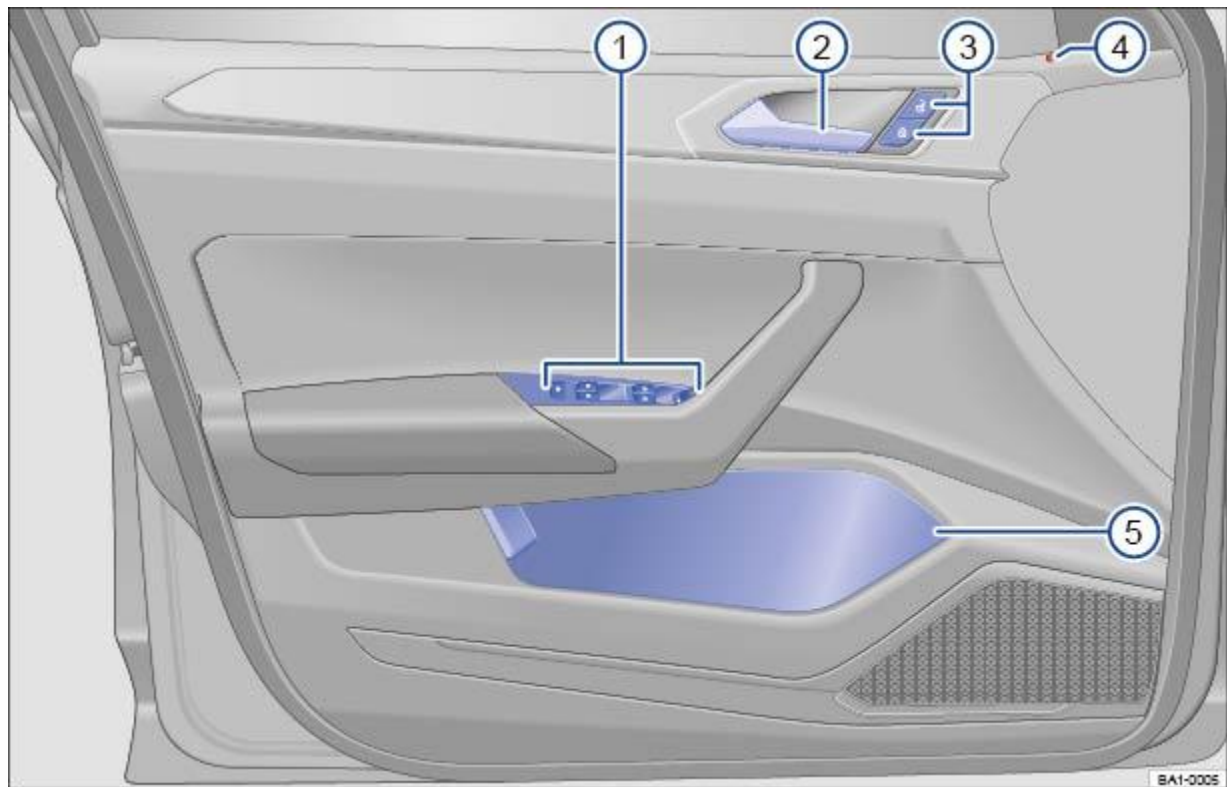


Fig. 5 Controls in the driver door (left-hand drive vehicle). The location is mirrored in right-hand drive vehicles.

Key to ⇒ Fig. 5 :

①

Area:

Switch for exterior mirror adjustment and heating ⇒ Exterior mirrors

Buttons for operating the electric windows ⇒ Windows

②

Door release lever ⇒ Doors and central locking button

③

Central locking button for locking and unlocking the vehicle ⇒ Central locking button

④

Central locking indicator lamp ⇒ Indicator lamp in the driver door

⑤

Stowage compartment ⇒ Stowage areas



① Bonnet release lever ⇒ In the engine compartment

② Fuse box cover ⇒ Changing fuses

③ Lever for adjusting the steering column position ⇒ Steering wheel

④ Light switch ⇒ Vehicle lighting

⑤

Turn signal and main beam lever ⇒ Vehicle lighting

With switches and buttons for the driver assist systems ⇒ Button for driver assist systems ⇒ Driver assist systems

⑥ Vents ⇒ Heating and air conditioning system

⑦

Instrument cluster ⇒ Instrument cluster

With warning and indicator lamps ⇒ Symbols in instrument cluster

⑧

Lever for wipers and washers ⇒ Wipers

With buttons for operating the menus ⇒ Instrument cluster

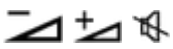
⑨

Controls on the multifunction steering wheel:

Operating driver assist systems ⇒ Operating using the multifunction steering wheel ⇒ Driver assist systems

Audio, navigation 

Opening the telephone menu or accepting telephone calls 

Volume adjustment 

Activating voice control  (no function in some models)

⑩ Horn

⑪ Location of the driver front airbag ⇒ Airbag system

⑫ Ignition lock ⇒ Starting

## Centre console



Hazard warning lights  ⇒ In an emergency

Indicator lamp for the front passenger front airbag switch-off function **OFF**  ⇒ Airbag system

Driver assist systems ⇒ Driver assist systems

④ Controls for the air conditioning system, heating and fresh air system ⇒ Heating, ventilating, cooling

⑤ Controls for the air conditioning system, heating and fresh air system ⇒ Heating, ventilating, cooling

Key to ⇒ Fig. 9 :

①

Lever:

DSG® dual clutch gearbox ⇒ DSG® dual clutch gearbox

Manual gearbox ⇒ Manual gearbox: selecting a gear

② Multimedia connections ⇒ Booklet Infotainment system,.

③ Cigarette lighter or 12-volt socket ⇒ Ashtray and cigarette lighter ⇒ Electrical sockets

④ Control for the 4MOTION Active Control ⇒ Driving profile selection and 4MOTION Active Control

⑤ Stowage compartment with drink holder ⇒ Stowage areas

⑥

Buttons:

Electronic parking brake ⇒ Electronic parking brake

Auto Hold function ⇒ Auto Hold function

## Front passenger side

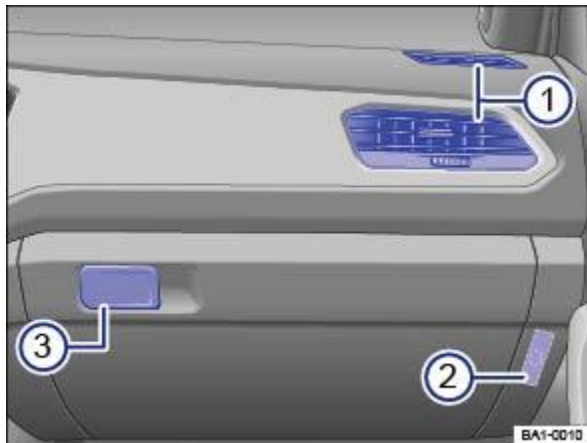


Fig. 10 Overview of the front passenger side (left-hand drive vehicles). The location is mirrored in right-hand drive vehicles.

Key to ⇒ Fig. 10 :

- ① Vents ⇒ Heating and air conditioning system
- ② At the side of the dash panel: key-operated switch for disabling the front passenger front airbag ⇒ Airbag system
- ③ Operating lever for the stowage compartment ⇒ Stowage areas

## Controls in the roof

| Symbol | Meaning                                                                                   |
|--------|-------------------------------------------------------------------------------------------|
|        | Buttons for interior and reading lights ⇒ Interior lighting .                             |
|        | Switch for glass roof ⇒ Glass roof .                                                      |
|        | Buttons for the sun blind ⇒ Protection from the sun .                                     |
|        | Buttons for emergency call service, information call and breakdown call ⇒ In an emergency |

## Driver information

### Symbols in instrument cluster

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

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

Not all warning and indicator lamps are available in all markets.

Indicator lamps which light up in the light switch are described in the chapter Lights ⇒ Lights .

| Symbol | Meaning |
|--------|---------|
|        |         |

| Symbol                                                                            | Meaning                                                         |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------|
|  | Engine speed limited ⇒ Troubleshooting .                        |
|  | Electromechanical steering function reduced ⇒ Troubleshooting . |
|                                                                                   |                                                                 |

| Symbol                                                                            | Meaning                                   |
|-----------------------------------------------------------------------------------|-------------------------------------------|
|  | Auto Hold function ⇒ Auto Hold function . |
|  | Adaptive                                  |

| Symbol                                                                            | Meaning                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Trailer turn signal ⇒  Does not apply in China and Japan: trailer turn signals indicator lamp . |

Additional displays: offroad mode

| Symbol                                                                            | Meaning                                                                                 |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|  | Hill Descent Control ⇒ Downhill speed control .                                         |
|                                                                                   | Offroad driving profile active ⇒ Driving profile selection and 4MOTION Active Control . |

Additional displays: diesel vehicles

| Symbol                                                                              | Meaning                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | AdBlue® level too low ⇒  AdBlue® level too low .                                                                                                                                                |
|    | Fault in the selective catalytic reduction system ⇒   Fault in the selective catalytic reduction system .     |
|  | Water in the fuel ⇒ Fuel gauge .                                                                                                                                                                                                                                                 |
|  | Diesel engine ⇒ Troubleshooting .                                                                                                                                                                                                                                                |
|  | AdBlue® level too low ⇒  AdBlue® level low .                                                                                                                                                  |
|  | Fault in the selective catalytic reduction system ⇒   Fault in the selective catalytic reduction system . |

## WARNING

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

## Instrument cluster



### Introduction

This chapter contains information on the following subjects:



## ! NOTICE

When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

The needle on the rev counter should only briefly point into the red area, as engine damage may otherwise be incurred.

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## Information profiles

Various, topic-specific information profiles can be selected via the Active Info Display menu option in the vehicle settings of the Infotainment system ⇒ Vehicle settings menu . Depending on the selected information profile, the Active Info Display shows additional information in the centre of the round instruments, or the round instruments are hidden and the additional information is displayed across the whole width of the display. The following information profiles are available:

OR: press the  or  arrow button on the multifunction steering wheel to select the required map size. A frame appears around the selected option.

Press the **OK** button on the multif

Personalisation: welcome and user selection ⇒ Personalisation .

Open doors, bonnet and boot lid

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

When the ignition is switched on, depending on the equipment level, the instrument cluster display shows the current direction of travel in the form of an abbreviation, e.g. NW for north west.

The graphic compass display is also available when the Infotainment system is switched on and route guidance is not active.

Economical mode

With some equipment levels, some settings and displays may also appear in the Infotainment system.



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



First read and observe the introductory information and safety warnings⇒ Introduction

Settings can be made in the Service menu<sup>1)</sup> depending on the vehicle equipment.

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

#### Since refuelling memory

Display and storage of the collected driving and consumption values. The memory is deleted when the tank is refilled.

#### Long-term memory</

Within around five seconds, set the speed with the **TRIP** rocker switch on the wiper lever or the  or  buttons on the multifunction steering wheel. Then press the **OK/RESET** or **OK** button or wait a few seconds. The speed is now saved and the warning is activated.

## Driver Alert System (recommendation for rest breaks)



First read and observe the introductory information and safety warnings ⇒ Introduction

The Driver Alert System informs

Sporty driving style.

Towing a heavy/long trailer.

The driver is distracted.

The Driver Alert System is reset in the following situations:



## Display of road signs

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs ⇒ Fig. 14

Partially or fully hidden traffic signs, e.g. by trees, snow, dirt or other vehicles.

Road signs that do not correspond to the standard design.

Damaged or bent traffic signs.

Variable road signs on gantries (change

## Time



First read and observe the introductory information and safety warnings⇒ ⚠ Introduction

The following higher-level menus can be displayed:

Lap timer

Lap (with the current lap number)

Statistics

Switching between

When the vehicle is in motion, use the lap timer only in driving situations which are easy to control.

## Fuel gauge





Fig. 18 Coolant temperature gauge in the Active Info Display.



First read and observe the introductory information and safety warnings⇒ ⚠ Introduction



In vehicles with flexible oil change service, the service intervals are calculated on an individual basis. Technical progress has made it possible to considerably reduce servicing requirements. An oil change service must only be carried out when required by the vehicle. The individual conditions in which the vehicle is used and the driver's personal driving style are taken into account. The service reminder is displayed 30 days before the service is due. The distance is rounded to the nearest 100 km and the remaining time is rounded to full days.

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

Vehicles with analogue instrument cluster.

Switch off the ignition.

Press and

The buttons on the wiper lever are omitted in vehicles equipped with a multifunction steering wheel  
⇒ Operating using the wiper lever .

## WARNING



In the displayed menu, press the arrow keys  $\Delta$  or  $\nabla \Rightarrow$  Fig. 21 until the desired menu option is marked. A frame appears around the selected option.

Press the **OK** button  $\Rightarrow$  Fig. 21 to make the required changes. A tick indicates that the particular system or function is active.



## Introduction

This chapter contains information on the following subjects:

⇒ Vehicle settings menu



Key to ⇒ Fig. 23 :

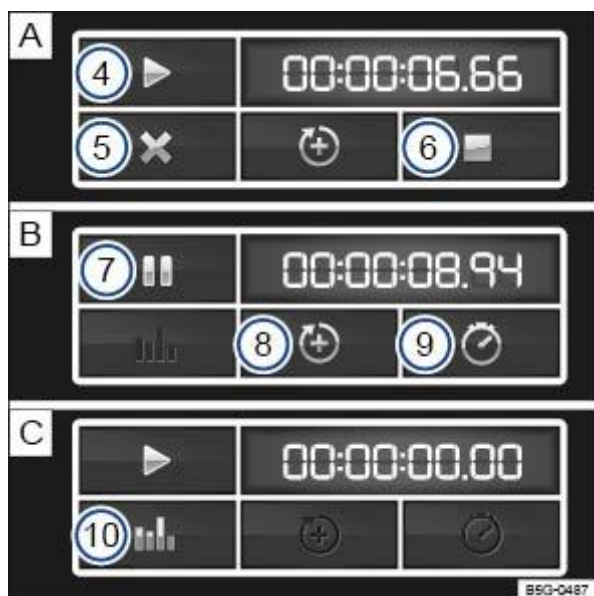
① Display areas.

② Arrow buttons for changing to the lap timer.

Opening the performance monitor

its operating temperature. The needle may move further in a clockwise direction under high engine loads and at high outside temperatures. This is no cause for concern unless the  indicator lamp in the instrument cluster display is lit up or flashing ⇒ Engine oil .

Adapting the display areas to



## Opening the lap timer

Press the MENU button or function button, depending on the version of the Infotainment system.

Touch the Vehicle function button.

Touch the Selection function button.

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

## User management and settings

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

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## General notes

### Checklist

Observe the following information both before and during every journey to ensure your own safety, and the safety of all passengers and other road users ⇒ ⚠ :

Assume a correct sitting position before setting off and maintain this position while driving. This also applies to all passengers Sitting position.



Fasten your seat belt correctly before setting off and keep it properly fastened throughout the journey. This also applies to all passengers Seat belts.

Are there any Volkswagen dealerships in the destination country?



Is fuel in the adequate quality available Fuel and emission control?



Vehicle lighting Lights necessary for traffic safety:

Turn signals

Side lights, dipped beam headlights and main beam headlights

Tail light clusters



deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

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

Whenever the vehicle is in motion:



Always leave both feet in the footwell in order to maintain control over the vehicle at all times.

Additional points for the front passenger:

Move

Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.

While the vehicle is in motion, secure all children travelling in the vehicle in a restraint system suitable for their weight and height. They must also wear correctly fastened seat belts ⇒ Safe transport of children .









Using seat belts ⇒ ⚠ :











































































































































































































































































































































































































































































































































































































































- ⓘ Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- ⓘ Keep children away from all service fluids and consumables.
- ⓘ Always read and follow the information and warnings on the service fluid packaging.
- ⓘ When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.
- ⓘ Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable. They could cause fires and explosions.

### ⓘ NOTICE

- ⓘ Only use suitable service fluids for refilling. Never use the wrong service fluid. Failure to observe this can result in serious malfunctions and engine damage.
- ⓘ Accessories and other add-on parts in front of the air intake reduce the cooling effect of the coolant. The engine may overheat at high ambient temperatures and high engine loads.



Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and with respect for the environment.

### Washer fluid



Fig. 185 In the engine compartment: cap on the washer fluid reservoir.

The washer fluid level should be checked regularly and topped up as necessary.

A strainer is located in the neck of the washer fluid reservoir. The strainer keeps large dirt particles away from the windscreen washer jets when refilling. The strainer should be removed for only cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

- ⓘ Open the bonnet  ⇒ In the engine compartment .
- ⓘ The washer fluid reservoir is identified by the  on the cap ⇒ Fig. 185 .

☐ Check whether there is sufficient washer fluid in the reservoir.

☐ To top up, mix clean water (not distilled water) with a washer fluid recommended by Volkswagen  
⇒  . Observe the dilution instructions on the packaging.

☐ At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze ⇒ .

The windscreen washer fluid reservoir has a capacity of about 3.0–7.5 litres, according to the vehicle equipment.

### WARNING

Never mix coolant additive or other unsuitable additives into the washer fluid. These may leave an oily film on the screen, restricting the field of vision.

☐ Use clean, clear water (not distilled water) with a washer fluid recommended by Volkswagen.

☐ A suitable anti-freeze agent should be added to the washer fluid if necessary.

### NOTICE

☐ Never mix other cleaning agents with the cleaning agents recommended by Volkswagen. This can cause the ingredients to flocculate and block the washer jets.

☐ When filling service fluids, please make sure that the correct service fluids are filled through the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Engine oil

### Introduction

This chapter contains information on the following subjects:

⇒ Engine oil standards

⇒ Changing engine oil

⇒ Engine oil consumption

⇒ Checking the engine oil level and refilling the engine oil

⇒ Troubleshooting

The engine oils are not only tailored to the requirements of engines and exhaust gas treatment systems, but also to fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has corresponding effects on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Engine oils are constantly being developed and improved. Volkswagen dealerships always have the latest information about any changes. Volkswagen therefore recommends having engine oil changes done by a Volkswagen dealership.

Information for warning and indicator lamps lit up can be found in the troubleshooting at the end of the chapter ⇒ Troubleshooting .

### WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- ⓘ Always wear eye protection when handling engine oil.
- ⓘ Engine oil is toxic and must be stored out of the reach of children.
- ⓘ Engine oil must be kept in the closed original container. This also applies to used oil until it is disposed of.
- ⓘ Never use empty food containers, bottles or other containers to store engine oil as other people may then drink the engine oil.
- ⓘ Regular contact with engine oil can damage the skin. Skin that has been in contact with engine oil should be washed thoroughly with water and soap.
- ⓘ Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.



Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and then disposed of properly and in an environmentally responsible way.

Engine oil standards



First read and observe the introductory information and safety warnings ⇒  Introduction

If possible, use only Volkswagen-approved engine oil ⇒  . To comply with the requirements of the flexible oil change service, use only approved flexible service engine oil that complies with the corresponding VW standard.

Since the quality of fuels can vary greatly between individual markets, this must be taken into account when selecting the correct engine oil.

The use of engine oils compliant with the VW 504 00, VW 507 00 and VW 508 00 specifications requires a fuel quality compliant with EN 228 (petrol) and EN 590 (diesel), or fuel of an equivalent quality. Engine oils compliant with VW 504 00, VW 507 00 and VW 508 00 are therefore unsuitable for use in a large number of markets.

If the engine has been filled with engine oil in accordance with the standards W 502 00, VW 504 00 and VW 507 00, a sticker with the relevant information will be located on the lock carrier in the engine compartment. Observe this information!

## Service identification

You can check whether your vehicle is equipped for the Flexible Service QI6 (Longlife) or Fixed Service QI1, QI2, QI3, QI4, QI7 (dependent on time or mileage) in the vehicle data ⇒ Technical data or on the inside cover of this owner's manual.

### Permitted engine oil standards

Petrol engines with particulate filter<sup>1)</sup>

Flexible Service VW 508 00 or alternatively VW 504 00<sup>2)</sup> Fixed Service VW 502 00

Petrol engines without particulate filter

Flexible Service VW 508 00 or alternatively VW 504 00 Fixed Service VW 502 00

Diesel engines with particulate filter<sup>1)</sup>

Flexible Service VW 507 00 Fixed Service VW 507 00

Diesel engines without particulate filter

Flexible Service VW 507 00 Fixed Service VW 505 01

Volkswagen recommends       engine oils.



### NOTICE

- ❗ Do not add any additional lubricants to the engine oil. Any damage caused by the use of such additives is not covered by the warranty.
- ❗ Use only the engine oil standard that has been expressly approved by Volkswagen for the engine. Using other engine oils can cause engine damage.
- ❗ Another engine oil can be used in the event of an emergency if the listed engine oils are not available. To avoid damaging the engine, a maximum quantity of 0.5 litres of the following engine oil may be used only once until the next oil change:
- ❗ Petrol engines: standards ACEA A3/B4 or API SN (API SM).
- ❗ Diesel engines: standards ACEA C3 or API CJ-4.

1) Check with a qualified workshop if you are unsure whether your vehicle is equipped with a particulate filter. Volkswagen recommends using a Volkswagen dealership for this purpose.

2) Using VW 504 00 instead of VW 508 00 may cause the vehicle's emissions values to increase slightly.

## Changing engine oil



First read and observe the introductory information and safety warnings ⇒  Introduction

The engine oil must be changed on a regular basis. Always observe the service intervals applicable to your vehicle ⇒ Service .

The engine oil and filter change should be carried out by a qualified workshop due to the special tools and knowledge required, this also applies to the disposal of used oil. Volkswagen recommends using a Volkswagen dealership for this purpose.

More details on the service intervals can be found in the chapter on service ⇒ Service .

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

### WARNING

If, in exceptional cases, you have to carry out an oil change yourself, please observe the following:

- 📖 Always wear eye protection.
- 📖 Always allow the engine to cool down completely to avoid burns.
- 📖 Keep your arms horizontal when removing the oil drain plug with your fingers to help prevent oil from running down your arm.
- 📖 Use a suitable container to collect the used oil. It must be at least large enough to hold the entire engine filling quantity.
- 📖 Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.
- 📖 Engine oil is toxic and must be stored out of the reach of children.



Before changing the engine oil, first find out where old oil can be disposed of properly near you.



Used oil must be disposed of in accordance with regulations governing the protection of the environment. Never dispose of used oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and waterways.

Engine oil consumption



First read and observe the introductory information and safety warnings⇒  Introduction

Engine oil consumption can vary from engine to engine and can change during the service life of an engine.

The vehicle may consume up to 1.0 litre of engine oil per 2,000 km, depending on your driving style and the conditions in which the car is used. In new vehicles, consumption may be higher for the first 5,000 km. The engine oil level must therefore be checked at regular intervals, preferably each time the vehicle is refuelled and before long journeys.

When the engine is working hard, the engine oil level should be kept within the upper permissible area ⇒ Fig. 186 ©, for instance during extended motorway journeys in summer, when towing a trailer ⇒ Trailer towing , or when climbing mountain passes.

Checking the engine oil level and refilling the engine oil

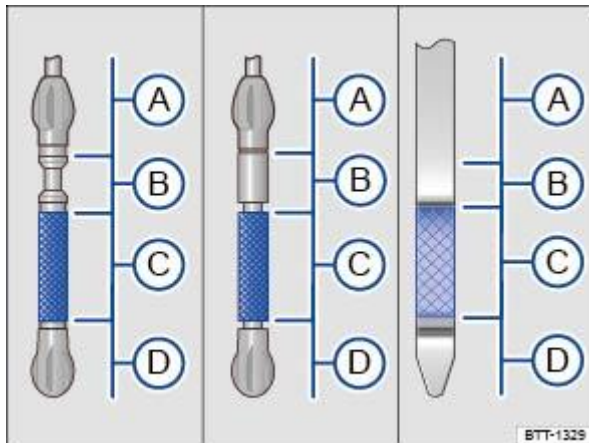


Fig. 186 Engine oil level markings on the oil dipstick (variants).



Fig. 187 In the engine compartment: engine oil filler cap (illustration).



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

Key to ⇒ Fig. 186 :

- ⓘ **A** Engine oil level too high – observe the messages on the instrument cluster display or contact a qualified workshop, if necessary.
- ⓘ **B** Do not fill engine oil.
- ⓘ **C** Engine oil level OK.
- ⓘ **D** Engine oil level too low – fill engine oil.

Checklist

Carry out the steps in the specified order ⇒ ⚠ :



With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.



Switch off the engine and wait a few minutes for the engine oil to flow back into the sump.



Open the bonnet in the engine compartment.



Identify the engine oil filler cap and oil dipstick. The engine oil filler opening can be recognised by the symbol on the cap and the oil dipstick has a coloured handle. If you cannot find the cap and dipstick, please contact a qualified workshop.



Pull the dipstick out of the guide tube and wipe it off with a clean cloth.



Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.

2 Pull the dipstick out again and read the engine oil level on the dipstick as follows: **A** Engine oil level too high. Observe any messages that are shown on the instrument cluster display or contact a qualified workshop. **B** Do not fill any engine oil. Continue with step 16. **C** Engine oil level OK. Engine oil can, e.g. in the case of high engine loads, be filled up to the upper limit of this range. Continue with step 8 or 16. **D** Engine oil level is too low. Engine oil must be filled. Continue with step 8.



After reading off the oil level, push the oil dipstick back into the guide tube as far as it will go.



Unscrew the cap of the engine oil filler opening.



Using only the engine oil approved by Volkswagen expressly for this engine, fill oil gradually in small amounts (no more than 0.5 l).



In order to avoid overfilling, wait for approximately one minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.



Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill engine oil .



After refilling, the engine oil level should be in the middle of area ③. It should not be above ③, in area ②, and must not be in area ① .



If too much engine oil has been added unintentionally and the engine oil level is in area ①, do not start the engine. Inform a qualified workshop and seek expert assistance if necessary.



Close the engine oil filler opening with the cap after filling.



Insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.



Close the bonnet In the engine compartment.



Engine oil can ignite if it comes into contact with hot engine components. It can cause fires, burns and other serious injuries.

ⓘ If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.

ⓘ Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from draining out on to hot engine components when the engine is running.



ⓘ If too much engine oil has been added unintentionally and the engine oil level is in area ⇒ Fig. 186 ①, do not start the engine. Inform a qualified workshop and seek expert assistance if necessary. The catalytic converter and the engine could otherwise be damaged.

2 When filling service fluids, please make sure that the correct service fluids are filled through the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.



The engine oil level must never be above area ⇒ Fig. 186 ②. Otherwise oil can be drawn in through the crankcase breather and escape into the atmosphere via the exhaust system.

#### Troubleshooting



First read and observe the introductory information and safety warnings ⇒ Introduction



and  Engine oil pressure too low

The central warning lamp lights up red and the text message Stop vehicle. Oil pressure. Observe vehicle wallet is displayed.



Do not drive on!

Switch off the engine and check the engine oil level. Checking the engine oil level ⇒ Checking the engine oil level and refilling the engine oil . - Do not drive on or allow the engine to run if the warning lamp is flashing although the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.



and  Engine oil level too low

The central warning lamp lights up red and the text message Refill engine oil. is displayed.

Engine oil level is too low. Switch off the engine.

Checking the engine oil level ⇒ Checking the engine oil level and refilling the engine oil .



and  Engine oil level low

The central warning lamp lights up yellow and the text message Check oil level. is displayed.

Engine oil level is low. Switch off the engine.

Checking the engine oil level ⇒ Checking the engine oil level and refilling the engine oil .



and  Fault in engine oil system

The central warning lamp lights up yellow and the text message Oil sensor: workshop. is displayed.

Engine oil system is faulty. Go to a qualified workshop and have the engine oil sensor checked.



and  Engine oil level too high

The central warning lamp lights up yellow and the text message Reduce oil level. is displayed.

Engine oil level is too high. Switch off the engine.

Check the engine oil level. Checking the engine oil level ⇒ Checking the engine oil level and refilling the engine oil . Seek expert assistance.

## Coolant



### Introduction

This chapter contains information on the following subjects:

⇒ Coolant specification

⇒ Checking the coolant level and refilling coolant

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Serious injuries can be caused by carrying out work incorrectly ⇒ . The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.



### WARNING

Coolant is toxic.

- ❑ Coolant should only be kept in sealed original containers in a safe place.
- ❑ Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- ❑ Coolant must be stored out of the reach of children.
- ❑ Please note that the amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- ❑ Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.



Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected then disposed of properly and in an environmentally responsible way.

### Coolant specification



First read and observe the introductory information and safety warnings ⇒  Introduction

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G 13 (TL-VW 774 J).

The proportion of engine coolant additive must always be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 60%, as this would reduce the frost protection again and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% coolant additive - G 13 - or - G 12 plus-plus - (TL-VW 774 G) (both of which are dyed purple) must be used in order to obtain the optimum corrosion protection ⇒ .

Mixing - G 13 - with the coolant additives - G 12 plus - (TL-VW 774 F), - G 12 - (dyed red) or - G 11 - (dyed blue-green) will significantly decrease the level of corrosion protection and should therefore be avoided ⇒ .

### WARNING

Insufficient anti-freeze in the coolant system can cause the engine to break down and cause serious injuries.

ⓘ Please note that the amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.

ⓘ Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

### NOTICE

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

ⓘ If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example, brown instead of purple, - G 13 - has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.



Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and then disposed of properly and in an environmentally responsible way.

Checking the coolant level and refilling coolant



Fig. 188 In the engine compartment: markings on the coolant expansion tank.



Fig. 189 In the engine compartment: coolant expansion tank cap (illustration).



First read and observe the introductory information and safety warnings ⇒ Introduction

The warning lamp for the engine coolant will light up if the engine coolant level is too low.

#### Preparations

- ❑ Park the vehicle on a firm and level surface.
- ❑ Allow the engine to cool down ⇒ ⚠.
- ❑ Open the bonnet ⚠ ⇒ In the engine compartment.
- ❑ The coolant expansion tank is marked by the symbol ⚠ on the cap ⇒ Fig. 189.

#### Checking the coolant level

- ❑ When the engine is cold, check the coolant level at the side markings of the coolant expansion tank ⇒ Fig. 188. The coolant level must be between the marks.
- ❑ Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking (min). When the engine is warm, the engine coolant level may be slightly above the maximum (MAX) mark.

#### Refilling coolant

- ❑ Always protect your face, hands and arms from hot coolant or steam by placing a suitable cloth on the cap of the coolant expansion tank.
- ❑ Unscrew the cap carefully ⇒ ⚠.
- ❑ Refill only with new coolant according to the Volkswagen specification ⇒ Coolant specification ⇒ ⚠.

- ☐ Refill coolant only if there is still a remaining quantity of coolant in the coolant expansion tank. Otherwise, the engine could be damaged. If you cannot see any coolant in the expansion tank do not drive on. Seek professional assistance.
- ☐ If there is still a remaining amount of coolant in the coolant expansion tank, refill coolant until the level remains stable.
- ☐ The coolant level must be between the marks on the coolant expansion tank ⇒ Fig. 188 . Do not fill up above the top edge of the marked area⇒  .
- ☐ Screw on the cap tightly.
- ☐ If in an emergency you do not have access to coolant with the required specification ⇒ Coolant specification , do not use any other coolant additive! Instead, initially refill with distilled water⇒  only. Then add the correct proportion of the specified coolant additive as soon as possible ⇒ Coolant specification .

 **WARNING**

Hot steam and hot coolant can cause serious burns.

- ☐ Never open the bonnet if you can see or hear steam or engine coolant coming out of the engine compartment. Always wait until you can no longer see or hear escaping steam or coolant.
- ☐ Always allow the engine to cool down completely before carefully opening the bonnet. Hot components can burn the skin.
- ☐ The following points must be observed before opening the bonnet once it has cooled down:
- ☐ Switch on the electronic parking brake and move the selector lever to position P or move the gear lever to the neutral position.
- ☐ Switch off the ignition and remove the vehicle key from the ignition lock.
- ☐ Always keep children away from the engine compartment and never leave the vehicle unattended.
- ☐ The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
- ☐ Turn the cap slowly and very carefully anti-clockwise while exerting gentle downward pressure on the cap.
- ☐ Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- ☐ When refilling, do not spill any service fluids on engine components or on the exhaust system. The spilt service fluids can start a fire. In certain circumstances, the ethylene glycol in the coolant can catch fire.

 **NOTICE**

❗ Refill only with distilled water. All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any other type of water apart from distilled water has been refilled, the fluid in the cooling system should be completely replaced immediately by a qualified workshop.

❗ Do not fill coolant above the top of the marked area ⇒ Fig. 188 . Otherwise the excess coolant will be forced out of the cooling system when the engine is hot and could cause damage.

❗ If a large amount of coolant has been lost, do not refill the coolant until the engine has cooled completely. Heavy coolant loss is an indication of leaks in the cooling system. The cooling system should be checked by a qualified workshop as soon as possible. Failure to do so can result in engine damage.

❗ Do not top up with coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on! Seek expert assistance. Failure to do so can result in engine damage.

❗ When filling service fluids, please make sure that the correct service fluids are filled through the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

#### Brake fluid



Fig. 190 In the engine compartment: cap on the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes and full braking may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce levels of braking power, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times ⇒ ⚠ .

#### Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure optimal operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the brake fluid specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 CLASS 4 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 CLASS 4 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with VW standard 501 14 to ensure sustained proper operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 CLASS 4 or US standard FMVSS 116 DOT 4.

#### Brake fluid level

The brake fluid level must always be between the MIN and MAX marking on the brake fluid reservoir or above the MIN marking ⇒  .

The brake fluid level cannot be checked accurately in all models as engine components may partially conceal the fluid level in the brake fluid reservoir. If the brake fluid level cannot be read exactly, please go to a qualified workshop.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

#### Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

#### Do not drive on! Check the brake fluid level.

If the brake fluid level is too low, inform a qualified workshop. Have the brake system checked.

#### Changing the brake fluid

The brake fluid should be changed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose. Only brake fluid that conforms with the required specification should be used.

#### WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

☐ The brake system and brake fluid level must be checked regularly.

☐ The brake fluid should be changed regularly.

ⓘ Heavy use of the brakes may cause a vapour lock in the case of old brake fluid. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.

ⓘ Please ensure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14.

ⓘ Any other brake fluid or low-quality brake fluid can affect the functioning of the brakes and reduce their effectiveness.

ⓘ If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 4 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.

ⓘ The refilled brake fluid must be new.

### WARNING

Brake fluid is toxic.

ⓘ In order to reduce the risk of poisoning, never use drinks bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.

ⓘ Brake fluid must always be stored in its original sealed container and kept out of the reach of children.

### NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres. Immediately wipe off brake fluid that has leaked or been spilt from all parts of the vehicle.



Brake fluid can pollute the environment. Any service fluids that have escaped or been spilt must be collected and disposed of properly.

## 12-volt vehicle battery



### Introduction

This chapter contains information on the following subjects:

⇒ Checking the electrolyte level of the 12-volt vehicle battery

⇒ Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

⇒ Troubleshooting

The 12-volt vehicle battery is a component of the electrical system and serves to supply power in the vehicle.

Do not work on the electrical system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Serious injuries can be caused by carrying out work incorrectly ⇒ ⚠️. All work should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information for warning and indicator lamps lit up can be found in the troubleshooting at the end of the chapter ⇒ Troubleshooting.

#### Location of the 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

#### Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!      Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!      Fire, sparks, naked lights and smoking are prohibited!

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!

Always keep children away from electrolyte and the 12-volt vehicle battery!      Always observe the owner's manual!



#### WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read and observe the following warnings and safety information before carrying out any kind of work:

- ⓘ Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- ⓘ Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- ⓘ Always wear eye protection and protective gloves.
- ⓘ Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillages.
- ⓘ Do not smoke during the work, and never work near naked flames or sparks.
- ⓘ Avoid generating sparks when handling cables and electrical devices and from electrostatic discharge.
- ⓘ Never short circuit the battery terminals.
- ⓘ Never use a damaged 12-volt vehicle battery. It can explode. Damaged 12-volt vehicle batteries must be replaced as soon as possible.

ⓘ Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Frozen 12-volt vehicle batteries must be renewed immediately.

ⓘ NOTICE

Do not expose the 12-volt vehicle battery to direct daylight for an extended time.

ⓘ The ultraviolet radiation can damage the battery housing.

ⓘ NOTICE

Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

ⓘ The 12-volt vehicle battery can freeze and be destroyed as a result.



When you start the engine after the 12-volt battery has been totally discharged or after jump starting, you may find that system settings (time, date, personal convenience settings and programming) have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

Checking the electrolyte level of the 12-volt vehicle battery

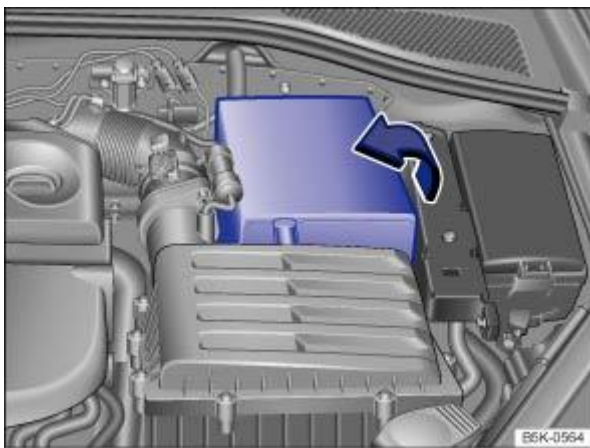


Fig. 191 In the engine compartment: folding open the 12-volt vehicle battery cover.



Fig. 192 Battery window on the top of the 12-volt vehicle battery (illustration).



First read and observe the introductory information and safety warnings ⇒ Introduction

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Vehicles with an auxiliary heater ⇒ Auxiliary heater and ventilation are fitted with special vehicle batteries. The electrolyte level of these 12-volt vehicle batteries cannot be checked for technical reasons. Go to a qualified workshop to have the 12-volt vehicle battery checked.

#### Preparations

☐ Preparing the vehicle for working in the engine compartment ⇒ In the engine compartment .

☐ Open the bonnet ⇒ In the engine compartment .

#### Checking the electrolyte level (12-volt vehicle batteries with battery window)

☐ Ensure that enough light is available for you to clearly see the colour indicator in the round battery window on the top of the 12-volt vehicle battery ⇒ Fig. 192 (arrow). Never use naked flames or glowing objects as a light source.

☐ The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or without colour The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary. Black The electrolyte level of the 12-volt vehicle battery is correct.



#### WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

☐ Always wear eye protection and protective gloves.

⚠ Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillages.

⚠ Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.

⚠ Never open a 12-volt vehicle battery.

⚠ If acid is spilt in your eye or on your skin, rinse immediately for several minutes with cold water. Then consult a doctor immediately.

⚠ If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging ⇒ ⚠ . Volkswagen recommends using a Volkswagen dealership for this purpose.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, find out about the electromagnetic compatibility, size and necessary maintenance, power and safety requirements for the new 12-volt vehicle battery at a Volkswagen dealership before purchase. The ventilation opening of the vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

Always have the 12-volt vehicle battery replaced by a qualified workshop, as the vehicle electronics must be adapted as part of the replacement process. Only qualified workshops have the technology required to carry out this adjustment correctly. Volkswagen recommends that the 12-volt vehicle battery is replaced by a Volkswagen dealership.

Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

⚠ Switch off all electrical consumers and the ignition.

⚠ Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.

⚠ First disconnect the negative cable and then the positive cable ⇒ ⚠ .

## Connecting the 12-volt vehicle battery

❑ Switch off all electrical consumers and the ignition before reconnecting the 12-volt vehicle battery.

❑ First reconnect the positive cable and then the negative cable ⇒ ⚠ .

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out when you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps remain lit up, the vehicle should be checked by a qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not be able to calculate or correctly display the time when the next service is due ⇒ Instrument cluster . Observe the maximum permissible service intervals ⇒ Service .

## Automatic switch-off for electrical consumers

The intelligent vehicle electrical system management function automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

❑ The idling speed is increased so that the alternator provides more power.

❑ The power of large electrical consumers may be reduced or they may be switched off completely.

❑ The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

The vehicle electrics management system cannot always prevent the 12-volt vehicle battery from being discharged, for example if the ignition is left on over a long period with the engine off or the side lights or parking lights are left on over a long period of time.

## 12-volt vehicle battery is discharged

❑ Due to long standing periods without running the engine, especially if the ignition is switched on.

❑ Due to use of electrical consumers when the engine is switched off.

❑ When the auxiliary heater is being used ⇒ Auxiliary heater and ventilation .

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## WARNING

Incorrectly mounting the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

❑ Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

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## WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- ❓ 12-volt vehicle batteries should be charged only in well-ventilated spaces.
- ❓ Never charge a frozen or thawed 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- ❓ The 12-volt vehicle battery must be replaced if it has ever been frozen.
- ❓ Incorrectly connected cables can cause a short circuit. First connect the positive cable and then the negative cable.

## NOTICE

- ❓ Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components and electrical malfunctions can occur.
- ❓ Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket or to the cigarette lighter in order to charge the 12-volt vehicle battery. The electrical system of the vehicle could otherwise be damaged.



12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the regulations.



Electrolyte can pollute the environment. Collect any service fluids that escape or are spilt and dispose of them properly.

## Troubleshooting



First read and observe the introductory information and safety warnings ⇒  Introduction



Vehicle battery (12-volt)

The indicator lamp lights up red.

Fault in the alternator. The 12-volt vehicle battery will not be charged by the alternator while the vehicle is in motion.

Switch off any electrical consumers that are not required. Inform a qualified workshop. Have the electrical system checked.

The start/stop system cannot start the engine ⇒ Start/stop system .



and  vehicle battery (12-volt)

The central warning lamp lights up red and the text message 12 V battery not charging. Stop vehicle. is displayed.

Fault in the alternator. The 12-volt vehicle battery will not be charged by the alternator while the vehicle is in motion.

Switch off any electrical consumers that are not required. Inform a qualified workshop. Have the electrical system checked.

The start/stop system cannot start the engine ⇒ Start/stop system .

 and  vehicle battery (12-volt)

The central warning lamp lights up yellow and the text message 12 V battery low. Charge by driving. is displayed.

The charge level of the vehicle battery is insufficient.

Recharge the 12-volt vehicle battery by driving the vehicle for an extended time.

The start/stop system cannot start the engine ⇒ Start/stop system .

 and  vehicle battery (12-volt)

The central warning lamp lights up red and the text message Replace 12 V battery. Workshop. is displayed.

The vehicle battery condition is not ok.

Seek expert assistance and have the battery checked and replaced if necessary.

The start/stop system cannot start the engine ⇒ Start/stop system .

Wheels and tyres

Tyre monitoring system

 Introduction

This chapter contains information on the following subjects:

⇒ Tyre Pressure Loss Indicator

⇒ Troubleshooting for Tyre Pressure Loss Indicator

The tyre monitoring system warns the driver when the tyre pressures are too low.

The tyre monitoring system monitors various parameters (for example, rolling circumference) of all wheels using ABS sensors (indirect measurement).

 **WARNING**

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- ☐ Check tyre pressures regularly and always maintain the specified tyre pressure value ⇒ Tyre pressure . If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- ☐ Always maintain the correct cold tyre pressure as specified on the sticker ⇒ Tyre pressure .
- ☐ Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle ⇒ Tyre pressure .
- ☐ Check your tyres regularly for signs of wear or damage.
- ☐ Never exceed the top speed and load permitted for the fitted tyres.



If the tyre pressure is too low, this will increase fuel consumption and tyre wear.



When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.



Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.



Do not rely solely on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to compare the speed of rotation and the rolling circumference of the individual wheels.

The rolling circumference can change:

- ☐ If the tyre pressure has been changed.
- ☐ If the tyre pressure is too low.
- ☐ If the tyre has structural damage.
- ☐ If the vehicle is loaded more heavily on one side.
- ☐ If snow chains have been fitted.

❑ If a temporary spare wheel has been fitted.

❑ If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator  may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

#### Synchronising the Tyre Pressure Loss Indicator

❑ Switch on the ignition.

❑ Press the **MENU** button or function button, depending on version ⇒ Vehicle settings menu .

❑ Open the Vehicle menu in the Infotainment system.

❑ Depending on version, touch function button Settings.

❑ Touch the Tyres function button.

❑ Touch the SET function button.

❑ When all four tyre pressures correspond to the required values, touch the Confirm function button.

After an extended driving time with driving at different speeds, the system will automatically learn the new values and monitor them.

❑ If the tyre pressures have been changed.

❑ If one or more wheels have been changed.

❑ If the wheels have been swapped round, e.g. from front to rear.



The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS  
⇒ Troubleshooting .



After a warning about the tyre pressure being too low, switch the ignition off and then back on again. The Tyre Pressure Loss Indicator can be re-synchronised only after this has been done.

#### Troubleshooting for Tyre Pressure Loss Indicator



First read and observe the introductory information and safety warnings⇒  Introduction



❑  Do not drive on!

❑ Check and adjust all tyre pressures ⇒ Tyre pressure .

❑ Damaged tyres should be replaced.

⌘ Re-synchronise the Tyre Pressure Loss Indicator ⇒ Tyre Pressure Loss Indicator .

⌘ If the problem persists, seek expert assistance.

 flashes for 65 seconds and then remains lit continuously

⌘  Do not drive on!

⌘ Switch the ignition off and then back on again.

⌘ Re-synchronise the Tyre Pressure Loss Indicator ⇒ Tyre Pressure Loss Indicator .

⌘ If the problem persists, seek expert assistance.

## WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

⌘ If the indicator lamp  lights up, stop the vehicle as soon as possible and check all the tyres  
⇒ Useful information about wheels and tyres .

⌘ Differing tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.

⌘ Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.

⌘ The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker ⇒ Tyre pressure .

⌘ The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.

⌘ The pressure in all tyres must always be appropriate to the vehicle load ⇒ Tyre pressure .

⌘ Always inflate all tyres to the correct tyre pressure before every journey ⇒ Tyre pressure .

⌘ If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.

⌘ High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.

⌘ If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

⌘ If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest qualified workshop and check and correct the tyre pressure ⇒ Useful information about wheels and tyres .



Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for 65 seconds and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Useful information about wheels and tyres



## Introduction

This chapter contains information on the following subjects:

- ⇒ Handling wheels and tyres
- ⇒ Wheel rims and wheel bolts
- ⇒ Tyre pressure
- ⇒ Tread depth and wear indicators
- ⇒ Tyre damage
- ⇒ Spare wheel or temporary spare wheel
- ⇒ Tyre lettering and tyre type
- ⇒ Maximum load and speed range for tyres
- ⇒ Winter tyres
- ⇒ Snow chains

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre contact surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.



## WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full vehicle control and braking efficiency.

❗ Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.

❗ All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.

❗ New tyres must be run in as they initially have reduced grip and braking efficiency. Drive particularly carefully for the first 600 km in order to prevent accidents and serious injury.

❗ Check tyre pressures regularly when the tyres are cold, and always keep to the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.

- ⓘ Never drive with worn tyres or tyres that are damaged (cuts, cracks or blisters). Driving with tyres in this condition can result in blown tyres, accidents and serious injuries. Worn or damaged tyres must be replaced as soon as possible.
- ⓘ Never exceed the top speed and load permitted for the fitted tyres.
- ⓘ The effectiveness of the driver assist systems and brake support systems also depends on the tyre grip.
- ⓘ If you notice unusual vibrations or if the vehicle pulls to one side when driving, stop the car immediately and check the wheels and tyres for damage.
- ⓘ In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on wheel rims with bolted-on rim rings.
- ⓘ Do not use wheels or tyres if you do not know their history. Used wheels and tyres could be damaged, even if the damage is not visible.
- ⓘ Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

### ⚠ WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control over the vehicle, causing accidents and serious injuries.

- ⓘ Never drive if wheel bolts are missing or loose.
- ⓘ Always use wheel bolts that match the wheel rims and the vehicle type.
- ⓘ Always tighten the wheel bolts with the correct tightening torque. If no torque wrench is available, tighten the wheel bolts with the wheel wrench and have the torque checked without delay by the nearest qualified workshop.

### Handling wheels and tyres

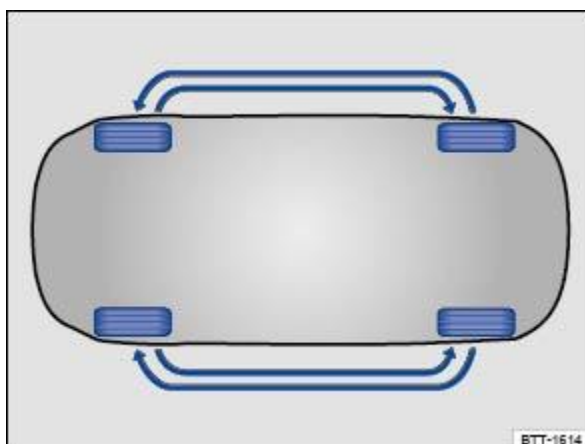


Fig. 193 Illustration: diagram showing how to swap wheels



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

The tyres and wheel rims approved by Volkswagen have been carefully selected.

### Rotating wheels

Regularly rotating the wheels as shown in the illustration ⇒ Fig. 193 is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having the wheels changed by a qualified workshop.

### Avoiding damage to the wheel rims and tyres

- ☐ Always drive over kerbs slowly and at a right angle.
- ☐ Check the tyre pressure on a regular basis.
- ☐ Never exceed the top speed and load permitted for the tyres that are fitted ⇒ Tyre lettering and tyre type .
- ☐ Damaged or worn tyres must be replaced immediately ⇒ Tyre damage .
- ☐ Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid ⇒ ⚠ .
- ☐ Replace missing dust caps on the valves immediately.

### Tyres that are older than 6 years

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are older than 6 years with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation ⇒ ⚠ .

Winter and all-year tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined using the manufacturing date ⇒ Tyre lettering and tyre type .

### Storing tyres

- ☐ Always store tyres in a cool, dry and preferably dark place. Do not store tyres mounted on the wheel rim vertically.
- ☐ Any tyres not fitted on wheel rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

### New tyres

- ☐ Drive particularly carefully for the first 600 km with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip ⇒ ⚠ and braking efficiency ⇒ ⚠ .
- ☐ All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

## Replacing tyres

- ⓘ Always replace tyres at least on an axle-by-axle basis ⇒ ⚠ .
- ⓘ Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.
- ⓘ Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

## Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear ⇒ Tyre monitoring system .

### WARNING

Aggressive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- ⓘ Always keep chemicals, oils, lubricants, fuel, brake fluids and other aggressive substances away from the tyres.

### WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- ⓘ Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

### WARNING

New tyres must be run in as they initially have reduced grip and braking efficiency.

- ⓘ Drive particularly carefully for the first 600 km in order to prevent accidents and serious injury.

### WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- ⓘ The actual tyre size must not exceed the tyre dimensions of tyre makes approved by Volkswagen and must not rub on any vehicle body parts.

## NOTICE

Avoid heavy impacts and drive round obstacles whenever possible. Tyres can be deformed by potholes and kerb edges especially. This can cause damage to the tyres and wheel rims.



Old tyres should be disposed of as required by legislation.



Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. This certificate must be stored in a safe place in the vehicle.

Wheel rims and wheel bolts



First read and observe the introductory information and safety warnings ⇒  Introduction

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench.

Wheel bolts

The correct wheel bolts must be used for each vehicle type; these bolts must always be tightened with the correct tightening torque ⇒ Wheel bolts .

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose ⇒  .

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may appear on the wheel rim:

-  Seal of conformity
-  Rim size
-  Name of manufacturer or brand name
-  Date manufactured (month/year)
-  Country of origin

❑ Production number

❑ Raw materials batch number

❑ Product code

### ⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injuries.

❑ Use only wheel rims that have been approved for the vehicle.

❑ Replace wheel rims in the event of damage.

### ⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injuries.

❑ Never loosen the bolted connections on wheel rims with bolted-on rings.

❑ All work on rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### Tyre pressure

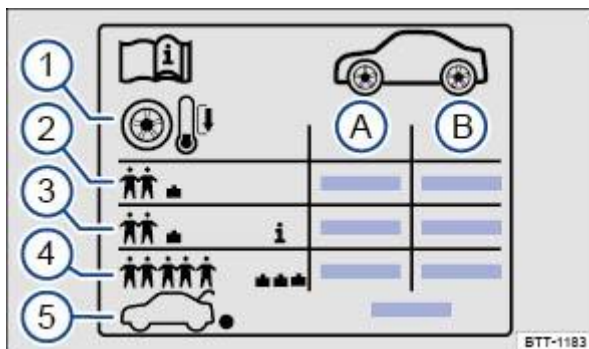


Fig. 194 Symbols on the tyre pressure sticker.



Fig. 195 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the tank flap).



First read and observe the introductory information and safety warnings ⇒  Introduction

Information on the sticker ⇒ Fig. 194 :

- ② **A** Tyre pressure for the tyres on the front axle.
- ② **B** Tyre pressure for the tyres on the rear axle.
- ② **1** Note: check the tyre pressure when the tyres are cold.
- ② **2** Tyre pressure for partial load.
- ② **3** Vehicle-dependent: comfort tyre pressure for partial load.
- ② **4** Tyre pressure for full load.
- ② **5** Tyre pressure level for the spare or temporary spare wheel.

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar ⇒ Fig. 195 or inside the tank flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle handling and leads to high levels of wear or even a burst tyre ⇒  . The correct tyre pressure is particularly important at high speeds.

#### Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure ⇒ Fig. 194 **3** . The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

#### Checking the tyre pressure

- ② Check the tyre pressure at least once a month.
- ② Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.
- ② Always adjust the tyre pressure to the load level ⇒ Fig. 194 **4** .
- ② After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.
- ② Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre.



**WARNING**

Incorrect tyre pressure may cause the tyre to suddenly lose air or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

❑ If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.

❑ Fast speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and ripping of the tread surface and thus to a loss of control of the vehicle.

❑ If the tyre pressure is incorrect, the tyres will wear prematurely and the car will not handle well.

❑ Check tyre pressures regularly, but at least once a month, and also before every long journey.

❑ All tyres must have the correct tyre pressure to suit the vehicle load.

❑ Never reduce excess pressure when the tyres are warm.

### ! NOTICE

❑ When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.

❑ Always make sure the valve caps are completely screwed on while driving.



Underinflated tyres will result in increased fuel consumption.

Tread depth and wear indicators

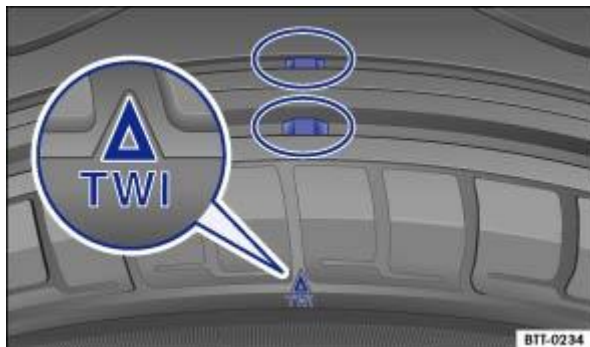


Fig. 196 Tyre tread: wear indicators.



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

Tread depth

In most countries, the minimum tread depth required by law is 1.6 mm (measured in the tread grooves next to the tread wear indicators); observe any differing country-specific regulations. The tyres should have the same tread depth, at the minimum on each axle ⇒ ⚠ .

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

## Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread is worn down to the tread wear indicator.

The bottom of the tyre tread has 1.6 mm high tread wear indicators ⇒ Fig. 196 . Markings on the tyre sidewall indicate the position of the wear indicators ⇒ Fig. 196 .



Worn tyres are a safety risk and can lead to a loss of control over the vehicle and cause serious injuries.

☐ Tyres must be replaced by new tyres at the latest when the tread is worn down to the tread wear indicators.

☐ Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to float along the road surface (aquaplaning).

☐ Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

## Tyre damage



First read and observe the introductory information and safety warnings ⇒  Introduction

Damage to tyres and wheel rims is often hidden ⇒  .

☐ If you suspect that a wheel is damaged, stop the vehicle as soon as it is safe to do so.

☐ Check the tyres and wheel rims for damage.

☐ Do not drive on if a tyre is damaged. Replace the damaged wheel ⇒ Changing a wheel or seal the tyre with the breakdown set and inflate it ⇒ Breakdown set . Seek expert assistance if necessary.

☐ If there is no visible damage, drive slowly and carefully to the next qualified workshop in order to have the vehicle checked.

## Foreign bodies in the tyre

☐ Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.

☐ Replace the damaged wheel ⇒ Changing a wheel or seal the tyre with the breakdown set and inflate it ⇒ Breakdown set . Seek expert assistance for this if necessary.

☐ Check and adjust the tyre pressure.

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

## Tyre wear

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case, the wheels should be balanced again.

Incorrect wheel alignment impairs driving safety and increases tyre wear. The running gear should be checked by a qualified workshop if tyres show excessive wear.

### WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- ☐ Reduce speed immediately and park the vehicle without obstructing traffic.
- ☐ Check the tyres and wheel rims for damage.
- ☐ Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- ☐ If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Spare wheel or temporary spare wheel

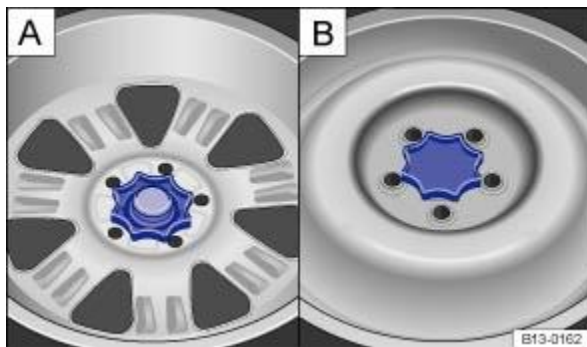


Fig. 197 In luggage compartment: : handwheel for securing spare wheel, : handwheel for securing temporary spare wheel.



First read and observe the introductory information and safety warnings ⇒  Introduction

Removing the spare wheel/collapsible spare wheel/temporary spare wheel

- ☐ Open the boot lid.
- ☐ Fold up or remove the luggage compartment floor ⇒ Luggage compartment floor .
- ☐ If necessary, lift up the floor covering and remove.
- ☐ Remove the vehicle toolkit with the container.
- ☐ Fully unscrew the handwheel in middle of the spare wheel ⇒ Fig. 197 in an anti-clockwise direction.
- ☐ Remove the spare wheel/collapsible spare wheel/temporary spare wheel.

Stowing the replaced wheel

- 🔍 Open the boot lid.
- 🔍 Fold up or remove the luggage compartment floor ⇒ Luggage compartment floor .
- 🔍 If necessary, lift up the floor covering and remove.
- 🔍 Place the removed wheel into the spare wheel well with the rim facing downwards so that the centre hole in the rim is positioned exactly above the hole or threaded pin.
- 🔍 Screw the handwheel clockwise onto the threaded pin until the replaced wheel is firmly secured.
- 🔍 Return the vehicle tools to the container and stow the container in the luggage compartment.
- 🔍 Place the floor covering in the luggage compartment if necessary.
- 🔍 Replace the luggage compartment floor ⇒ Luggage compartment floor .
- 🔍 Close the boot lid.

If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time ⇒ ⚠️ .

Observe these driving notes:

- 🔍 Do not drive faster than 80 km/h (50 mph).
- 🔍 Avoid full acceleration, hard braking and fast cornering.
- 🔍 Do not use snow chains on the temporary spare wheel ⇒ Snow chains .
- 🔍 The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel ⇒ Tyre pressure .

## ⚠️ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other accidents and cause serious injuries.

- 🔍 Never use a spare wheel or temporary spare wheel if it is damaged or worn down to the tread wear indicators.
- 🔍 Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text 80 km/h or 50 mph. This is the maximum speed at which you are permitted to drive with this tyre. The sticker must not be covered during use of the wheel.
- 🔍 Never drive faster than 80 km/h (50 mph). Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- 🔍 Never drive further than 200 km with a temporary spare wheel if it is fitted to the drive axle.

- ❑ The temporary spare wheel should be exchanged for a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- ❑ The temporary spare wheel must always be secured with the factory-supplied wheel bolts.
- ❑ Never drive using more than one spare wheel that differs from the normal tyres.
- ❑ After fitting the temporary spare wheel, the tyre pressure must be checked as soon as possible  
⇒ Tyre pressure .
- ❑ Snow chains must not be used on the temporary spare wheel.
- ❑ Do not fit a temporary spare wheel to the rear axle when towing a trailer ⇒ .

#### Tyre lettering and tyre type

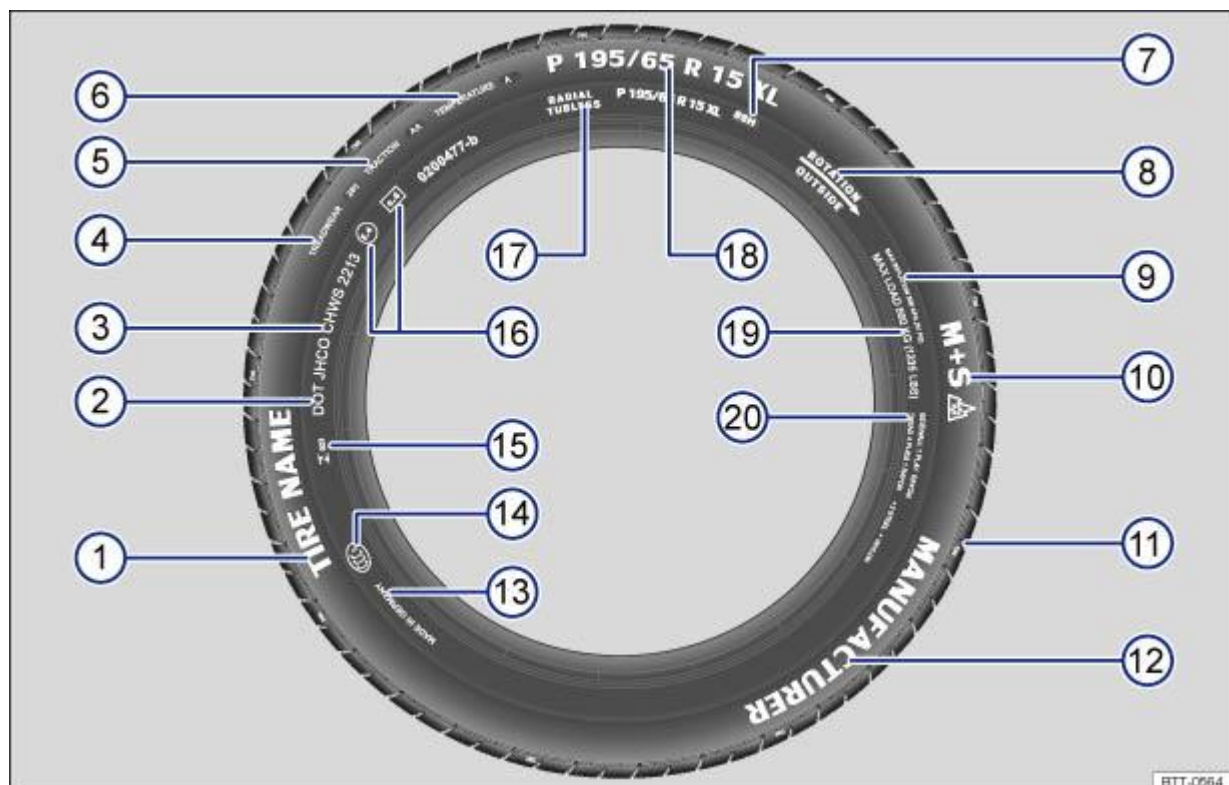


Fig. 198 International tyre lettering.



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

| ⇒ Fig. 198 | Tyre lettering (example) | Meaning                                                                                                                       |
|------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| ①          | Product name             | Individual tyre designation of the manufacturer.                                                                              |
| ②          | DOT                      | The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards. |
| ③          | JHCO CHWS 2213           | Tyre identification number ( <b>TIN</b> <sub>a</sub> ) – may be only on the inner side of the wheel) and date of              |

| ⇒ Fig. 198                                                                                                                                  | Tyre lettering<br>(example) | Meaning                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
|                                                                                                                                             |                             | manufacture:                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                         |
|                                                                                                                                             |                             | JHCO<br>CHWS                                                                                                                                                                                                                                                                                                                                                                                       | Identifier of producing plant and specifications of the tyre manufacturer for size and characteristics. |
|                                                                                                                                             |                             | 2213                                                                                                                                                                                                                                                                                                                                                                                               | Manufacturing date: 22nd week in 2013.                                                                  |
| Information for the end user concerning comparative values for specified basic tyres (standardised test procedure) ⇒ Customer information : |                             |                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                         |
| ④                                                                                                                                           | TREADWEAR 280               | Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification 280 wear 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can deviate significantly from standard values due to driving style, maintenance, road surface and climatic conditions. |                                                                                                         |
| ⑤                                                                                                                                           | TRACTION AA                 | Wet braking response of the tyre (AA, A, B or C). The wet braking response is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration, lateral stability, aquaplaning or traction under maximum load.                            |                                                                                                         |
| ⑥                                                                                                                                           | TEMPERATURE A               | Temperature stability of the tyre at higher test bench speeds (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.               |                                                                                                         |
| ⑦                                                                                                                                           | 88 H                        | Load index ⇒ Tyre load and speed index ⇒ Speed index .                                                                                                                                                                                                                                                                                                                                             |                                                                                                         |
| ⑧                                                                                                                                           | Rotation and arrow          | Denotes direction of rotation of the tyres ⇒ Tyres                                                                                                                                                                                                                                                                                                                                                 |                                                                                                         |

| ⇒ Fig. 198 | Tyre lettering<br>(example)                                                                     | Meaning                                                                                                                                                                                                                                                                                                                           |                                                |
|------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
|            |                                                                                                 | with directional tread pattern .                                                                                                                                                                                                                                                                                                  |                                                |
|            | OR: Outside                                                                                     | Denotes outside of tyres ⇒ Asymmetrical tyres .                                                                                                                                                                                                                                                                                   |                                                |
| ⑨          | MAX INFLATION<br>350 KPA<br>(51 psi/3.51 bar)                                                   | US limitation for the maximum air pressure.                                                                                                                                                                                                                                                                                       |                                                |
| ⑩          | M+S or M/S or  | Denotes winter tyres (mud and snow tyres)<br>⇒ Winter tyres . Studded tyres are labelled with<br>an E after the S.                                                                                                                                                                                                                |                                                |
| ⑪          | TWI                                                                                             | Indicates the position of the tread wear indicator<br>⇒ Tread depth and wear indicators .                                                                                                                                                                                                                                         |                                                |
| ⑫          | Brand name, logo                                                                                | Manufacturer.                                                                                                                                                                                                                                                                                                                     |                                                |
| ⑬          | Made in Germany                                                                                 | Country of manufacture.                                                                                                                                                                                                                                                                                                           |                                                |
| ⑭          |              | Country-specific identification for China (China<br>Compulsory Certification).                                                                                                                                                                                                                                                    |                                                |
| ⑮          |  023         | Country-specific identification for Brazil.                                                                                                                                                                                                                                                                                       |                                                |
| ⑯          | E4 e4 0200477-b                                                                                 | Identification in accordance with international<br>regulations with the code number of the country<br>that granted approval. Approved tyres which<br>comply with ECE regulations are denoted with E,<br>tyres which comply with EC regulations are<br>denoted with e. This is followed by the multiple-<br>digit approval number. |                                                |
| ⑰          | RADIAL TUBELESS                                                                                 | Tubeless radial tyre.                                                                                                                                                                                                                                                                                                             |                                                |
| ⑱          | P 195 / 65 R 15 XL                                                                              | Size designation:                                                                                                                                                                                                                                                                                                                 |                                                |
|            |                                                                                                 | P                                                                                                                                                                                                                                                                                                                                 | Identification for passenger vehicle.          |
|            |                                                                                                 | 195                                                                                                                                                                                                                                                                                                                               | Tyre width from sidewall to sidewall in<br>mm. |
|            |                                                                                                 | 65                                                                                                                                                                                                                                                                                                                                | Aspect ratio in %.                             |
|            |                                                                                                 | R                                                                                                                                                                                                                                                                                                                                 | Belt type code for radial.                     |

| ⇒ Fig. 198 | Tyre lettering<br>(example)    | Meaning                                                                                                                         |                               |
|------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
|            |                                | 15                                                                                                                              | Rim diameter in inches.       |
|            |                                | XL                                                                                                                              | Heavy-duty tyre (Extra Load). |
| ①9         | MAX LOAD 615 KG<br>(1235 LBS)  | US load specification for the maximum load per wheel.                                                                           |                               |
| ②0         | SIDEWALL 1 PLY<br>RAYON        | Information about the tyre carcass components:                                                                                  |                               |
|            |                                | 1 ply of rayon (artificial silk).                                                                                               |                               |
|            | TREAD 4 PLIES                  | Information about the tread components:                                                                                         |                               |
|            | 1 RAYON + 2 STEEL<br>+ 1 NYLON | In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply. |                               |

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any additional numbers and letters are internal codes used by the tyre manufacturer or country-specific identifiers.

#### Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations ⇒ . Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on poor road surfaces and tracks.

#### Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread pattern. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyre must be replaced as quickly as possible or be fitted with the tread in the correct direction.

#### Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Make sure that you observe the correct tyre positioning on the wheel rim.

#### Tyre load

The load index indicates how many kilograms can be loaded onto an individual tyre (tyre load).

Examples:

78425 kg81462 kg83487 kg85515 kg87545 kg88560 kg91615 kg92630 kg93650 kg95690 kg97730  
kg99775 kg100800 kg101825 kg102850 kg103875 kg104900 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyres.

Pmax. 150 km/h (93 mph) Qmax. 160 km/h (99 mph) Rmax. 170 km/h (106 mph) Smax. 180 km/h  
(112 mph) Tmax. 190 km/h (118 mph) Umax. 200 km/h (125 mph) Hmax. 210 km/h  
(130 mph) Vmax. 240 km/h (149 mph) Wmax. 270 km/h (168 mph) Ymax. 300 km/h  
(186 mph) Zover 240 km/h (149 mph)

Some tyre manufacturers use the code ZR for tyres with a maximum permitted speed of over 240 km/h (149 mph).

a) The TIN is the tyre serial number.

Maximum load and speed range for tyres



First read and observe the introductory information and safety warnings ⇒ Introduction

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter, load rating and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC certificate of conformity for this particular vehicle. The type plate can be seen on the lower part of the door pillar when the driver door is open ⇒ Technical data .

☐ If the type plate has a row marked Permit, this means that the vehicle has an EC certificate of conformity.

☐ If there is no type plate, or if there is no row marked Permit, the vehicle does not have an EC certificate of conformity.

Winter tyres



First read and observe the introductory information and safety warnings ⇒ Introduction

Winter or all-year tyres improve the handling and braking response in winter conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter conditions.

Winter tyres and all-year tyres lose a large degree of their effectiveness for winter conditions when the tread is worn down to a depth of 4 mm.

The following applies when using winter tyres:

☐ Observe any country-specific legal requirements.

☐ Use winter tyres on all four wheels at the same time.

☐ Use only in winter road conditions.

- ❑ Use only the tyre sizes that have been approved for the vehicle.
- ❑ Use only winter tyres with same belt type, size and same tread pattern.
- ❑ Observe the maximum speed permitted by the speed index ⇒ ⚠.

#### Speed limitation

Winter tyres have a speed limit depending on the speed index ⇒ Tyre lettering and tyre type .

Speed warning settings can be made and adjusted in the Infotainment system using the **MENU** button and the  and Tyres function buttons.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. In this case, always ask a Volkswagen dealership about the maximum permitted speed and required tyre pressure.

#### All-wheel drive (4MOTION)

Thanks to its all-wheel drive, the vehicle has good traction in winter conditions, even with the standard tyres. Nevertheless, Volkswagen still recommends that winter tyres or all-year tyres should be fitted on all four wheels in winter, above all because this will give improved braking efficiency.

Observe information on snow chains⇒ Snow chains .

#### WARNING

The improved driving characteristics afforded by the winter tyres in winter conditions should not encourage you to take any risks.

- ❑ Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- ❑ Never exceed the maximum speed and load permitted for the winter tyres that are fitted.



The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.



In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after wheels are changed ⇒ Tyre monitoring system .



Volkswagen dealerships can provide details on permissible winter tyre sizes.

#### Snow chains



First read and observe the introductory information and safety warnings⇒ ⚠ Introduction

❓ Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before mounting the wheel on the car.

 **WARNING**

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- ❑ Always use the correct snow chains.
- ❑ Follow the fitting instructions provided by the snow chain manufacturer.
- ❑ Never exceed the maximum speed permitted for the snow chains that are fitted.

 **NOTICE**

- ❑ Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- ❑ Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.



In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised after snow chains are fitted ⇒ Tyre monitoring system .

Hubcaps

Centre wheel trim



Fig. 199 Removing the centre wheel trim by pulling.



Fig. 200 Removing the centre wheel trim by turning.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

Vehicles with centre wheel trims that can be removed by pulling

❑ To remove: take the wire hook from the vehicle toolkit ⇒ Vehicle toolkit and insert it into a hole (alloy wheel) or fit it on the edge (steel wheel) of the trim ⇒ Fig. 199 .

❑ Remove the cover in the direction of the arrow.

❑ To fit: press the centre wheel trim against the rim until you feel it engage.

Vehicles with centre wheel trims that can be removed by turning

❑ To remove: turn the centre wheel trim clockwise or anti-clockwise until it is released from the rim ⇒ Fig. 200 .

❑ Reach behind one of the ribs and remove the centre wheel trim.

❑ To fit: place the centre wheel trim centrally on the rim.

❑ Press the centre wheel trim against the rim until you feel it engage.



#### WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

❑ Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

❑ Do not use damaged hubcaps.

❑ Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

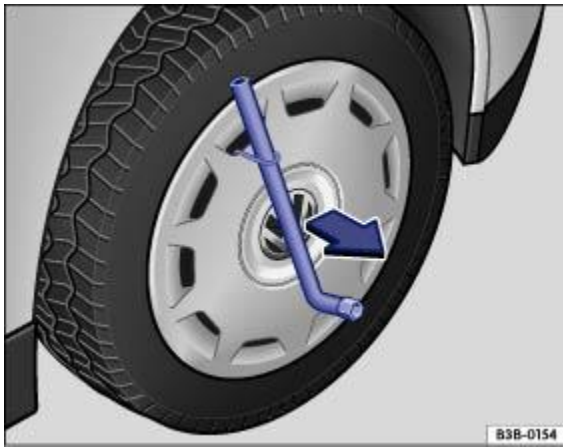


Fig. 201 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

#### Removing wheel covers

- ② Take the box spanner and wire hook from the vehicle toolkit ⇒ Vehicle toolkit .
- ② Insert the wire hook into one of the holes in the wheel cover.
- ② Push the box spanner through the wire hook ⇒ Fig. 201 and remove the wheel cover in the direction of the arrow.

#### Fitting wheel covers

- ② Check the correct position of the anti-theft wheel bolt ⇒ Wheel bolts .
- ② Press the wheel cover onto the rim so that the valve hole is located over the tyre valve ⇒ Fig. 204① . Please ensure the cover engages securely all the way round.

The wheel cover must engage securely in position around the entire circumference.

#### WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

- ② Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.
- ② Do not use damaged hubcaps.
- ② Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

#### Wheel bolt caps



Fig. 202 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be placed fully back in position after changing the wheel.

#### Removing and fitting the caps

- ☐ To remove: take the wire hook from the vehicle toolkit ⇒ Vehicle toolkit .
- ☐ Insert the hook through the opening in the cap ⇒ Fig. 202 and pull off in the direction of the arrow.
- ☐ To fit: press the caps on the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto conventional wheel bolts.

#### Changing a wheel



#### Introduction

This chapter contains information on the followingsubjects:

- ⇒ Preparations for changing a wheel
- ⇒ Wheel bolts
- ⇒ Lifting the vehicle with the jack
- ⇒ Changing a wheel
- ⇒ After changing a wheel

Some models are delivered from the factory without a jack or box spanner. In this case, the wheel should be changed by a qualified workshop.

The vehicle jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, seek expert assistance.

.



**WARNING**

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please observe the following steps in order to reduce the risk of serious injuries:

- ❑ Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to carry out the wheel change.
- ❑ All passengers and children in particular must be at a safe distance and away from your area of work during the wheel change.
- ❑ Switch on the hazard warning lights to warn other road users.
- ❑ Check that the surface the vehicle is parked on is level and firm. If necessary, use a large, sturdy board or similar support for the vehicle jack.
- ❑ Only change the wheel yourself when you feel confident with carrying out the procedure. If not, seek expert assistance.
- ❑ Always use suitable and undamaged tools to change the wheel.
- ❑ Always switch off the engine, switch on the electronic parking brake and move the selector lever to the position P or select a gear on a manual gearbox in order to reduce the risk of unintended vehicle movement.
- ❑ The wheel bolt tightening torque should be checked with a perfectly functioning torque wrench immediately after changing a wheel.
- ❑ In the case of vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised immediately after a wheel change⇒ Tyre Pressure Loss Indicator .

Preparations for changing a wheel



First read and observe the introductory information and safety warnings⇒ ⚠️ Introduction

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel ⇒ ⚠️ :



If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.



Switch on the electronic parking brake Parking and manoeuvring.



DSG® dual clutch gearbox: move the selector lever to position P DSG® dual clutch gearbox.



Switch off the engine and remove the key from the ignition.



Manual gearbox: select a gear.



Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.



Switch on the hazard warning lights and set up the warning triangle In an emergency. Observe any legal requirements.



Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.



When towing a trailer: unhitch the trailer from the vehicle and park it properly .



Remove any items of luggage from the luggage compartment.



Remove the spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.



Remove the hubcaps Hubcaps.



#### WARNING

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

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

Wheel bolts



Fig. 203 Changing a wheel: loosening the wheel bolts.

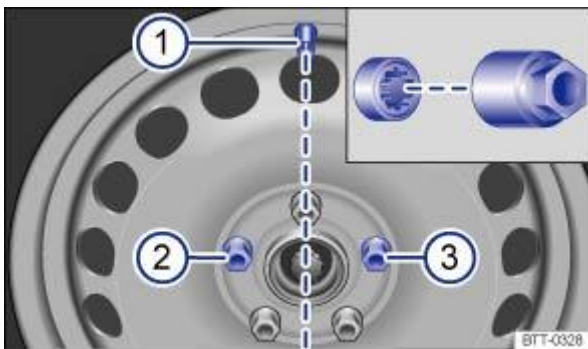


Fig. 204 Changing a wheel: tyre valve ① and locations of the anti-theft wheel bolt ② or ③.



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

Use a suitable box spanner to loosen the wheel bolts.

Slacken the wheel bolts only by approximately one turn before raising the vehicle with the vehicle jack.

If a wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the car for support and take care not to slip.

#### Loosening the wheel bolts

🔧 Fit the box spanner over the wheel bolt as far as it will go ⇒ Fig. 203 .

🔧 Hold the end of the box spanner and turn the wheel bolt one turn anti-clockwise ⇒ ⚠ .

#### Loosening the anti-theft wheel bolt

🔧 Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.

🔧 Insert the adapter into the anti-theft wheel bolt as far as it will go.

🔧 Push the box spanner onto the adapter as far as it will go.

🔧 Hold the end of the box spanner and turn the wheel bolt one turn anti-clockwise ⇒ ⚠ .

#### Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed into position  
⇒ Fig. 204 ② or ③ according to the position of the tyre valve ①. The wheel cover can otherwise not be fitted.

#### Tightening torque of wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheels:

☐ 140 Nm

If the wheel bolts are corroded and difficult to turn, they must be replaced before the tightening torque is checked and the wheel hub threads cleaned.

Never grease or oil the wheel bolts or the threads of the wheel hub.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

#### WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

☐ The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.

☐ Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.

☐ Slacken the wheel bolts only by approximately one turn before raising the vehicle with the vehicle jack.

☐ Never grease or oil the wheel bolts or the threads of the wheel hub. This could cause them to loosen while the vehicle is in motion, even if they have been tightened with the specified tightening torque.

☐ Never loosen the bolted connections on wheel rims with bolted-on rings.

☐ If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Check the tightening torque regularly using a torque wrench.

#### WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

☐ Use only wheel bolts that belong to the respective wheel rim.

☐ Never use different wheel bolts.

❓ On vehicles with two-piece wheel bolts: use only two-piece wheel bolts.

Lifting the vehicle with the jack



Fig. 205 Jacking points.

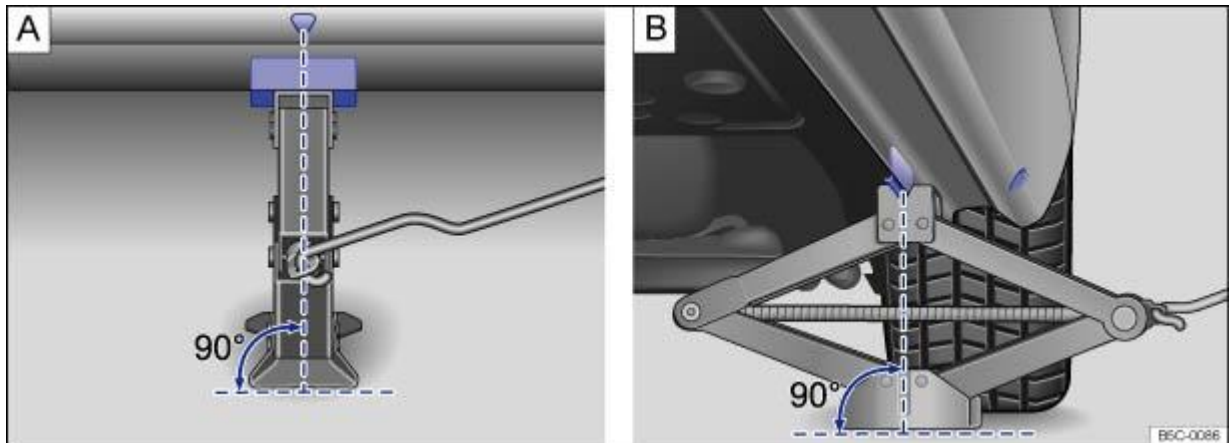


Fig. 206 Jack fitted at the rear on the left-side of the vehicle.



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body ⇒ Fig. 205 . Always use the jacking point closest to the wheel you are working on ⇒ ⚠ .

Checklist

For your own safety, carry out the following points in the specified order ⇒ ⚠ :

❓ ✓

Choose a firm and level surface suitable for lifting the vehicle.

❓ ✓

Switch off the engine. Select a gear on vehicles with a manual gearbox or move the selector lever to position P on vehicles with DSG® dual clutch gearbox DSG® dual clutch gearbox and switch on the electronic parking brake Parking and manoeuvring.

❓ ✓

Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.

❓ ✓

When towing a trailer : unhitch the trailer from the vehicle and park it properly.



Loosen the wheel bolts Wheel bolts.



Find the jacking point under the vehicle which is closest to the wheel that is being changed.



Insert the crank into the opening on the jack (depends on the vehicle equipment).



Crank up the jack until it just fits under the jacking point of the vehicle.



Ensure that the entire surface of the foot of the jack is resting securely on the floor, and that the foot of the jack is positioned fully underneath the point of application and .



Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle .



Crank the jack further until the wheel is just clear of the ground.



#### WARNING

Incorrect use of the vehicle jack could cause the vehicle to slip off the jack. This could lead to severe injuries. Observe the following points in order to reduce the risk of injuries:

❑ Use only vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.

❑ The ground must be flat and firm. Soft ground or surfaces at an incline under the jack may cause the vehicle to slip off the jack. If necessary, use a large, sturdy board or similar support for the vehicle jack.

❑ On a slippery surface, e.g. tiles, use a rubber mat or similar to prevent the jack from slipping.

❑ Fit the jack only at the points described. The vehicle jack claw must grip the vertical rib under the side member securely ⇒ Fig. 206 .

❑ Never place any part of your body (e.g. an arm or leg) underneath the vehicle if the latter is supported only by the vehicle jack.

- ❑ If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.
- ❑ Never raise the vehicle when the engine is running, or if the vehicle is tilted to one side or on a gradient.
- ❑ Never start the engine when the vehicle is raised on a jack. The vibration of the engine could cause the vehicle to fall off the vehicle jack.

### ⚠ WARNING

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

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

### Changing a wheel



Fig. 207 Changing a wheel: removing the wheel bolts with the screwdriver handle.

📖 First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

### Removing a wheel

- ❑ Observe the checklist ⇒ Preparations for changing a wheel .
- ❑ Loosen the wheel bolts ⇒ Wheel bolts .
- ❑ Jack up the vehicle ⇒ Lifting the vehicle with the jack .
- ❑ Using the hexagon socket in the screwdriver handle ⇒ Fig. 207 , completely unscrew the loosened wheel bolts and place them on a clean surface.
- ❑ Remove the wheel.

### Fitting the spare wheel or temporary spare wheel

- ❑ Pay attention to the tyre direction of rotation ⇒ Tyre lettering and tyre type .
- ❑ Put the wheel in place.

- 🔍 Screw in the anti-theft wheel bolt using the adapter at position ⇒ Fig. 204 ② or ③ and tighten it slightly in a clockwise direction.
- 🔍 Screw in all the other wheel bolts in clockwise direction and tighten them slightly.
- 🔍 Lower the vehicle with the jack.
- 🔍 Use the box spanner to tighten all the wheel bolts securely in clockwise direction ⇒ ⚠️. Do not tighten the bolts in order but always in diagonally opposite sequence.
- 🔍 Fit the caps, wheel centre trim or wheel cover ⇒ Hubcaps .

### ⚠️ WARNING

Incorrect tightening torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, and cause accidents and serious injuries.

- 🔍 Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.
- 🔍 The hexagon socket in the screwdriver handle should be used only for turning wheel bolts, not use for loosening or tightening them.

After changing a wheel



First read and observe the introductory information and safety warnings ⇒ ⚠️ Introduction

- 🔍 Clean the tools from the vehicle toolkit and place them back in the foam rubber holder in the luggage compartment ⇒ Vehicle toolkit .
- 🔍 Stow the changed wheel away securely in the luggage compartment.
- 🔍 Have the tightening torque of the wheel bolts checked immediately ⇒ Tightening torque of wheel bolts .
- 🔍 The damaged wheel should be replaced as soon as possible.



After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system ⇒ Troubleshooting for Tyre Pressure Loss Indicator .

Breakdown set



Introduction

This chapter contains information on the following subjects:

- ⇒ Contents of the breakdown set
- ⇒ Preparations
- ⇒ Sealing and inflating tyres

⇒ Check after driving for 10 minutes

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Only use the breakdown set when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Seek expert assistance if this is not the case.

The tyre sealant must not be used:

- ❑ If the wheel rim is damaged.
- ❑ If the outside temperature is below -20°C (-4°F).
- ❑ If there are cuts or punctures in the tyre that are larger than 4 mm.
- ❑ If the vehicle was driven with very low tyre pressure or a flat tyre.
- ❑ If the use-by date on the tyre filler bottle has expired.
- ❑ If a foreign object has been removed from the tyre.



#### WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please observe the following steps in order to reduce the risk of serious injuries:

- ❑ Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to fill the tyre.
- ❑ Check that the surface the vehicle is parked on is level and firm.
- ❑ All passengers, and children in particular, must be at a safe distance and away from your area of work.
- ❑ Switch on the hazard warning lights to warn other road users.
- ❑ The breakdown set should be used only if you feel confident with carrying out the procedure. If not, seek expert assistance.
- ❑ The breakdown set is intended for emergency use only so that you can reach the nearest qualified workshop.
- ❑ A tyre that has been repaired using the breakdown set must be replaced as soon as possible.
- ❑ Sealant is hazardous to health and must be washed off immediately if it gets onto the skin.

- ❑ Store the breakdown set out of the reach of children.
- ❑ Never use a vehicle jack, even if it is approved for the vehicle.
- ❑ Always switch off the engine, switch on the electronic parking brake and move the selector lever to the position P or select a gear on a manual gearbox in order to reduce the risk of unintended vehicle movement.

 **WARNING**

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- ❑ Never drive faster than 80 km/h (50 mph).
- ❑ Avoid full acceleration, sudden braking and fast cornering.
- ❑ Drive for just 10 minutes at no more than 80 km/h (50 mph) and then check the tyre.



Dispose of used or out-of-date sealant in accordance with legal requirements.



A new tyre filler bottle can be obtained from a Volkswagen dealership.



Observe the separate instructions from the manufacturer of the breakdown set.

Contents of the breakdown set

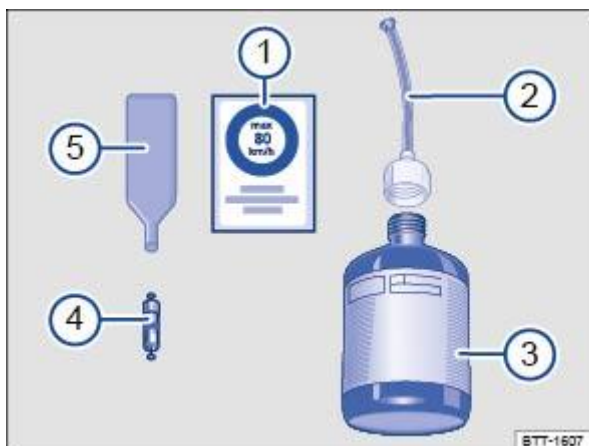


Fig. 208 Illustration: components in the breakdown set

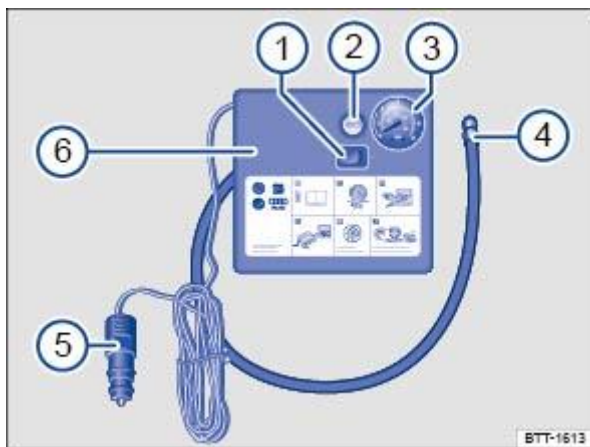


Fig. 209 Illustration: compressor from the breakdown set.



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

The breakdown set is located underneath the floor covering in the luggage compartment.

The breakdown set consists of the following components ⇒ Fig. 208 :

- ② ① Sticker with the maximum permitted speed max. 80 km/h or max. 50 mph
- ② ② Filler hose with plug
- ② ③ Tyre filler bottle
- ② ④ Spare valve core
- ② ⑤ Valve core extractor

The compressor in the breakdown set consists of the following components ⇒ Fig. 209 :

- ② ① On/off switch
- ② ② Air bleed screw
- ② ③ Tyre pressure display
- ② ④ Tyre filler hose
- ② ⑤ 12-volt plug
- ② ⑥ Air compressor

There is a slot on the lower end of the valve core extractor ⇒ Fig. 208 ⑤ for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back in. This also applies to the spare valve core ④.



The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power rating on the type plate of the air compressor exceeds the maximum power rating of the socket.

## Preparations



First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

## Checklist

Always carry out the following actions in the given order ⇒ ⚠ :



If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.



Switch on the electronic parking brake Parking and manoeuvring.



DSG® dual clutch gearbox: move the selector lever to position P DSG® dual clutch gearbox.



Switch off the engine and remove the key from the ignition.



Manual gearbox: select a gear Manual gearbox: selecting a gear.



Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.



Switch on the hazard warning lights and set up the warning triangle In an emergency. Observe any legal requirements.



Check whether the puncture can be repaired with the breakdown set The tyre sealant must not be used:.



When towing a trailer: unhitch the trailer from the vehicle and park it properly .



Remove any items of luggage from the luggage compartment.



Take the breakdown set out of the luggage compartment.



Take the sticker ① from the breakdown set and stick it on the dash panel within the driver's field of vision.



Do not remove foreign objects (e.g. screws or nails) from the tyre.

.



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

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

Sealing and inflating tyres



First read and observe the introductory information and safety warnings ⇒ Introduction

Sealing a tyre

☐ Unscrew the cap from the tyre valve.

☐ Use the valve core extractor ⇒ Fig. 208 ⑤ to unscrew the valve core from the tyre valve. Place the core on a clean surface.

☐ Shake the tyre filler bottle ⇒ Fig. 208 ③ vigorously to and fro several times.

☐ Screw the filler hose ⇒ Fig. 208 ② tightly onto the tyre filler bottle in a clockwise direction. The plastic foil on the closure is pierced automatically.

☐ Remove the plug from the filler hose ⇒ Fig. 208 ② and place the open end fully on the tyre valve.

☐ Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.

☐ Remove the empty tyre filler bottle from the valve.

☐ Use the valve core extractor ⇒ Fig. 208 ⑤ to screw the valve core back into the tyre valve.

Inflating the tyre

☐ Screw the tyre filler hose ⇒ Fig. 209 ④ of the air compressor tightly onto the tyre valve.

☐ Check that the bleed screw ⇒ Fig. 209 ② is closed.

☐ Start the engine and let it run.

☐ Insert the 12-volt plug ⇒ Fig. 209 ⑤ into one of the vehicle's 12-volt sockets ⇒ Electrical sockets .

- ☐ Use the on/off switch ⇒ Fig. 209① to switch on the air compressor.
- ☐ Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) ⇒ ⚠ . Maximum running time: 8 minutes ⇒ ⚠ .
- ☐ Switch off the air compressor.
- ☐ If a pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
- ☐ Drive the vehicle approximately 10 metres forward or back so that the sealing compound is evenly distributed in the tyre.
- ☐ Screw the tyre filler hose of the air compressor firmly back onto the tyre valve and inflate the tyre again.
- ☐ If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Seek expert assistance ⇒ ⚠ .
- ☐ Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
- ☐ Drive the vehicle no faster than 80 km/h (50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
- ☐ Check the tyre pressure after driving for 10 minutes ⇒ Check after driving for 10 minutes .

### WARNING

The tyre filler hose and the air compressor can get hot during inflation.

- ☐ Protect your hands and skin from the hot components.
- ☐ Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- ☐ Allow the device to cool down fully before stowing.
- ☐ If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Seek expert assistance.

### NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

Check after driving for 10 minutes

 First read and observe the introductory information and safety warnings ⇒ ⚠ Introduction

Reconnect the tyre filler hose ⇒ Fig. 209④ and read off the tyre pressure on the tyre pressure display ③.

1.3 bar (19 psi/130 kPa) and lower:

❓ Do not drive on! The tyre cannot be sealed adequately with the breakdown set.

❓ Seek expert assistance ⇒ ⚠️.

1.4 bar (20 psi/140 kPa) and higher:

❓ Adjust the tyre pressure back to the correct value ⇒ Useful information about wheels and tyres.

❓ Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).

❓ The damaged tyre should be replaced at the qualified workshop.

## WARNING

Driving with a tyre that cannot be sealed is dangerous and can cause accidents and serious injuries.

❓ Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or lower.

❓ Seek expert assistance.

## Maintenance

### Service

#### Service work and digital service schedule

The vehicle data attached to the inside cover of this owner's manual help ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of service applies to your vehicle.

The vehicle data sticker confirms when the vehicle was first registered or delivered, when the pre-delivery inspection was carried out, and thus the date from which your vehicle is covered by our warranty.

#### Storing the service operations performed (digital service schedule)

Each service record is stored by your Volkswagen dealership and qualified workshop in a central system. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen dealership will inform you about the documentation process for service work.

### Service work

The following information is documented in the digital service schedule by your Volkswagen dealership or qualified workshop:

❓ Which service was carried out and when.

- ☐ Whether any repairs are recommended, such as replacement of the brake pads in the near future.
- ☐ Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.
- ☐ Which components or service fluids were changed.
- ☐ When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a qualified workshop.

### WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- ☐ Have service work carried out by an authorised Volkswagen dealership or workshop.

### NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of part availability.



Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service



Fig. 210 Vehicle data sticker with PR number for the relevant service (illustration).

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Your vehicle will receive either the fixed service or flexible service for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

How do I know which type of service my vehicle needs?

❑ From the PR number on the vehicle data sticker ⇒ Fig. 210 (arrow) ⇒ Technical data .

❑ From the table below.

Observe the information on engine oil specifications according to VW standards ⇒ Engine oil .

#### Features of the flexible service

With the flexible service, you only need to have an oil change service carried out if your vehicle requires one. Individual operating conditions and personal driving style are taken into account in order to determine this point in time. An important part of the flexible service is the use of LongLife engine oil instead of conventional oil.

Observe the information on engine oil specifications according to VW standards ⇒ Engine oil .

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to help.

#### Service interval display

Scheduled services at Volkswagen are displayed in the service interval display in the instrument cluster ⇒ Service interval display or in the Vehicle settings menu in the Infotainment system ⇒ Vehicle settings menu . This service interval display provides information on services that include an oil change or inspection. When an individual service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

a) Information is stated for vehicles used under normal operating conditions.

b) Whichever comes first.

## Information on operating conditions

The specified service intervals and scope of service are always for vehicles used under normal operating conditions.

If the vehicle is operated under severe conditions, some work will have to be performed before the next service or at shorter intervals than those specified.

Severe operating conditions are, for example:

- ☐ Fuels containing sulphur,
- ☐ Regular short trips,
- ☐ Long periods of engine idling (taxis for example),
- ☐ Operation in areas with high levels of dust,
- ☐ Frequent trailer towing (depending on vehicle equipment level),
- ☐ A high percentage of stop and go traffic, e.g. in urban driving, and
- ☐ Driving mainly in winter conditions.

This applies particularly to the following components (according to equipment):

- ☐ Dust and pollen filter
- ☐ Air Care allergen filter
- ☐ Air filter
- ☐ Toothed belt
- ☐ Particulate filter
- ☐ Engine oil

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work between the normal service intervals due to the conditions under which it is used.



### WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals may result in breakdowns, accidents or serious injury.

- ☐ Have service work carried out by an authorised Volkswagen dealership or workshop.



### NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of part availability.

## Scope of service

The scope of service includes all maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). The maintenance work is divided into inspection work and servicing work. You can find out what work is required in detail for your vehicle:

- ☐ From your Volkswagen dealership.
- ☐ From your qualified workshop.
- ☐ In the electronic repair and workshop information system erWin at <https://erwin.volkswagen.de>.

## Inspection work

### Electrics

- ☐ 12-volt vehicle battery: check and replace if necessary.
- ☐ Lighting: check.
- ☐ Horn: check.
- ☐ Headlight setting: check.
- ☐ Service interval display: reset.

### Engine/gearbox

- ☐ Exhaust system: check.
- ☐ Gearbox and final drive: check.
- ☐ Gas system: check.
- ☐ Poly V-belt: check.
- ☐ Cooling system: check.
- ☐ Engine and components in engine compartment: check.
- ☐ Engine oil level: check.

### Running gear

- ☐ Swivel joints/track rods: check.
- ☐ Tyres: check.
- ☐ Brake system: check.
- ☐ Brake pads/discs: check.
- ☐ Brake fluid level: check.
- ☐ Boots: check.
- ☐ Coupling rod and stabiliser bearings: check.

- ☐ Pneumatic suspension: check.
- ☐ Breakdown set: check.
- ☐ Tyre pressure on all wheels: check.
- ☐ Power steering: check.
- ☐ Shock absorbers/coil springs: check.

#### Body

- ☐ Roof systems: check.
- ☐ Windscreen: check.
- ☐ Body: check for corrosion.
- ☐ Wiper blades: check.
- ☐ Window wiper and washer system: check.
- ☐ Door arresters: lubricate.
- ☐ Underbody: check.
- ☐ Water drains: check.
- ☐ Road test: perform.

#### Servicing work

In addition to the inspection work (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids), further servicing work must be performed on your vehicle. The work is dependent on either time and/or mileage.

- ☐ Additives: change/top up.
- ☐ Brake fluid: change.
- ☐ Particulate filter: check.
- ☐ Natural gas tank and lines: change.
- ☐ Gearbox: change oil/filter.
- ☐ Gearbox mountings: change.
- ☐ Gas system filter: change.
- ☐ Final drive/differential: change oil.
- ☐ Diesel fuel filter: change/drain.
- ☐ Air filter: change.
- ☐ Engine: change oil/filter.
- ☐ Dust and pollen filter: change.

☐ Air Care allergen filter: change.

☐ Spark plugs: change.

☐ Toothed belt/toothed belt tensioning roller: check/change.

It is also possible to have servicing work carried out in between the scheduled service events  
⇒ Fixed service or flexible service .

The scope of service is subject to change for technical reasons (continuous further development of components). Your Volkswagen dealership or qualified workshop always has the latest information about any changes.

Vehicle care

Notes on vehicle care

Regular, expert care helps to maintain your vehicle.

The longer contamination or dirt is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Volkswagen recommend using Genuine care products that have been matched to your vehicle.<sup>1)</sup>  
Consult a qualified workshop if you have any specific questions or if vehicle parts are not listed.

#### WARNING

Incorrect care and cleaning of vehicle components can impair the safety features of the vehicle and cause serious injury.

☐ Vehicle parts must be cleaned according to the manufacturer's instructions.

☐ Always use approved or recommended cleaning products.

☐ Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.

☐ Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

#### WARNING

If the windows are covered in dirt, condensation, or ice, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

☐ Drive only when you have a clear view through all windows.

☐ Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, such coatings can cause increased dazzle.

## WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- ⓘ Store care products only in the closed original container.
- ⓘ Observe the manufacturer's instructions.
- ⓘ Keep children away from all care products.
- ⓘ Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- ⓘ Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly inflammable.

## NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- ⓘ Do not let contamination or dirt dry.
- ⓘ Have stubborn stains removed by a qualified workshop.

1) Suitable accessories are available from your Volkswagen dealership. Follow the application instructions on the packaging.

### Washing the vehicle

Thoroughly wash the underside of the vehicle on a regular basis to remove road salt or sea water residue.

### Automatic car washes

Always observe all the car wash operator's specifications, particularly if your vehicle has add-on parts ⇒ .

- ⓘ Preferably use car washes without brushes.
- ⓘ Preclean the vehicle by rinsing with water
- ⓘ The steering column must not lock when driving through automatic car washes ⇒ Information on steering .
- ⓘ Always switch off the wipers ⇒ Operating the wiper lever and the rain/light sensor before using the car wash.
- ⓘ Fold in the exterior mirrors.
- ⓘ Do not use a hot wax washing programme for vehicles with decorative or protective films.

### High-pressure cleaner

Follow the manufacturer's instructions for the high-pressure cleaner. Never use rotating nozzles ⇒  .

❏ Use water up to a maximum temperature of +60°C (+140°F) only.

❏ Do not clean windows that are iced over or covered in snow with a high-pressure cleaner.

❏ Move the jet of water evenly so that the nozzle is at least 50 cm away from the side windows and other vehicle components.

❏ Do not apply the water jet to the same point for too long. Instead, leave stubborn dirt to soak.

❏ If possible, do not direct the water jet at rubber seals, e.g. side windows, decorative trim, tyres, rubber hoses, insulation materials or any other sensitive components, e.g. door locks.

❏ Sensors, camera lenses, and decorative and protective films should be sprayed directly only for brief periods of time.

### Hand wash

As a rule, a hand wash is a gentle method to clean your vehicle. However, there are also some things to note for this ⇒  .

❏ Soak the dirt using plenty of water before cleaning the vehicle and rinse well afterwards.

❏ Clean the vehicle with a soft sponge, a cleaning glove or a cleaning brush using only light pressure. Start with the roof and work from the top to the bottom.

❏ Thoroughly rinse out the sponge, wash mitt or brush regularly at short intervals.

❏ Clean wheels, sills etc. last and using a second sponge.

Use a shampoo for very stubborn dirt only.

### Waxing

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is clean, reapply the protection to the vehicle using a quality preservative wax.

Even if a preservative wax is applied regularly in the automatic car wash, Volkswagen recommends protecting the vehicle paintwork at least twice a year using Volkswagen Genuine hard wax (- 000 096 317 -).

### Polishing

Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

Matt-painted vehicle parts must not be polished in order to avoid producing a shine ⇒  .



**WARNING**

After the car has been washed, the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

☐ Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

#### ! NOTICE

Serious vehicle damage can be caused if the vehicle is not washed correctly.

- ☐ Always follow the manufacturer's instructions.
- ☐ Do not wash the vehicle in direct sunlight.
- ☐ Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals could freeze up.

#### ! NOTICE

Painted parts and surfaces with a matt finish, unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- ☐ Do not use hard or abrasive brushes.
- ☐ Clean a matt-painted vehicle only in a textile car wash.
- ☐ Do not treat matt-painted surfaces with hot wax.
- ☐ Do not polish matt-painted surfaces.



Wash the vehicle only in specially designated washing areas. This prevents any waste water contaminated with oil from entering the sewerage system.

Caring for and cleaning the vehicle exterior

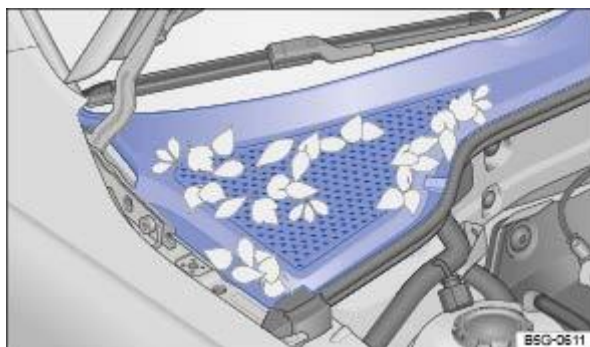


Fig. 211 Between the engine compartment and the windscreen: plenum chamber (illustration).

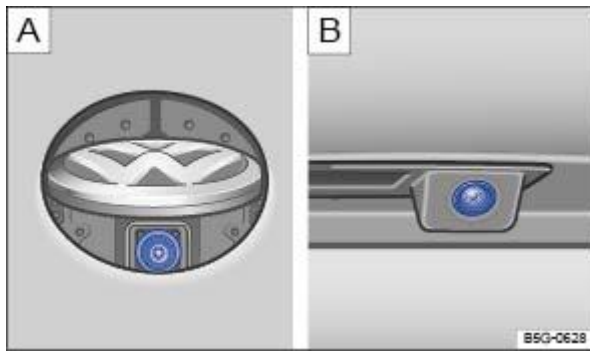


Fig. 212 At the rear of the vehicle: rear view camera system in the Volkswagen badge or in the number plate light (illustration).

The following overview contains recommendations for cleaning and care of individual vehicle components ⇒ .

Windows, glass surfaces:

Remove wax residue, e.g. from care products, using the Volkswagen Genuine cleaning cloth - 000 096 166 A - or a suitable glass cleaner.

Use a hand brush to remove snow and ice. If you use a plastic scraper, move it in one direction only. Use the Volkswagen Genuine de-icing agent (- 000 096 322 -) to remove ice.

Wiper blades:⇒ Wiper blades .

Paint:

Always treat surfaces carefully in order to prevent damage to the paint coat. Use a clean, soft cloth and a mild soap solution<sup>1)</sup> or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

Repair minor paint damage with a touch-up pen. Refer to the vehicle data sticker for the paint code ⇒ Technical data . Consult a qualified workshop in the event of damage to surfaces with matt paint.

 Overflowing fuel or service fluids: clean immediately.

 Flash rust deposits: moisten deposits with a soap solution. Then remove any deposits with cleaning clay.

 Corrosion: have removed by a qualified workshop.

 Water no longer forms beads on clean paint: preserve paintwork at least twice a year using Volkswagen Genuine hard wax (- 000 096 317 -).

 No gloss in spite of preservation/paint unattractive: treat the vehicle with suitable polish after cleaning to remove dirt and dust.

Plenum chamber, engine compartment:

Remove leaves and other loose objects with a vacuum cleaner or by hand ⇒ Fig. 211 ⇒  . Cleaning of the engine compartment should always be performed by a qualified workshop ⇒ .

Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

Sensors, camera lenses:

clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.  
Observe the installation locations ⇒ Vehicle overviews .

☐ Switch on the ignition.

☐ Select selector lever position R.

☐ Clean the camera lens.

Clean sensitive surfaces on the rain/light sensor and the camera window on the windscreen in the same way as windows and glass surfaces (depending on vehicle equipment).

Remove snow with a hand brush. Do not use warm or hot water. Use the Volkswagen Genuine de-icing agent (- 000 096 322 -) to remove ice.

Decorative films, protective films:

Remove soiling as for paint. Always use Volkswagen Genuine plastic cleaner (- 000 096 314 -) for matt decorative films.

Treat the vehicle with liquid hard wax every three months after washing and removing dust. Use only clean, soft microfibre cloths to apply it. Do not use hot wax, even in car washes.

☐ Stubborn dirt: remove carefully using white spirits, and then rinse using warm water.

Trim parts, trim strips, exhaust pipes made of chrome, aluminium or stainless steel:

Clean only using a clean, soft cloth and a mild soap solution<sup>2)</sup> in a dust-free environment.

Chrome parts can be protected using Volkswagen Genuine hard wax (- 000 096 317 -).

Anodised surfaces: do not use chrome cleaning products.

Headlights, tail light clusters:

Use a soft sponge soaked with a mild soap solution<sup>2)</sup>. Do not use any cleaning agents that contain alcohol or solvents.

☐ Stubborn dirt: remove with Volkswagen Genuine chrome and aluminium care product (- 000 096 319 D -).

Wheels:

Remove dirt and gritting salt deposits with plenty of water.

Alloy wheels: treat dirty aluminium wheels with Volkswagen Genuine wheel rim cleaner (- 000 096 304 -). Volkswagen recommends treating the wheel rims with Volkswagen Genuine hard wax (- 000 096 317 -) every three months.

☐ Damage protective paint coating: repair immediately with a touch-up pen. Go to a qualified workshop if necessary.

☐ Brake dust: use Volkswagen Genuine wheel rim cleaner (- 000 096 304 -).

Door lock cylinders:

Volkswagen recommends using Volkswagen Genuine de-icing agent (- 000 096 322 -) for de-icing. Do not use door lock de-icer containing grease solvents.

 **WARNING**

The engine compartment of any motor vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- ⓘ Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions ⇒ Safety notes for working in the engine compartment .
- ⓘ Volkswagen recommends having the work carried out by a qualified workshop.

 **NOTICE**

Incorrect cleaning and care can cause vehicle damage.

- ⓘ Always follow the manufacturer's instructions.
- ⓘ Do not use excessively hard, abrasive cleaning tools.

 **NOTICE**

The drainage channels for the plenum chamber may get blocked by leaves and dirt. Water that does not drain away could get into the vehicle interior.

- ⓘ Have the area under the perforated cover cleaned by a qualified workshop.



The durability and colourfastness of decorative and protective films can be affected by environmental influences such as direct sunlight, moisture, air pollution, stone impact etc. Decorative films may show signs of use or ageing after about one to three years, protective films after about two to three years. In very hot climates, decorative films may start to fade within a year and protective films within two years.

- 1) null
- 2) Mild soap solution: a maximum of two tablespoons neutral soap diluted in one litre of water.

#### Vehicle interior care and cleaning

The following overview contains recommendations for cleaning and care of individual vehicle components ⇒  .

#### Windows:

Clean with a glass cleaning agent and then wipe dry using a clean chamois cloth or a lint-free cloth.

Textiles, microfibre cloth, leatherette:

Remove any dirt with Volkswagen Genuine interior cleaning agent (- 000 096 301 -). Never treat materials with leather care agents, solvents, wax polish, shoe cream, stain removers or similar substances.

☐ Dirt particles adhering to surfaces: remove with a vacuum cleaner on a regular basis so that the material is not permanently damaged by abrasion.

☐ Grease stains, e.g. oil: use Volkswagen Genuine interior cleaning agent (- 000 096 301 -). Dab off dissolved grease and colour particles with an absorbent cloth and then treat with water if necessary.

☐ Special soiling, e.g. ballpoint pen, nail varnish: use Volkswagen Genuine interior cleaning agent (- 000 096 301 -) and use a mild soap solution<sup>1)</sup> if necessary.

Natural leather:

Remove fresh soiling with a cotton cloth and mild soap solution<sup>1)</sup>. Do not allow fluids to seep into the seams.

Treat any dried stains with Volkswagen Genuine leather cleaner (- 000 096 323 -).

Regularly and each time after having finished cleaning, apply care cream with light protection and impregnating properties. Use a special coloured leather cream if necessary. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

☐ Grease-based soiling, e.g. oil: remove fresh stains with an absorbent cloth.

☐ Special soiling, e.g. ballpoint pen, nail varnish and dried stains: treat with Volkswagen Genuine leather cleaner (- 000 096 323 -).

Plastic parts:

Use a soft, moist cloth.

If stubborn soiling cannot be removed with mild soap solution<sup>1)</sup>, use a solvent-free plastic cleaning agent if necessary, e.g. Volkswagen Genuine plastic cleaner (- 000 096 314 -).

Trim parts, trim strips made of chrome, aluminium or stainless steel:

Clean using a clean, soft cloth and a mild soap solution<sup>1)</sup> in a dust-free environment.

Anodised surfaces: do not use chrome cleaning products.

Controls:

Remove coarse dirt and other dirt that is difficult to reach using a soft brush. Then use a clean, soft cloth and a mild soap solution<sup>1)</sup>. Do not allow liquids to enter the controls.

Displays:

Use a Volkswagen Genuine cleaning cloth (- 000 096 166 A -) with a little water, a suitable glass cleaner or LCD cleaner. Do not clean displays with a dry cloth.

#### Rubber seals:

Clean with a soft, lint-free cloth and plenty of water. Treat with Volkswagen Genuine rubber care agent (- 000 096 310 -) on a regular basis.

#### Seat belts:

Carefully pull the seat belt right out and leave it out ⇒ ⚠ . Remove coarse dirt with a soft brush. Clean the seat belt with a mild soap solution. Leave the belt fabric to dry completely and then allow it to roll up.

#### Wooden trims:

Clean with a soft cloth and some mild soap solution<sup>1)</sup>.

#### Cleaning upholstery fabrics

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushion, this is not a defect in the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or cause a fault in the airbag system ⇒ ⚠ .

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment ⇒ ⚠ . This can also result in damage to other parts of the vehicle electrics.

- ❗ Do not use high-pressure cleaners, steam cleaners or cold spray.
- ❗ Do not switch on the seat heating to dry the seats.
- ❗ Do not use washing paste or fine detergent solutions.
- ❗ Avoid soaking in all cases.
- ❗ In the event of uncertainty, contact a Volkswagen dealership.

#### WARNING

Incorrect cleaning can cause damage to the seat belts, the belt anchorages and the belt retractor.

- ❗ Never try to modify or remove the seat belts for cleaning.
- ❗ Never clean the seat belts and their components with chemical agents.
- ❗ Do not use any caustic liquids, solvents or sharp objects.
- ❗ Protect the belt buckles against the ingress of liquids and foreign bodies.
- ❗ Let the cleaned seat belt to dry completely before allowing it to retract.

#### NOTICE

Incorrect cleaning and care can cause vehicle damage.

❗ Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.

❗ Have stubborn stains removed by a qualified workshop.

1) Mild soap solution: a maximum of two tablespoons neutral soap diluted in one litre of water.

Accessories, modifications, repairs and renewal of parts

Accessories and replacement parts

Volkswagen recommends that you seek advice from a Volkswagen dealership before purchasing accessories, replacement parts or servicing materials, e.g. if the vehicle is to be retrofitted with accessories or if parts need to be replaced. Volkswagen dealerships can recommend accessories, replacement parts and service fluids suitable for your requirements. They can also provide information regarding official regulations.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. Volkswagen dealerships are also qualified to install them correctly.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (the European Union's approval symbol). These devices include cruise control systems or an electronically controlled suspension.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the  mark (manufacturer conformity declaration in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

### WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags and cause malfunctions, accidents and fatal injury.

❗ Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications⇒  .

Unauthorised modifications to the electronic components or software in the vehicle may cause malfunctions. As the electronic components are linked together in networks, these faults may indirectly affect the operation of other systems. This can seriously impair safety, lead to excessive wear of components, and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Volkswagen recommends that all repairs and technical modifications be performed by an authorised Volkswagen workshop using Volkswagen Genuine Parts®.

#### Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America: please contact a Volkswagen dealership or qualified workshop or register with the online portal erWin (electronic repair and workshop information):

<https://erwin.volkswagen.de>

erWin is available in numerous languages.

#### Vehicles with special body equipment or add-on parts

The manufacturers of body equipment and add-on parts must ensure that the body equipment and add-on parts (conversions) adhere to the applicable environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restrictions on the marketing and use of certain dangerous substances and preparations.

The vehicle owner should keep all assembly documentation for these conversions, and pass it on to the disassembly company upon vehicle handover if the vehicle is scrapped. This is designed to facilitate environmentally friendly disposal for all vehicles, including converted vehicles.

#### Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunctions or faults in the equipment.

After changing the windscreen, the camera and sensors must be set up and calibrated by a qualified workshop.

#### Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions, e.g. when parking, or also even by minor damage, e.g. stone impacts on the windscreen.

Failure to observe this point may impair important functions (driver assist systems) and damage the vehicle.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar.

Repairs and structural modifications should therefore be carried out only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

❑ Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.

❑ As the Volkswagen badge influences the view of the radar sensor in the front area, drive the vehicle only with the original Volkswagen badge.

#### Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Volkswagen recommends that you have this equipment retrofitted by your Volkswagen dealership.

#### WARNING

Incorrectly performed repairs and modifications can cause malfunctions and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.

❑ Have repairs and modifications to your vehicle carried out only by a qualified workshop.

#### WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

❑ Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.

❑ Have repairs and modifications to your vehicle carried out only by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.

❑ Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.

❑ Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

❑ Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

#### Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications⇒  .

Modifications and repairs to the front bumper, doors, front seats, headliner or the bodywork should be carried out only by a qualified workshop. Airbag system components and sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the suspension or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

#### WARNING

Incorrect repairs and modifications can cause malfunctions and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- ❑ Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- ❑ Airbag modules cannot be repaired. They must be replaced.
- ❑ Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

#### WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to function differently and increase the risk of serious or fatal injuries in the event of an accident.

- ❑ Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- ❑ Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile reception in the vehicle

## Electromagnetic radiation

If a mobile phone or two-way radio is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior can occur in particular in the event of poor reception, e.g. in rural areas. This can pose a health risk ⇒ ⚠.

With some equipment levels, a suitable mobile phone interface may be used to connect the mobile telephone to the external aerial ⇒ Booklet Infotainment system,. The connection quality is improved and the range is increased.

## Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Secure the mobile telephone to a suitable holder before using it ⇒ ⚠ or stow it securely away in one of the stowage compartments provided, e.g. in the centre console.

Use a compatible mobile phone if the mobile phone interface uses SIM Access Profile (rSAP) technology. If the LTE mobile standard is supported, use a SIM card with LTE data option.

## Radio communication

Observe any legal requirements and the manufacturer's owner's manual when using radio communication devices. Two-way radios must be approved if they are to be retrofitted in the vehicle.

Contact your Volkswagen dealership for further information on installing a two-way radio.

### WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

☐ Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

### WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

☐ Keep a distance of at least 20 cm between a device's aerial and an active medical implant, e.g. a pacemaker.

☐ Do not carry an operational device close to or directly above an active medical implant, e.g. in a breast pocket.

⚠ Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

## Customer information

### Warranty and LongLife mobility guarantee

#### Volkswagen dealership warranty

Volkswagen dealerships guarantee that all vehicles purchased from them are free of faults.

Volkswagen dealerships provide a warranty that new Volkswagen vehicles are free of faults.

Details of warranty conditions and the warranty periods can be found in your sales contract.

Please ask your Volkswagen dealer for further information.

You are advised that natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications are not covered by this warranty.

If your vehicle breaks down, please contact your nearest available Volkswagen dealership.

#### Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealership guarantees that the body of any vehicles it sells will not be affected by paint defects or corrosion perforation for a specified period:

⚠ a three-year warranty on paint defects and

⚠ a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

The warranty does not cover the following:

⚠ Damage caused by external influence or insufficient care.

⚠ Defects on the body or paintwork which are not repaired promptly according to manufacturer specifications.

⚠ Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealer will confirm your warranty against corrosion perforation for the repaired section.

#### LongLife mobility guarantee

In many European markets, your new vehicle includes the comprehensive LongLife mobility guarantee which will be renewed after every inspection.

Please note that the validity of the Volkswagen LongLife mobility guarantee may differ depending on the country in which the vehicle was sold. Please ask your Volkswagen dealership for further information.

The selling Volkswagen dealership will issue a comprehensive LongLife mobility guarantee for every new vehicle which applies from the time of delivery until the first due inspection. If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen dealership will extend the LongLife mobility guarantee until the following inspection when the due inspection is carried out by the dealership. The service costs include the entire guarantee package.

The comprehensive LongLife mobility guarantee includes the following services:

If your vehicle can no longer be driven due to a technical defect<sup>1)</sup>, corresponding assistance will be provided in the case of breakdown or accident. The LongLife mobility guarantee provides with you protection and mobility.

The inspection is not only about car maintenance - it also ensures that your car remains roadworthy and in perfect working order. For this reason, servicing should be carried out regularly in accordance with the manufacturer's specifications.

Your entitlement to the LongLife mobility guarantee is documented in the digital service schedule each time your car is serviced. A full service history shows that your car has been professionally maintained and cared for.

1) A vehicle which can no longer be driven is a vehicle which cannot reach a workshop under its own power.

#### Data storage and services

Your vehicle is fitted with electronic control units. Some of these are required to make sure your vehicle remains safe while others provide support while driving (driver assist systems). Furthermore, your vehicle is equipped with convenience and Infotainment functions, which are also made possible using electronic control units.

Electronic control units contain data memories which can store information regarding the vehicle status, component load levels, servicing requirements, technical events and faults on a temporary or permanent basis. This information generally documents the status of a component, a module, a system or the environment, e.g.:

- ☐ Operating states of system components, e.g. filling levels, tyre pressure, battery status.
- ☐ Status messages of the vehicle or its individual components, e.g. wheel revolutions or speed, deceleration, lateral acceleration, display of fastened seat belts.
- ☐ Faults or malfunctions in important system components, e.g. lights, brakes.
- ☐ Information on events during which the vehicle sustained damage.
- ☐ System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.

❑ Ambient conditions, e.g. temperature, rain.

As well as performing the actual control functions, these data are also used to detect and rectify faults and help Volkswagen to improve vehicle functions. The majority of these data are temporary and are only processed within the vehicle itself. Only a very small amount of data is stored in the event memories or possibly on the vehicle key.

#### Reading out the vehicle's event memory

There is a diagnostic interface in the vehicle interior for reading out the event memories (on-board diagnosis) ⇒ ⚠ .

If you have service work performed on your vehicle, the technical data can be read out of the vehicle together with the vehicle identification number by service employees, e.g. workshops, or third parties such as breakdown services. Service work includes, for example, repairs, maintenance, warranty work or quality assurance measures. The service workshop or third party collects, processes and uses the data. The data document the vehicle's technical status, help in troubleshooting and in improving quality and may be sent to Volkswagen in some cases. Furthermore, the manufacturer is subject to legal product safety requirements. To make sure it complies with these requirements, the manufacturer requires technical data from the vehicles.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work.

The event memory should be read out and reset only by a qualified workshop. Additional information on the stored data is available from the qualified workshop.

After a fault has been rectified, the information in the memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

#### Event data recorder

This vehicle is equipped with an event data recorder. The main task of an event data recorder is to record data in particular accident scenarios or accident-like situations, e.g. in the event of airbags being triggered or a collision with an obstacle on the road. These data help in analysis of how a vehicle system behaved in these situations. The event data recorder records data relating to driving dynamics and the restraint system for a short period of 10 seconds or less. This information includes, for example:

- ❑ how various systems in your vehicle have functioned.
- ❑ whether the seat belts of the driver and front passenger were fastened.
- ❑ the extent to which the driver pressed the brake or accelerator.
- ❑ how fast the vehicle was travelling.

These data help to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

❑ Adaptive Cruise Control (ACC).

❑ Lane keeping system (Lane Assist).

❑ Park Assist.

❑ Park Distance Control.

❑ Emergency braking functions (Front Assist).

The data of the event data recorder are recorded only if a particular accident-like situation occurs. No recordings occur under normal driving conditions. Audio or video data from the vehicle interior or vehicle surroundings are not stored. Personal data such as name, gender, age or accident location are also not recorded at any time. However, third parties such as law enforcement agencies can use corresponding means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment, access to the legally prescribed diagnostic interface (on-board diagnosis) and switched-on ignition are required in order to read data out of the event data recorder.

Volkswagen will not access, read out or process data from the event data recorder unless the vehicle owner (or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

#### Reprogramming control units

All data for the control of components are stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen recommends having any reprogramming entered into the digital service schedule by a Volkswagen dealership or qualified workshop.

Information about possible reprogramming can be obtained from the Volkswagen dealership.

#### Convenience and Infotainment functions

Depending on the equipment selected, you can store your own data in the vehicle's Infotainment functions. This includes, for example:

❑ Media files for playback of music, films or photos in an Infotainment system.

❑ Address book data for use with a hands-free system or navigation system.

❑ Entered navigation destinations.

❑ Data regarding the use of online services.

These data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile device, USB stick or MP3 player. If these data are stored in the vehicle, you can

delete them at any time. These data are transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

You can store convenience settings (personalisation) in the vehicle and change them at any time. Depending on the equipment in the vehicle, this includes, for example:

- ▣ Seat position settings.
- ▣ Running gear and air conditioning system settings.
- ▣ Customised settings including mirror adjustment or background lighting.

#### Integration of mobile devices

If your vehicle contains the necessary equipment, you can connect your mobile device or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile device can be output through the Infotainment system. At the same time, certain information is sent to your mobile device. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile device to be used in the vehicle, e.g. navigation or music player. The mobile device and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can make here depend on the app in question and the operating system of your mobile device.

#### Third-party providers

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile device. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

#### Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be used to perform online services. For this, data are exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which charge a fee, and, in some cases, also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

#### Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's privacy policy

and terms and conditions of use. Volkswagen has no influence over the content exchanged in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

### WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- ⓘ Never read out the event memory using the diagnostic interface yourself.
- ⓘ The event memory should be read out via the diagnostic interface only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.



Please note the further information on Volkswagen Car-Net services ⇒ Mobile online services .

### Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

- ⓘ Never remove stickers and plates or make them unusable or illegible.
- ⓘ If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by the qualified workshop.

### Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

### WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- ⓘ Observe legal requirements.
- ⓘ Observe the owner's manual.

### NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

🔍 Observe legal requirements.

🔍 Carry out servicing work in accordance with the specifications.

## Fluids in the air conditioning system

### Refrigerant in the air conditioning system

The sticker in the engine compartment provides information about the type and quantity of the refrigerant used in the vehicle's air conditioning system. The sticker is located in the front part of the engine compartment close to the refrigerant filler neck.

Symbol and description:

⚠️ Warning: the air conditioning system must be serviced only by qualified personnel. ⚙️ Type of refrigerant. 🛢️ Type of lubricating oil. 📖 See workshop information (available only for Volkswagen dealerships). 👤 The air conditioning system must be serviced only by qualified personnel. 🔥 Flammable refrigerant. ♻️ Ensure correct disposal of all components and never install components removed from end-of-life vehicles or recycled components in the vehicle.

### Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml of lubricating oil. The exact specification and information about the lubricating oil quantity in the air conditioning system are available from the following website:

<https://erwin.volkswagen.de>

## ⚠️ WARNING

The air conditioning system must be serviced only by qualified personnel in order to ensure safe handling of the system.

## 📌 NOTICE

🔍 Never repair the evaporator of the air conditioning system with components from end-of-life vehicles or from recycling sources.

🔍 Never replace the evaporator of the air conditioning system with a used evaporator from end-of-life vehicles or from recycling sources.

## Radio reception and aerials

The aerials for radio reception can be installed at various locations in the vehicle:

🔍 On the inside of the rear window, together with the rear window heating.

🔍 On the inside of the rear side windows.

🔍 On the inside of the windscreen.

☐ On the roof of the vehicle.

Aerials on the interior of the windows can be identified by thin wires.

### NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

☐ Do not affix any stickers over metal wires, e.g. in the area of the rear window.

☐ Never clean the aerials with corrosive or acidic agents.

### NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

### Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection allows legitimate installation and replacement of components and control units by a qualified workshop.

The component protection prevents the factory-supplied components from being operated without restrictions outside the vehicle in the following situations:

☐ Installation in other vehicles, e.g. after theft.

☐ Operation of components outside the vehicle.

When component protection is activated, the message SAFE CP is shown on the instrument cluster display. Go to a qualified workshop.

Go to a qualified workshop if the message Component theft protection: Infotainment system availability currently limited. Please switch on the ignition. is displayed in the Infotainment system and component protection cannot be deactivated.

### Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the materials that may be found in your vehicle.

You can access this information online using your vehicle identification number ⇒ Technical data :

<https://reachinfo.volkswagen.com>

### Declaration of conformity

The individual manufacturer declares herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

#### Radio-based equipment

- ☐ Electronic immobiliser.
- ☐ Vehicle key.
- ☐ Adaptive Cruise Control (ACC).
- ☐ Area monitoring system (Front Assist) including City Emergency Braking System.
- ☐ Keyless locking and starting system Keyless Access.
- ☐ Blind Spot Monitor including Rear Traffic Alert
- ☐ Traffic Jam Assist.
- ☐ Emergency Assist.

#### Electrical equipment

- ☐ 12-volt socket.

#### Recycling and scrapping end-of-life vehicles

##### Recycling end-of-life vehicles

Volkswagen has already made provision for you to recycle your vehicle in an environmentally responsible manner. The extensive recycling systems operating in many European countries will take back your vehicle at the end of its useful life. Once the vehicle has been recycled, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly.

Return of end-of-life vehicles is free of charge, provided that national legislation is complied with.

Further information on return and recycling of end-of-life vehicles is available from a Volkswagen dealership.

##### Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. Qualified workshops are familiar with these regulations.

##### Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

##### Variants and number of seats

There are various types of N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

Vehicles with two seats: there is no floor covering in the rear of the vehicle interior because there is no rear bench seat ⇒ ⚠.

Vehicles with four seats: the centre seat on the rear bench seat cannot be used ⇒ ⚠.

#### Transporting children safely

As with vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats ⇒ Safe transport of children .

#### Towing a trailer

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the gross vehicle weight rating or the rear axle load, do not exceed 80 km/h when towing a trailer. This also applies to countries where higher speeds are permitted. Keep to country-specific speed limits which may be lower for vehicles with trailers than for vehicles without trailers.

The vehicle documents contain details of permitted excess loads. If no excess loads are shown, the vehicle can be driven at 100 km/h, taking account of the laws which apply in different countries.

#### Technical data

Please refer to the vehicle documentation for technical data.

#### WARNING

Risk of injury and electric shock from exposed cables.

🔧 Fit out the luggage compartment upon delivery at the latest so that the cables in the rear of the vehicle are covered up when using the vehicle.

#### WARNING

Risk of serious injuries due to transporting passengers incorrectly.

🔧 Never drive with a person or child sitting in the middle of the rear seat bench.

🔧 An accident could result in serious or fatal injuries due to the lack of safety systems such as seat belts and head restraints.

#### WARNING

Risk of serious and fatal injuries.

🔧 Do not travel with people in the luggage compartment.

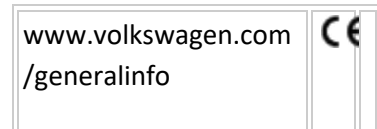
📖 Observe the safety notes and information regarding the luggage compartment and transporting items ⇒ Transporting items .

Information on EU Directive 2014/53/EU

Simplified EU declaration of conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:



Manufacturers' addresses

All relevant components must bear the manufacturer's address in accordance with 2014/53/EU.

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

| Radio equipm<br>ent<br>installe<br>d in the<br>vehicle | Manufacturers'<br>addresses                                                        |
|--------------------------------------------------------|------------------------------------------------------------------------------------|
| Vehicle<br>key                                         | Hella KGaA Hueck<br>& Co.<br>Rixbecker Strasse<br>75<br>59552 Lippstadt<br>GERMANY |
|                                                        | Marquardt GmbH<br>Schloss-Strasse 16<br>78604 Rietheim-<br>Weilheim<br>GERMANY     |
|                                                        | Continental<br>Automotive GmbH<br>Siemensstrasse 12<br>93055 Regensburg<br>GERMANY |
| Remote<br>control                                      | Digades GmbH<br>Äussere                                                            |

|                                                           |                                                                                                                      |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Radio<br>equipm<br>ent<br>installe<br>d in the<br>vehicle | Manufacturers'<br>addresses                                                                                          |
| (auxilia<br>ry<br>heater)                                 | Weberstrasse 20<br>02763 Zittau<br>GERMANY                                                                           |
|                                                           | Eberspächer<br>Climate Control<br>Systems<br>GmbH & Co. KG<br>Eberspächerstrasse<br>24<br>73730 Esslingen<br>GERMANY |
| Auxiliar<br>y<br>heater                                   | Webasto<br>Thermo & Comfort<br>SE<br>Friedrichshafener S<br>trasse 9<br>82205 Gilching<br>GERMANY                    |
| Tyre<br>pressur<br>e<br>sensors                           | Huf Hülsbeck &<br>Fürst GmbH &<br>Co. KG<br>Steeger Strasse 17<br>42551 Velbert<br>GERMANY                           |

Mapping table

The mapping table is designed to help you link the device name used in a declaration of conformity with the vehicle equipment and terms contained in the vehicle wallet.

|                          |                                                             |      |           |
|--------------------------|-------------------------------------------------------------|------|-----------|
| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |      |           |
| Vehicle<br>key           | FKS0<br>9                                                   | FS09 | FS12<br>A |

| Vehicle equipm<br>ent                                             | Device name according to declaration of conformity |                          |              |
|-------------------------------------------------------------------|----------------------------------------------------|--------------------------|--------------|
|                                                                   | FS12 A00                                           | FS12 P                   | FS12 P00     |
|                                                                   | FS14                                               | FS17 44                  | FS94         |
|                                                                   | PKET OUA                                           | RKET OUA                 | VWT OUA      |
| Remot<br>e<br>control<br>(auxilia<br>ry<br>heater)                | 5000 0886                                          | 50000886 / Sender STH VW |              |
|                                                                   | 7E0.9 63.51 1.B                                    | 7E0.9 63.51 1.C          | 9019 747B    |
|                                                                   | EasyS tart R                                       | STH VW - 5000 0884       | Teles tart   |
|                                                                   | 9019747B / Remote control of aux heater 868 MHz    |                          |              |
| Auxiliar<br>y<br>heater<br>(transm<br>itter/re<br>ceiver<br>unit) | 50000864 D208L VW                                  |                          |              |
|                                                                   | 9019510C / Receiver of aux heater 869 MHz          |                          |              |
| Instrum<br>ent<br>cluster,<br>electro<br>nic<br>immobi<br>liser   | BNF_<br>HL                                         | BNF_<br>LL               | eNSF         |
|                                                                   | NSF_<br>HL                                         | NSF_<br>LL1              | NSF_<br>LL3  |
|                                                                   | Instru<br>ment                                     | Instr<br>ume             | Instr<br>ume |

| Vehicle equipm ent     | Device name according to declaration of conformity            |                     |               |
|------------------------|---------------------------------------------------------------|---------------------|---------------|
|                        | cluste r 1                                                    | nt clust er 2       | nt clust er 3 |
|                        | EZS-VW-Touar eg                                               | 2017-02-EU-LF_IC_IM |               |
|                        | Immobiliser integrated in dashboard module instrument cluster |                     |               |
| Tyre pressur e sensors | TSSR E4Dg                                                     | TSSS G4G5           |               |
| Blueto oth             | ALPS UGZZ F-102B                                              | ALPS UGZZ F-202B    | HT-5          |
|                        | MIB2 Entry                                                    | MIB2 Mai n-Unit     |               |
|                        | MIB Global Entry /Standard                                    |                     |               |
| WLAN hotspot           | HT-5                                                          | MIB2 Mai n-Unit     |               |
|                        | MIB Global Entry /Standard                                    |                     |               |

| Vehicle equipm ent                  | Device name according to declaration of conformity |                    |                 |
|-------------------------------------|----------------------------------------------------|--------------------|-----------------|
| Mobile phone interfac e             | HT-5                                               |                    |                 |
| Connec tion to the externa l aerial | LTE- MBC- EU                                       | UMT S/GS M- MMC    |                 |
| Garage door opener                  | ADHL 5D                                            | EHL2               |                 |
|                                     | EHL2 (Euro HomeLink 2)                             |                    |                 |
| Keyless Access                      | Kessy MQB- A                                       | Kessy MQB -A SG    | Kessy MQB -B B  |
|                                     | Kessy MQB- B H                                     | Kessy MQB -B SG    | Kessy PPQ 35 SG |
|                                     | Kessy PQ35                                         | Kessy PQ35 GP      | MQB -A          |
|                                     | MQB- B B                                           | MQB -B H           | PQ35 Kessy      |
|                                     | PQ35 GP                                            | PKET OUA (868 MHz) | RKET OUA        |
| Radar sensors for assist system     | ARS4- B                                            | BSD 3.0            | LCA 2 .0A       |
|                                     | LRR3                                               | LRR3 Mast          | LRR4            |

| Vehicle equipment          | Device name according to declaration of conformity |                          |             |
|----------------------------|----------------------------------------------------|--------------------------|-------------|
| s                          |                                                    | er & Slave               |             |
|                            | LRR4 R                                             | MRR e14F CR              | MRR evo1 4F |
|                            | MRR 1Plus                                          | MRR 1Rea r               | R3TR        |
|                            | RS4                                                |                          |             |
| Car-Net Security & Service | TUV M02I U-E                                       |                          |             |
| Car-Net e-Remote           | HT-6                                               | HT-6d                    | HT-6e       |
| Central control unit       | BC-Module                                          | BCM PQ26 ROW (502N1xFOx) |             |
|                            | BCM evo                                            | BCM 2                    | BCM 2R      |
|                            | BR11                                               | RXI-35-433-DC            | 5WK 5025 4  |
| Infotainment system        | A109                                               | A486 / A449 / A493 / 183 |             |
|                            | A473 / A476 /                                      | A475 / A754              | A580 / A270 |

| Vehicle equipm ent | Device name according to declaration of conformity |                            |                    |
|--------------------|----------------------------------------------------|----------------------------|--------------------|
|                    | A750                                               |                            |                    |
|                    | L40V W2                                            | L53V W2                    | L56V W2            |
|                    | L62V W2                                            | L69V W2                    | L77V W2            |
|                    | L73V W2                                            | MIB Global Entry /Standard |                    |
|                    | MIB Standard 2 – PQ +/NAV with BT and WLAN         |                            |                    |
|                    | MIB Standard 2 – ZR +/Nav with BT and WLAN         |                            |                    |
|                    | MIB Standard 2 – ZR +/Nav with BT                  |                            |                    |
|                    | MIB Standard 2 – PQ +/NAV with BT                  |                            |                    |
|                    | MIB2 Entry                                         | MIB2 Mai n- Unit           | MIB 2 Stan dard PQ |
|                    | MIB2 STD                                           | MIB 2 Stan dard ZR         | MMI 3G             |
|                    | MMI 3G R U                                         |                            |                    |

| Vehicle equipm ent | Device name according to declaration of conformity |                 |                 |
|--------------------|----------------------------------------------------|-----------------|-----------------|
| Aerial             | 1K8 035 552                                        | 1K8. 035.5 52.C | 1K8 035 552 F   |
|                    | 1S0.0 35.57 7.A                                    | 2GA. 035.5 77.B | 2G0. 035.5 77.A |
|                    | 3C0.0 35.50 7.AA                                   | 3C0. 035.5 07.N | 3C0. 035.5 07.P |
|                    | 3789. 01                                           |                 |                 |
|                    | 4G5 035 225 B                                      | 4G8 035 225 B   | 4G9 035 225 B   |
|                    | 5L0.0 35.50 1.A                                    | 5Q0. 035.5 07.A | 5Q0. 035.5 07.B |
|                    | 5Q0. 035.5 07.C                                    | 5Q0. 035.5 07.P | 5Q0. 035.5 07.Q |
|                    | 5Q0. 035.5 07.S                                    | 6C0. 035.5 01   | 6C0. 035.5 01.A |
|                    | 6C0.0 35.50 1.C                                    | 6C0. 035.5 01.D | 6C0. 035.5 01.G |
|                    | 6C0.0 35.50 1.J                                    | 6C0. 035.5 01.N | 6R0. 035.5 01   |
|                    | 6R0.0 35.50                                        | 6R0. 035.5      | 6R0. 035.5      |

| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |                       |                       |
|--------------------------|-------------------------------------------------------------|-----------------------|-----------------------|
|                          | 1.A                                                         | 01.C                  | 01.D                  |
|                          | 6R0.0<br>35.50<br>1.F                                       | 6R0.<br>035.5<br>01.L | 7C0.<br>035.5<br>01   |
|                          | 7C0.0<br>35.50<br>1.C                                       | 7C0.<br>035.5<br>01.D | 7H0.<br>035.5<br>07.E |
|                          | 7N0.<br>035.5<br>07.A                                       | 7N0.<br>035.5<br>07.B | 760.0<br>35.57<br>7.T |
|                          | 920<br>336<br>003                                           | 920<br>336<br>005     | 920<br>336<br>006     |
|                          | 920<br>336<br>007                                           | 920<br>336<br>008     | 920<br>336<br>010     |
|                          | 920<br>336<br>011                                           | 920<br>336<br>012     | 920<br>336<br>013     |
|                          | 920<br>336<br>014                                           | 920<br>417<br>007     | 920<br>417<br>010     |
|                          | 920<br>481<br>002                                           | 920<br>481<br>003     | 920<br>481<br>004     |
|                          | 920<br>481<br>012                                           | 920<br>481<br>013     | 920<br>481<br>014     |
| Aerial<br>amplifi<br>er  | 2GA.<br>035.5<br>77                                         | 2GA.<br>035.5<br>77.A | 2GA.<br>035.5<br>77.B |

| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |                       |                       |
|--------------------------|-------------------------------------------------------------|-----------------------|-----------------------|
|                          | 3G5.0<br>35.57<br>7                                         | 3G5.<br>035.5<br>77.A | 3G5.<br>035.5<br>77.B |
|                          | 3G5.0<br>35.57<br>7.G                                       | 3G5.<br>035.5<br>77.H | 3G5.<br>035.5<br>77.J |
|                          | 3G5.0<br>35.57<br>7.K                                       | 3G8.<br>035.5<br>77   | 3G8.<br>035.5<br>77.A |
|                          | 3G8.0<br>35.57<br>7.B                                       | 3G8.<br>035.5<br>77.E | 3G8.<br>035.5<br>77.F |
|                          | 3G8.0<br>35.57<br>7.G                                       | 3G8.<br>035.5<br>77.H | 3G8.<br>035.5<br>77.J |
|                          | 3G8.0<br>35.57<br>7.K                                       | 3G9.<br>035.5<br>77   | 3G9.<br>035.5<br>77.A |
|                          | 3G9.0<br>35.57<br>7.B                                       | 3G9.<br>035.5<br>77.G | 3G9.<br>035.5<br>77.H |
|                          | 3G9.0<br>35.57<br>7.J                                       | 3G9.<br>035.5<br>77.K | 4S0.0<br>35.22<br>5.A |
|                          | 4S0.0<br>35.22<br>5.D                                       | 5C3.<br>035.5<br>52   | 5C3.<br>035.5<br>52.A |
|                          | 5C3.0<br>35.55<br>2.B                                       | 5C5.<br>035.5<br>52   | 5C5.<br>035.5<br>52.A |
|                          | 5C5.0<br>35.55                                              | 5E5.0<br>35.57        | 5E5.0<br>35.57        |

| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |                       |                       |
|--------------------------|-------------------------------------------------------------|-----------------------|-----------------------|
|                          | 2.B                                                         | 7.A                   | 7.B                   |
|                          | 5F4.0<br>35.22<br>5                                         | 5F4.0<br>35.22<br>5.A | 5F4.0<br>35.22<br>5.B |
|                          | 5G6.0<br>35.57<br>7                                         | 5G6.<br>035.5<br>77.A | 5G6.<br>035.5<br>77.B |
|                          | 5G6.0<br>35.57<br>7.E                                       | 5G6.<br>035.5<br>77.F | 5G9.<br>035.5<br>77   |
|                          | 5G9.0<br>35.57<br>7.A                                       | 5G9.<br>035.5<br>77.B | 5G9.<br>035.5<br>77.G |
|                          | 5G9.0<br>35.57<br>7.H                                       | 5G9.<br>035.5<br>77.J | 5G9.<br>035.5<br>77.K |
|                          | 5NA.<br>035.5<br>77                                         | 5NA.<br>035.5<br>77.A | 5NA.<br>035.5<br>77.B |
|                          | 5NA.<br>035.5<br>77.E                                       | 5NA.<br>035.5<br>77.F | 5TA.<br>035.5<br>77   |
|                          | 5TA.0<br>35.57<br>7.A                                       | 5TA.<br>035.5<br>77.B | 510.0<br>35.57<br>7   |
|                          | 510,0<br>35,57<br>7.A                                       | 510,0<br>35,57<br>7.B | 575.0<br>35.22<br>5   |
|                          | 575.0<br>35.22<br>5.A                                       | 575.0<br>35.22<br>5.B | 6C0.<br>035.5<br>77   |

| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |                       |                       |
|--------------------------|-------------------------------------------------------------|-----------------------|-----------------------|
|                          | 6C0.0<br>35.50<br>1                                         | 6C0.<br>035.5<br>01.A | 6C0.<br>035.5<br>01.C |
|                          | 6C0.0<br>35.50<br>1.D                                       | 6C0.<br>035.5<br>01.G | 6C0.<br>035.5<br>01.J |
|                          | 6C0.0<br>35.50<br>1.N                                       | 6V6.<br>035.5<br>77.A | 6V6.<br>035.5<br>77.B |
|                          | 6V9.0<br>35.57<br>7.A                                       | 6V9.<br>035.5<br>77.B | 7C0.<br>035.5<br>01   |
|                          | 7C0.0<br>35.50<br>1.C                                       | 7C0.<br>035.5<br>01.D | 7N0.<br>035.5<br>52.K |
|                          | 7N0.<br>035.5<br>52.J                                       | 7N0.<br>035.5<br>52.Q | 7P6.<br>035.5<br>52   |
|                          | 7P6.0<br>35.55<br>2.A                                       | 7P6.0<br>35.55<br>2.M | 920<br>105<br>105     |
|                          | 920<br>105<br>110                                           | 920<br>211<br>072     | 920<br>211<br>172     |
|                          | 920<br>211<br>201                                           | 920<br>211<br>202     | 920<br>213<br>172     |
|                          | 920<br>286<br>002                                           | 920<br>286<br>005     | 920<br>286<br>009     |
|                          | 920<br>286                                                  | 920<br>286            | 920<br>286            |

| Vehicle<br>equipm<br>ent | Device name<br>according to<br>declaration of<br>conformity |                   |                   |
|--------------------------|-------------------------------------------------------------|-------------------|-------------------|
|                          | 010                                                         | 011               | 012               |
|                          | 920<br>286<br>013                                           | 920<br>286<br>015 | 920<br>286<br>313 |
|                          | 920<br>286<br>323                                           | 920<br>286<br>343 | 920<br>286<br>351 |
|                          | 920<br>286<br>352                                           | 920<br>286<br>353 | 920<br>286<br>354 |
|                          | 920<br>286<br>362                                           | 920<br>286<br>382 | 920<br>286<br>383 |
|                          | 920<br>286<br>385                                           | 920<br>286<br>386 | 920<br>304<br>022 |
|                          | 920<br>301<br>022                                           | 920<br>301<br>030 | 920<br>301<br>031 |
|                          | 920<br>355<br>001                                           | 920<br>437<br>003 | 920<br>437<br>023 |
|                          | 920<br>437<br>035                                           | 920<br>437<br>303 | 920<br>437<br>323 |
|                          | 920<br>437<br>335                                           | 920<br>460<br>003 | 920<br>460<br>009 |
|                          | 920<br>460<br>018                                           | 920<br>460<br>025 | 920<br>460<br>028 |

| Vehicle equipment | Device name according to declaration of conformity |                   |                   |
|-------------------|----------------------------------------------------|-------------------|-------------------|
|                   | 920<br>460<br>042                                  | 920<br>460<br>047 | 920<br>460<br>069 |
|                   | 920<br>460<br>303                                  | 920<br>460<br>318 | 920<br>460<br>325 |
|                   | 920<br>460<br>328                                  | 920<br>460<br>342 | 920<br>460<br>347 |
|                   | 920<br>460<br>369                                  | 920<br>461<br>001 | 920<br>461<br>002 |
|                   | 920<br>461<br>003                                  | 920<br>461<br>004 | 920<br>461<br>005 |
|                   | 920<br>554<br>001                                  | 920<br>554<br>002 | 920<br>554<br>003 |
|                   | 920<br>554<br>004                                  |                   |                   |

Frequency bands, transmit power

| Radio equipment a) | Frequency band    | Max. transmit power |
|--------------------|-------------------|---------------------|
| Vehicle key        | 433.05–434.78 MHz | 10 mW (ERP)         |
|                    | 433.05–434.7      | 10 mW               |

| Radio equipment a)                           | Frequency band                              | Max. transmit power         |
|----------------------------------------------|---------------------------------------------|-----------------------------|
|                                              | 9 MHz                                       |                             |
|                                              | 868.0 – 868.6 MHz                           | 25 mW                       |
|                                              | 434.4 – 434.6 MHz                           | 32 µW                       |
| Applies to:                                  | all Volkswagen passenger car models.        |                             |
| Remote control (auxiliary heater)            | 868.7 – 869.2 MHz (869.0 MHz)               | 0.24 mW, / - 6.3 dBm e.r.p. |
|                                              | Applies to: MQB 37, MQB 48⇒ Key to models . |                             |
|                                              | 868.0 – 868.6 MHz (868.3 MHz)               | 3.1 mW, / 4.8 dBm e.r.p.    |
|                                              | Applies to: Sharan, Touareg.                |                             |
| Auxiliary heater (transmitter/receiver unit) | 868.0 – 868.6 MHz (868.3 MHz)               | 23.5 mW, / 13.7 dBm e.r.p.  |

| Radio equipment a)          | Frequ<br>ency<br>band                                                           | Max. tr<br>ansmit<br>power             |
|-----------------------------|---------------------------------------------------------------------------------|----------------------------------------|
|                             | Applies to:<br>Sharan.                                                          |                                        |
|                             | 868.7<br>–<br>869.2<br>MHz<br>(869.0<br>MHz)                                    | 23.5<br>mW, /<br>13.7<br>dBm<br>e.r.p. |
|                             | Applies to:<br>MQB 37,<br>MQB 48⇒ Key<br>to models .                            |                                        |
|                             | 868.0<br>–<br>868.6<br>MHz<br>(868.5<br>25<br>MHz)                              | 10 mW<br>ERP                           |
| Tyre<br>pressure<br>sensors | Applies to:<br>Touareg.                                                         |                                        |
|                             | 433.9<br>2 MHz                                                                  | 10 mW                                  |
|                             | Applies to: Volkswagen<br>models with<br>Tyre Pressure<br>Monitoring<br>System. |                                        |
| Instrument<br>cluster       | 125<br>kHz                                                                      | 40<br>dBµA/<br>m                       |
| Applies to:                 |                                                                                 | All Volkswagen<br>models.              |
| Electronic                  | 125                                                                             | 3.728                                  |

| Radio equipment a) | Frequency band                                 | Max. transmit power |
|--------------------|------------------------------------------------|---------------------|
| immobiliser        | kHz<br>+/- 10 kHz                              | W                   |
| Applies to:        | All Volkswagen models.                         |                     |
| Bluetooth          | 2,402 – 2,480 MHz                              | 0.0501<br>1 W       |
|                    | 2,400 – 2,483.5 MHz                            | 10 dBm              |
|                    | 2,408 – 2,480 MHz                              | 10 dBm              |
| Applies to:        | Volkswagen models with mobile phone interface. |                     |
| WLAN hotspot       | 2,412 – 2,462 MHz                              | 0.1 W               |
|                    | 2,412 – 2,472 MHz                              | 0.0501<br>1 W       |
|                    | 2,412 – 2,480 MHz                              | 20 dBm<br>/ 0.1W    |
|                    | 2,400 –                                        | 10 dBm              |

| Radio equipment<br>a)    | Frequ<br>ency<br>band                      | Max. tr<br>ansmit<br>power |
|--------------------------|--------------------------------------------|----------------------------|
|                          | 2,483.<br>5 MHz                            |                            |
|                          | 2,402<br>–<br>2,442<br>MHz                 | 20 dBm<br>/ 0.1W           |
|                          | 2,408<br>–<br>2,480<br>MHz                 | 4.1 dB<br>m                |
| Applies to:              | Volkswagen<br>models with<br>WLAN hotspot. |                            |
| Garage<br>door<br>opener | 868.0<br>0–<br>868.6<br>0 MHz              | 25 mW<br>e.r.p.            |
|                          | 868.7<br>0–<br>869.2<br>0 MHz              | 25 mW<br>e.r.p.            |
|                          | 433.0<br>5–<br>434.7<br>9 MHz              | 10 mW<br>e.r.p.            |
|                          | 40,66<br>0–<br>40,70<br>0 MHz              | 10 mW<br>e.r.p.            |
|                          | 26,95<br>7–<br>27,29<br>3 MHz              | 10 mW<br>e.r.p.            |
| Applies to:              | Touareg.                                   |                            |

| Radio equipment a)                          | Frequency band                                                         | Max. transmit power |
|---------------------------------------------|------------------------------------------------------------------------|---------------------|
| Keyless Access                              | 125 kHz                                                                | 22.7 dBμA/m         |
|                                             | Applies to: PQ 35, MQB 37, MQB 48⇒ Key to models .                     |                     |
|                                             | 434.42 MHz                                                             | 32 μW               |
|                                             | Applies to: MQB 37, MQB 48⇒ Key to models .                            |                     |
|                                             | 868,000–868,600 MHz                                                    | 25 mW               |
| Central control unit                        | Applies to: Touareg.                                                   |                     |
|                                             | 21.13 – 22.75 kHz                                                      | 34.2 dBuA/m @ 10 m  |
|                                             | Applies to: Touareg.                                                   |                     |
| Radar sensors for assist systems (on front) | 76 GHz–77 GHz                                                          | 28.2 dBm            |
|                                             | Applies to: all Golf and Passat models, Sharan, Touran, Jetta, Arteon. |                     |

| Radio equipment a)                                     | Frequ<br>ency<br>band                                                                                   | Max. tr<br>ansmit<br>power           |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------|
|                                                        | 76<br>GHz–<br>77<br>GHz                                                                                 | 3.16 W<br>(35<br>dBm<br>RMS<br>EIRP) |
|                                                        | Applies to:<br>Polo, T-Roc,<br>Tiguan.                                                                  |                                      |
|                                                        | 76<br>GHz–<br>77<br>GHz                                                                                 | 27.7 dB<br>m                         |
|                                                        | Applies to:<br>Touareg.                                                                                 |                                      |
| Radar<br>sensor for<br>assist<br>systems<br>(on sides) | 77<br>GHz–<br>81<br>GHz                                                                                 | 23.38 d<br>Bm                        |
| Applies to:                                            | MQB 37,<br>MQB 48⇒ Key<br>to models .                                                                   |                                      |
| Radar<br>sensor for<br>assist<br>systems<br>(rear)     | 24.05<br>–<br>24.25<br>GHz                                                                              | 20<br>dbmW                           |
| Applies to:                                            | all Golf and<br>Passat models,<br>Sharan, Touran,<br>Jetta, Arteon,<br>Touareg, Polo,<br>Beetle, T-Roc. |                                      |
| Mobile<br>phone                                        | GSM 8<br>50:<br>824–                                                                                    | 33<br>dBm/2                          |

| Radio equipment a) | Frequency band                                | Max. transmit power |
|--------------------|-----------------------------------------------|---------------------|
| interface          | 849 MHz                                       | W                   |
|                    | GSM 900: 880–915 MHz                          | 33 dBm/2 W          |
|                    | GSM 1800: 1,710 – 1,785 MHz                   | 30 dBm/1 W          |
|                    | GSM 1900: 1,850 – 1,910 MHz                   | 30 dBm/1 W          |
|                    | WCDMA FDDI: 1,920 – 1,980 MHz                 | 24 dBm/0.25 W       |
|                    | WCDMA FDDV: 824–849 MHz                       | 24 dBm/0.25 W       |
| Applies to:        | vehicles with Premium mobile phone interface. |                     |
| Car-Net            | GSM 9                                         | 33 dBm              |

| Radio equipment a) | Frequency band                                                                                             | Max. transmit power |
|--------------------|------------------------------------------------------------------------------------------------------------|---------------------|
| Security & Service | 00<br>(880.2 – 959.8 MHz)                                                                                  | (2.002 W)           |
|                    | GSM 1800<br>(1,710.2 – 1,879.8 MHz)                                                                        | 30 dBm<br>(1.002 W) |
|                    | UMTS B1<br>(1,920 – 2,170 MHz)                                                                             | 24 dBm<br>(0.25 W)  |
|                    | UMTS B8<br>(880–960 MHz)<br>GPS<br>(1,575.42 MHz)                                                          | 24 dBm<br>(0.25 W)  |
| Applies to:        | Arteon, e-Golf, Golf, Golf GTE, Golf Estate, Passat, Passat GTE, Passat Estate, Passat Estate GTE, Tiguan. |                     |
| Car-Net e-Remote   | GSM 850<br>(824–849                                                                                        | 33 dBm              |

| Radio equipment a) | Frequency band                 | Max. transmit power |
|--------------------|--------------------------------|---------------------|
|                    | MHz)                           |                     |
|                    | GSM 900 (880–915 MHz)          | 33 dBm              |
|                    | GSM 1800 (1,710 – 1,785 MHz)   | 30 dBm              |
|                    | GSM 1900 (1,850 – 1,910 MHz)   | 30 dBm              |
|                    | EGPRS 850 (824–849 MHz)        | 27 dBm              |
|                    | EGPRS 900 (880–915 MHz)        | 27 dBm              |
|                    | EGPRS 1800 (1,710 – 1,785 MHz) | 26 dBm              |
|                    | EGPRS 1900 (1,850              | 26 dBm              |

| Radio equipment<br>a) | Frequ<br>ency<br>band                            | Max. tr<br>ansmit<br>power |
|-----------------------|--------------------------------------------------|----------------------------|
|                       | –<br>1,910<br>MHz)                               |                            |
|                       | UMTS<br>I<br>(1,920<br>–<br>1,980<br>MHz)        | 24 dBm                     |
|                       | UMTS<br>II<br>(1,850<br>–<br>1,910<br>MHz)       | 24 dBm                     |
|                       | UMTS<br>III (IX)<br>(1,710<br>–<br>1,785<br>MHz) | 24 dBm                     |
|                       | UMTS<br>IV<br>(1,710<br>–<br>1,755<br>MHz)       | 24 dBm                     |
|                       | UMTS<br>V (VI)<br>(824–<br>849<br>MHz)           | 24 dBm                     |
|                       | UMTS<br>VIII<br>(880–<br>915<br>MHz)             | 24 dBm                     |

| Radio equipment a) | Frequency band                                               | Max. transmit power |
|--------------------|--------------------------------------------------------------|---------------------|
| Applies to:        | all electric and hybrid vehicles with e-Remote, except e-up! |                     |
| Car-Net e-Remote   | GSM 900: 880–915 MHz                                         | 33 dBm/2 W          |
|                    | GSM 1800: 1,710 – 1,785 MHz                                  | 30 dBm/1 W          |
|                    | WCDMA FDD: 1,920 – 1,980 MHz/                                | 24 dBm/0.25 W       |
|                    | GPS (1.57542 GHz)                                            |                     |
| Applies to:        | e-up!, e-load up!                                            |                     |

#### Key to models

Key to vehicle model groups, where not listed separately in the table:

MQB 37 = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan/SV, Golf Estate, Jetta, Jetta Hybrid, R Golf, Tiguan, Touran, T-Roc.

MQB 48 = Arteon, Passat, Passat Alltrack, Passat GTE, Passat Estate, Passat Estate Alltrack, Passat Estate GTE.

PQ 35 = Beetle, Beetle Cabriolet, Scirocco, Sharan.

a) In certain European countries, the activation of or permission to use radio technology may be restricted, not possible, or possible only when additional requirements have been fulfilled.

## Technical data

### Notes on technical data

Unless otherwise indicated or separately listed, the technical data apply to the basic model. The values may differ if additional equipment is fitted, for different model versions and for special vehicles and in the case of country-specific vehicle specifications. All data in the official vehicle documents take precedence over these data.

### Engine

The vehicle data sticker and the official vehicle documents show which engine is installed in your vehicle.

### Weight

The values for the kerb weight in the following tables apply for the road-ready vehicle with driver (75 kg), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre ⇒ . Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

 Passengers.

 All luggage.

 Roof load including the base carrier bars or roof bars and the load carrier system

 Drawbar load when towing a trailer.

### Performance figures

In certain vehicles with heavy duty running gear, the engine could be governed to provide a maximum speed of 210 km/h.

The performance figures were measured without equipment which may negatively influence performance, such as a roof carrier or mudflaps.

### Gross combination weight

The specified gross combination weights are applicable only for altitudes up to 1,000 m above sea level. The maximum gross combination weight must be reduced by approximately 10% for every further started 1,000 m in altitude.

### Notes on the tables

Gearbox abbreviations: MG = manual gearbox, AG = automatic gearbox, DSG® = DSG® dual clutch gearbox. MG6 = 6-speed manual gearbox.

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WARNING

Exceeding the maximum permissible weights, payload, dimensions, vehicle speeds and axle weight ratings could cause damage to the vehicle, accidents and serious injuries.

❗ Do not exceed the permitted weights, gross combination weights, loads, dimensions and maximum speeds.

❗ The actual axle loads must never exceed the gross axle weight ratings.

❗ The payload and the distribution of the load in the vehicle have an effect on the handling and braking distance of the vehicle. Adjust your speed accordingly.

## ! NOTICE

The load should be distributed as evenly as possible in the vehicle. When transporting heavy objects in the luggage compartment, they should be placed either in front of or over the rear axle in order to minimise the effect on the vehicle's handling.

## ! NOTICE

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

Vehicle data

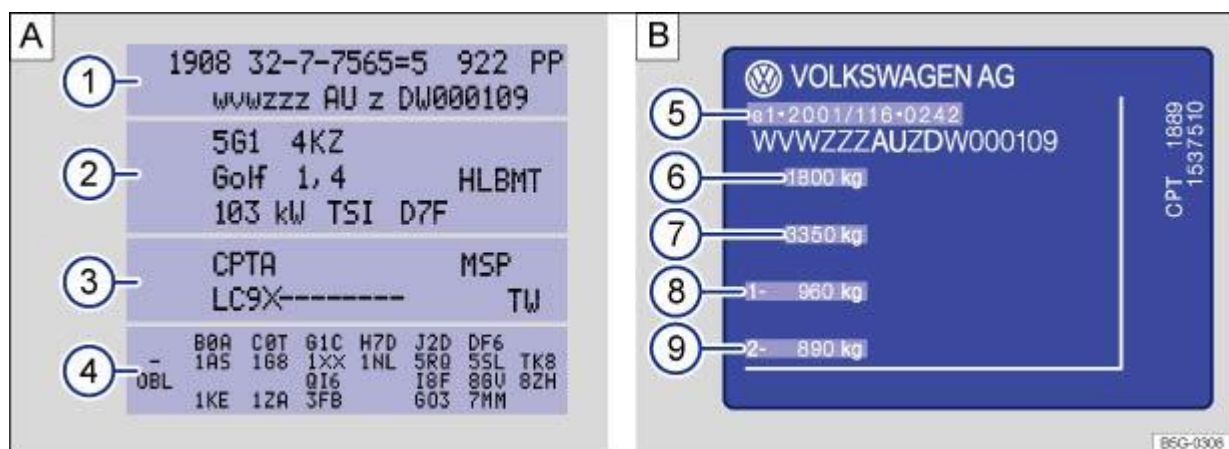


Fig. 213 : vehicle data sticker: the example shows a vehicle with engine code CPTA ③ : type plate.



Fig. 214 Vehicle identification number.

#### Vehicle data sticker

The vehicle data sticker ⇒ Fig. 213  is located on the cover of the owner's manual and under the rear luggage compartment trim on the luggage compartment wall. It contains the following data:

- ②  Vehicle identification number (chassis number)
- ②  Vehicle type, engine power, gearbox type
- ②  Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is CPTA ⇒ Fig. 213 .
- ②  Additional equipment, PR numbers

#### Type plate

The type plate ⇒ Fig. 213  can be seen on the lower part of the door pillar when the driver door is open. Vehicles for certain export countries do not have a type plate.

The type plate contains the following data:

- ②  Approval
- ②  Gross vehicle weight rating
- ②  Gross combination weight rating (vehicle plus trailer)
- ②  Gross front axle weight rating
- ②  Gross rear axle weight rating

#### Vehicle identification number (VIN)

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen ⇒ Fig. 214 (arrow). The viewer is located in the lower corner of the windscreen. The vehicle identification number is also stamped on the right-hand water drainage channel. The water drainage channel is located between the suspension turret and wing. Open the bonnet  to gain access to the vehicle identification number ⇒ In the engine compartment .

The vehicle identification number can be displayed in the Infotainment system using the **CAR** button and the  and Service function buttons ⇒ Infotainment system controls and displays .

#### Vehicle data

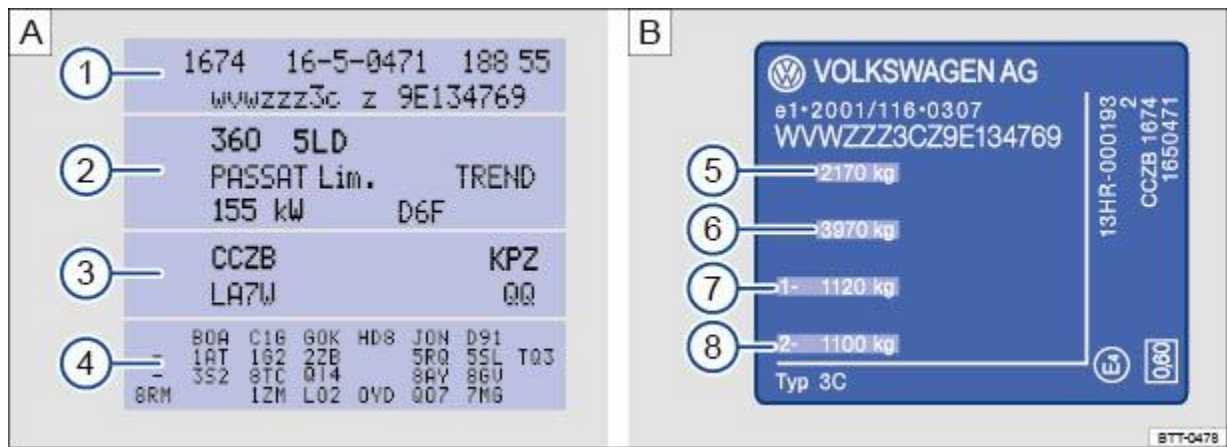


Fig. 215 : vehicle data sticker: example shows a vehicle with engine code CCZB ③. : type plate.

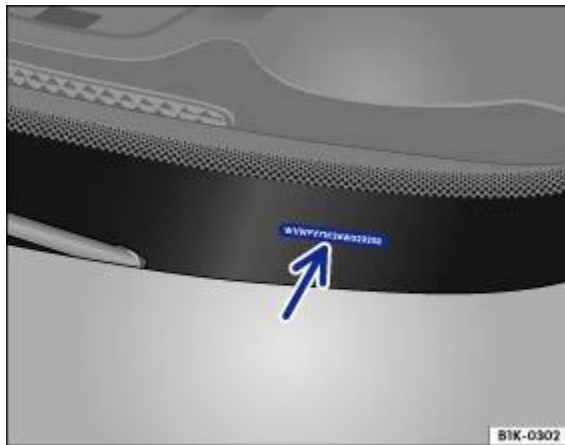


Fig. 216 Vehicle identification number.

#### Vehicle data sticker

The vehicle data sticker ⇒ Fig. 215 **A** is located on the cover of the owner's manual and under the rear luggage compartment trim on the luggage compartment wall. It contains the following data:

- ② ① Vehicle identification number (chassis number)
- ② ② Vehicle type, engine power, gearbox type
- ② ③ Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is CCZB ⇒ Fig. 215 **A**.
- ② ④ Additional equipment, PR numbers

#### Type plate

The type plate ⇒ Fig. 215 **B** can be seen on the lower part of the door pillar when the driver door is open. Vehicles for certain export countries do not have a type plate.

The type plate contains the following data:

- ② ⑤ Gross vehicle weight rating

② ⑥ Gross combination weight rating (vehicle plus trailer)

② ⑦ Gross front axle weight rating

② ⑧ Gross rear axle weight rating

Vehicle identification number (VIN)

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen ⇒ Fig. 216 (arrow). The viewer is located in the lower corner of the windscreen. The vehicle identification number is also stamped on the right-hand water drainage channel. The water drainage channel is located between the suspension turret and wing. Open the bonnet  to gain access to the vehicle identification number ⇒ In the engine compartment .

The vehicle identification number can be displayed in the Infotainment system using the **CAR** button and the  and Service function buttons ⇒ Infotainment system controls and displays .

Dimensions

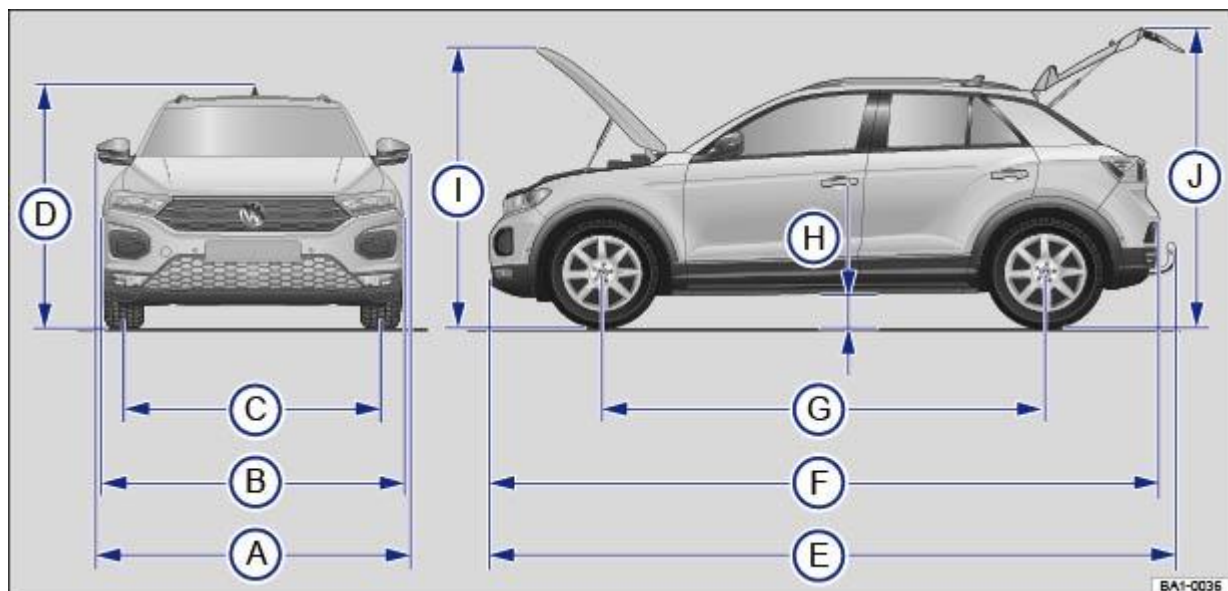


Fig. 217 Illustration: dimensions.

The data in the table apply to the German basic model with the basic specification.

#### NOTICE

Always take care when driving into parking spaces with high kerbs or fixed boundaries. Objects that protrude from the ground can damage the bumper and other components when parking the vehicle.























