Instruction manual

Amarok

Issue 06/2024

Vehicle data sticker

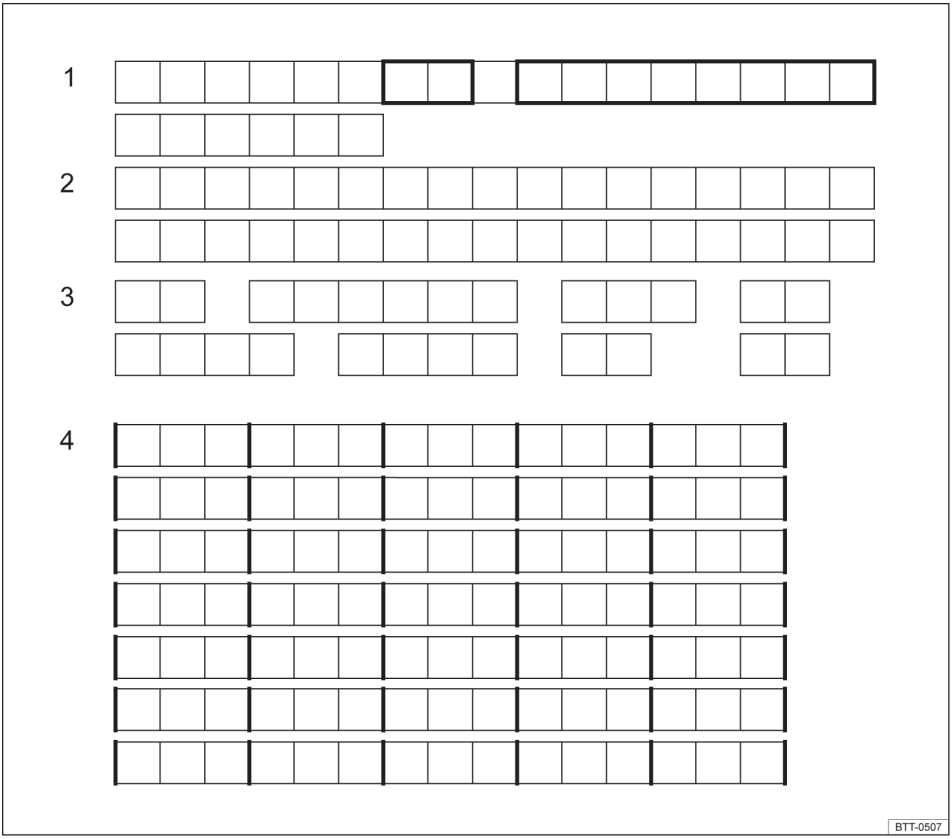

Fig. 1 Vehicle data sticker 1: Vehicle identification number; 2: Vehicle type, engine power, gearbox type; 3: Engine code, gearbox code, paint number, interior equipment; 4: Optional extras, PR numbers.

Pre-delivery inspection carried out on:	**Date of delivery / first registration (whichever comes first):**
Volkswagen Commercial Vehicles dealership stamp	Volkswagen Commercial Vehicles dealership stamp

Thank you for choosing Volkswagen

By purchasing this Volkswagen vehicle, you have become the owner of a vehicle fitted with the most up-to-date technology and a multitude of convenience functions for your use and enjoyment.

Before first use, read and observe the information contained in this Instruction Manual to get to know the vehicle quickly and comprehensively, as well as to be able to recognize and avoid possible dangers for yourself and others.

If you have any further questions about your vehicle, or if you think that the manual set has not covered everything, please contact your local Volkswagen Dealership. Volkswagen Dealerships are always happy to deal with your questions, suggestions or issues.

We wish you much joy with your vehicle and always a good trip.

Volkswagen do Brasil

⚠ WARNING

Observe the important safety information regarding the use of the child restraint system in the front passenger seat ◁

Table of Contents

About this owner's manual

This owner's manual is valid for all model types and versions of your Volkswagen Commercial Vehicle model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain markets. Please refer to the sales documents for information on your actual vehicle equipment, or contact a qualified workshop. Volkswagen Commercial Vehicles recommends using a Volkswagen Commercial Vehicles dealership for this purpose.

In addition, the effectiveness of systems can be significantly impaired if components and systems have been retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications. Have the second stage manufacturer confirm that the systems are functioning properly.

All data in this owner's manual correspond to the information available at the time of going to print. Because the vehicle is constantly being developed and further improved, there may be differences between your vehicle and the data in this owner's manual. No discrepancy in data, illustrations or descriptions shall form the basis for any legal claim.

An alphabetical index and a list of abbreviations, which explains technical abbreviations and terms, help with orientation and understanding.

Colour-coded short definitions, which precede some sections, summarise the respective topic. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.

Booklets in the vehicle wallet:

— Owner's manual

— Supplements (optional)

— Any technical modifications to the vehicle or any amendments to important safety information that may be made after publication of this booklet are contained in a supplement that is included with the vehicle wallet.

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else. Volkswagen Commercial Vehicles also recommends restoring the factory settings of the Infotainment system to delete all personal data. ◁

Explanations

Wordings and terms found in the owner's manual are explained below for easy understanding.

Directions and positions

Directions and positions such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.

Dimensions and speed

Values given in miles instead of kilometres or mph instead km/h refer to the country-specific instrument clusters or Infotainment systems.

Illustrations

Illustrations help with orientation and should be regarded as a general guide. The figures may differ from your vehicle.

This owner's manual was written for left-hand drive vehicles. In *right-hand drive vehicles*, the controls may sometimes be arranged differently to those displayed in illustrations or described in the text.

Form of address

For better legibility, the male form of address is used. However, this refers to all genders equally. This form of address is used for editorial reasons and does not represent a value judgement.

Terms used and their meaning:

Workshop Workshops are repairers that employ trained or qualified staff who specialise in performing service work on passenger cars. Expert assistance can mean both Volkswagen Commercial Vehicles dealerships as well independent workshops.

Volkswagen Commercial Vehicles dealership Volkswagen Commercial Vehicles dealerships are workshops that have a contractual relationship with Volkswagen AG. The contractual relationship ensures that further information is available and that there is an additional direct communications channel to the manufacturer.

Go to a qualified workshop. Some situations require you to take your vehicle to a workshop to have it checked.

Seek expert assistance If it is not possible to continue driving the vehicle, it is necessary to have it professionally checked directly at the vehicle's location. Depending on the situation, a decision is then made whether the vehicle can continue to be driven after the check or if it needs to be towed.

Description of symbols

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

The arrow indicates the end of a section.

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

TM This symbol means “Trademark” and denotes a recognised but as yet not officially registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

® This symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

© This symbol means “Copyright” and indicates that the full rights of use vest in Volkswagen AG. In particular, any reproduction, dissemination, storage and making publicly available is prohibited without the prior consent of Volkswagen AG.

→ ⚠ → ⚠ → ⚠ Symbols like this refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.

→ ! Cross reference to potential risks of damage to property in the same section or on the page specified.

⚠ DANGER

Texts with this symbol indicate dangerous situations which will lead to fatal or severe injuries if you do not observe the warning.

⚠ WARNING

Texts with this symbol indicate dangerous situations which could lead to fatal or severe injuries if you do not observe the warning.

⚠ CAUTION

Texts with this symbol indicate dangerous situations which could lead to slight or medium injuries if you do not observe the warning.

! *NOTICE*

Texts with this symbol indicate situations which could cause vehicle damage if you do not observe the warning.

Texts with this symbol contain additional information on the protection of the environment.

Texts with this symbol contain additional information.

Vehicle overviews

Front view

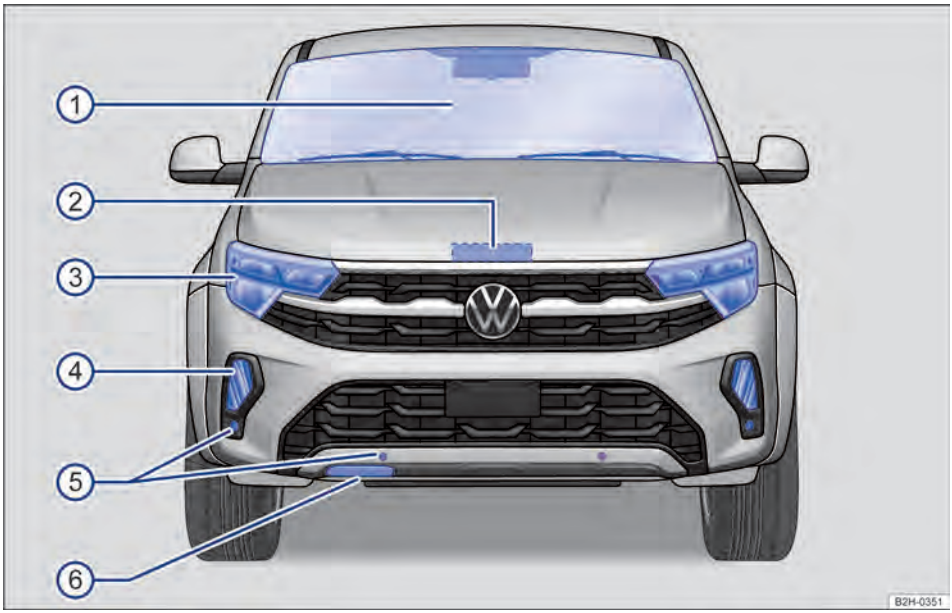

Fig. 2 Overview of the vehicle front.

(1) Windscreen:
- with vehicle identification number
- with windshield wipers
- with rain and light sensor in the region of the interior mirror

(2) Bonnet control lever
(3) Headlights
(4) Lights in the bumper
(5) Assist system sensors
(6) Behind the cover: towing eye housing ◁

Back view

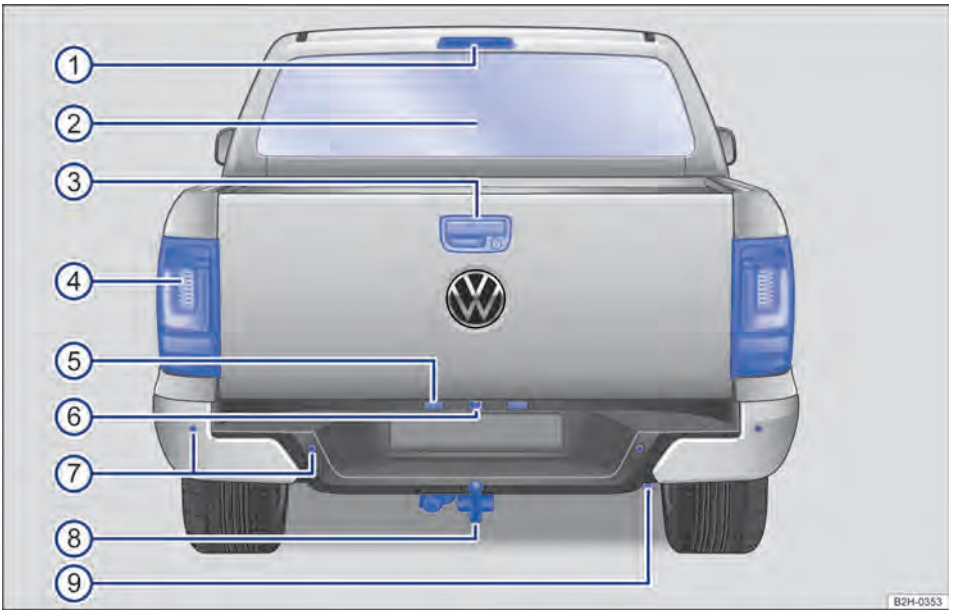

Fig. 3 General view of the rear of the vehicle.

1. Raised brake light with cargo compartment lighting (depending on version)
2. Rear window with rear window defogger
3. Handle:
   - for opening the cargo compartment lid
   - with cargo compartment lid lock
4. Tail light lamps
5. License plate lighting
6. Camera for parking systems
7. Assist system sensors
8. Towing hitch or fixed towing eye, depending on version

Side view

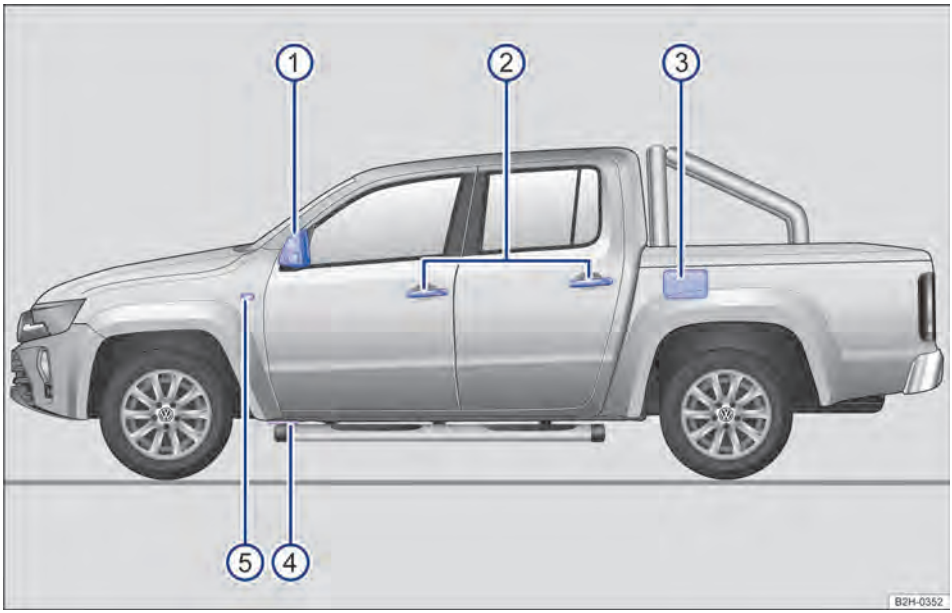

Fig. 4 General view of the left side of the vehicle.

1. Exterior mirrors
2. Door handles
3. Additional flash lights
4. Tank hatch
5. Jacking point
6. Additional turn signal lamp

Driver door

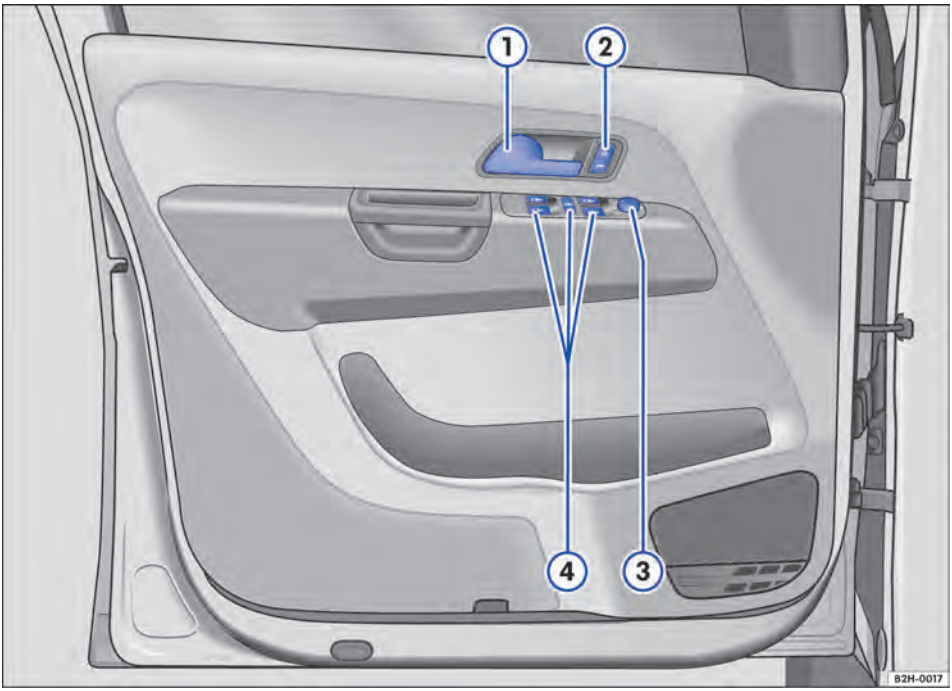

Fig. 5 Overview of controls in the driver door (left-hand drive vehicles).

1. Door release lever
2. Central locking button for locking and unlocking the vehicle
3. Switch for exterior mirror adjustment and functions
4. Buttons for operating the electric windows

Driver side

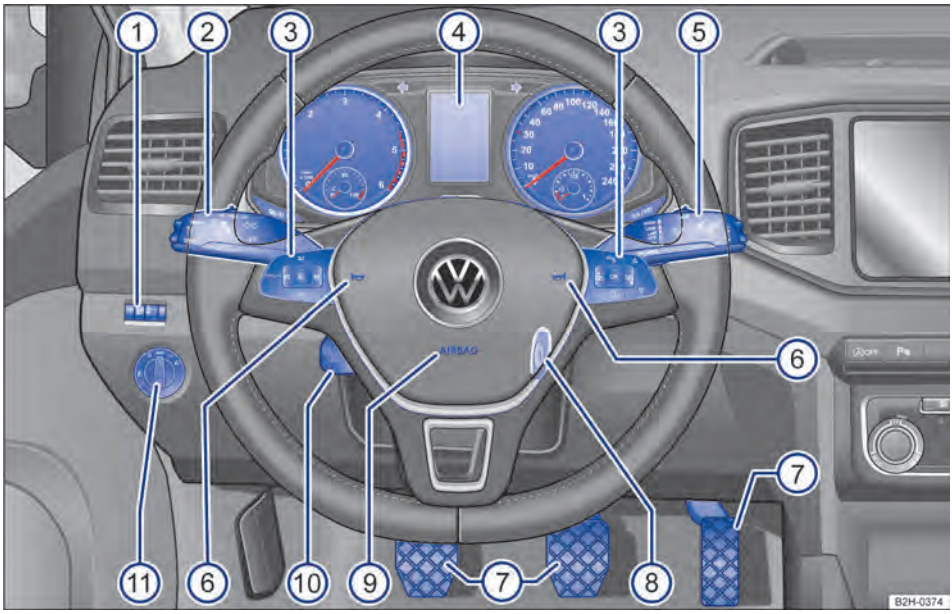

Fig. 6 Overview of the driver side.

(1) Regulator:
- — for instrument and switch lighting
- — for headlight range control

(2) Turn signal and main beam lever
- — with switches and buttons for driver assist systems

(3) Multifunction steering wheel controls:
- — Operating the driver assist system
- — Menu selection
- — Audio, navigation ⏮ ⏭
- — Telephone menu access or answering a phone call
- — Volume adjustment
- — Mute
- — Enable voice control (depending on the version, without function)

(4) Instrument cluster
- — with warning and indicator lamps

(5) Lever for window wipers and washers
- — with buttons to operate the menus

(6) Horn

(7) Pedals

(8) Ignition lock

(9) Driver front airbag installation location

(10) Lever for adjusting the steering column position

(11) Light switch

Centre console

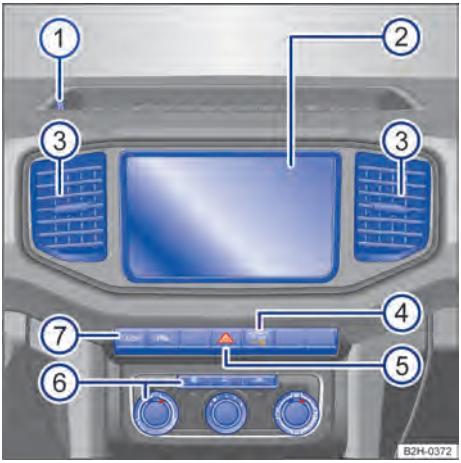

Fig. 7 Overview of the upper section of the centre console

1. 12-V socket
2. Infotainment system → *Infotainment system*
3. Air vents
4. Front passenger deactivated front airbag warning lamp OFF
5. Hazard warning lights button
6. Controls for air conditioning, ventilation and heating systems
7. Buttons:
   - for Start-Stop system
   - for parking and manoeuvring assistance systems
   - for rear window defogger (vehicles with ventilation and heating system)
   - for cargo area lighting

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

1. Selectable four-wheel drive buttons
2. Four-wheel drive status indicator
3. Seat heating buttons
4. Cigarette lighter and 12-V socket
5. Lever:
   - for automatic gearbox
   - for manual gearbox
6. AUX-IN multimedia input, USB input (depending on version) → *Infotainment system*
7. Electronic stability program (ESC) or traction control (ASR) button
8. Differential lock button
9. Off-road function button

Front passenger side

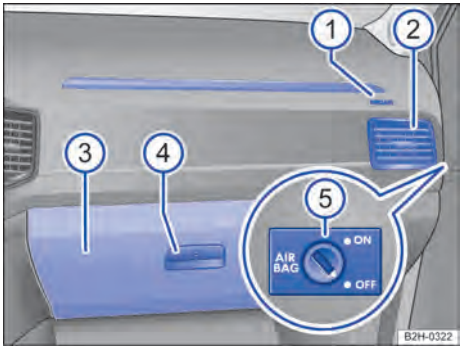

Fig. 9 Passenger side (left-hand drive vehicles): overview of the dash panel (mirrored for right-hand drive vehicles).

1. Location of front passenger front airbag in the dash panel
2. Vent
3. Glove box
4. Opening lever for stowage compartment on the front passenger side with lock
5. At the sides of the dash panel: Key switch for switching off the front passenger front airbag

Controls in the roof

Symbol	Meaning
	Buttons for interior and reading lights.

Driver information

Symbols in the instrument cluster

The warning and indicator lamps indicate various warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out after a short period of time.

For details on indicator lamps that light up in the light switch, see Chapter “Lights”.

WARNING

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

- Never ignore any illuminated warning lamps or text messages.
- Stop the vehicle as soon as it is possible and safe to do so.

Symbol	Meaning
	STOP Do not drive on! Brake fluid level low → page 131, → page 199
	STOP Do not drive on! Brake system fault → page 99
	The handbrake is applied → page 124
	STOP Do not drive on! Engine oil pressure too low → page 195
	STOP Do not drive on! Fault in the coolant system → page 21, → page 196
	STOP Do not drive on! 12-volt vehicle battery → page 203
	AdBlue® level too low → page 170
	SCR system fault → page 170
	SCR system fault → page 170

Symbol	Meaning
	STOP Do not drive on! Gearbox overheated → page 107
	Airbag or belt tensioner system fault → page 43
	Airbag or belt tensioner system switched off with diagnostic tool → page 43
	Front passenger front airbag switched off → page 43
	Lit up: electronic stability control (ESC) switched off by the system → page 132
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) control intervention → page 130, → page 132
	Traction control system (TCS) switched off → page 131
	Anti-lock brake system (ABS) fault → page 131
	Engine oil level too low → page 195
	Engine oil system fault → page 195
	Fuel tank almost empty → page 20
	Water in the diesel → page 166
	Vehicle lighting failure → page 79
	Rear fog light switched on → page 79
	Washer fluid level too low → page 85
	Steering fault → page 111
	STOP Do not drive on! Tyre pressure low → page 207
	STOP Do not continue driving! Fault in the tyre monitoring system → page 207
	Fault in engine management system → page 101
	Exhaust system fault → page 171

Symbol	Meaning
	Diesel engine preheating → page 102, → page 171
	Particulate filter clogged with soot → page 170
	Engine speed limited → page 101
	SCR system fault → page 170
	SCR system fault → page 170
	Differential lock → page 116
	Depress the brake pedal! → page 106
	Turn signals → page 79
	Speed stored, regulation active → page 121
	Main beam or headlight flasher → page 80
	Outside temperature below +4 °C (+39 °F) → page 20
	Automatic gearbox fault → page 107, → page 165
	Service due → page 31
	Fault in the Cruise Control System (CCS) → page 122
	AdBlue® level too low → page 170 AdBlue in the normal operating range → page 167

Warning and information messages

The system runs a check on certain components and functions in the vehicle when the ignition is switched on or while the vehicle is in motion. Malfunctions are indicated by warning symbols with accompanying text on the instrument cluster display, and an acoustic signal may also be given. What the information messages and symbols look like can vary depending on the version of the instrument cluster.

Priority 1 warning (red)

The symbol flashes or lights up (sometimes together with an acoustic warning). **Do not drive on!** Danger. Check the fault and correct the cause. If necessary, seek assistance from a suitably qualified workshop.

Priority 2 warning (yellow)

The symbol flashes or lights up (sometimes together with an acoustic warning). Malfunctions and insufficient service fluids can damage the vehicle and cause it to break down. Check the fault as soon as possible. If necessary, seek assistance from a suitably qualified workshop.

Information message

Information about various procedures within the vehicle.

If warning messages about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings or display information as described. If this is the case, take the vehicle to a suitably qualified workshop to have the malfunction rectified. ◁

Introduction to the instrument cluster

The vehicle is fitted with an analogue instrument cluster. The instrument cluster indicates basic information, such as speed.

The following functions may also be available, depending on the equipment:

— Various menus, e.g. For driver assist systems.

— Status displays for the driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

You can use these menus to customise the content and adjust the settings.

⚠ WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

You may find that system settings, such as personal convenience settings and programming, have been changed or deleted when you start the engine after the 12-volt vehicle battery has been fully discharged, replaced or after a jump start.

Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

When the outside temperature is low, the display in the instrument cluster may take slightly longer to appear than it does when the outside temperature is higher. ◁

Analogue instrument cluster

Overview of the analogue instrument cluster

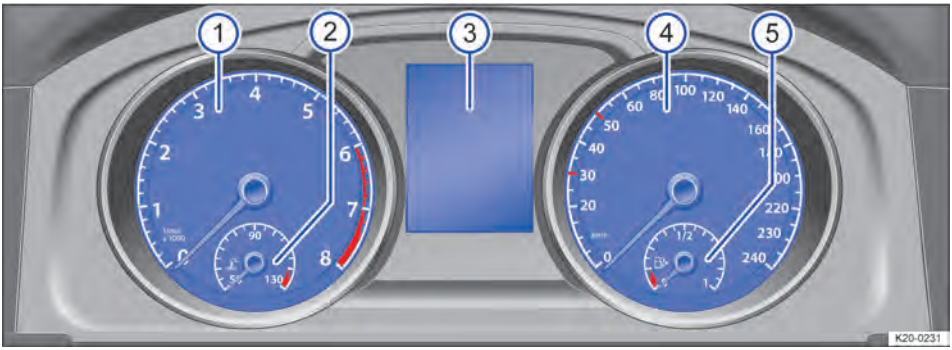

Fig. 10 Analogue instrument cluster in the dash panel.

① Rev counter (running engine speed in revolutions x 1,000 per minute).
② Coolant temperature display.
③ Displays.
④ Speedometer.
⑤ Fuel gauge.

Analogue instrument cluster operation

Fig. 11 On the multifunction steering wheel: Buttons for operating the menus in the instrument cluster.

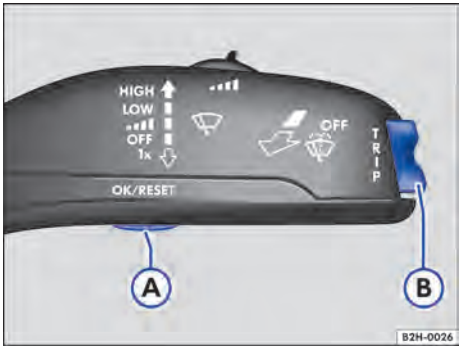

Fig. 12 On the wiper lever: Buttons for operating the menu.

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The multifunction display is controlled using the buttons on the multifunction steering wheel only.

Opening the main menu

Vehicles with multifunction steering wheel:

1. Switch on the ignition.
2. If a message or vehicle pictogram is displayed, press the OK → Fig. 11 button.
3. Press the ⊟ or ⊞ → Fig. 11 button multiple times to navigate through the individual menu options.

   The main menu is listed.

Vehicles without multifunction steering wheel:

1. Switch on the ignition.
2. If a message or vehicle pictogram is displayed, press the OK/RESET → Fig. 12 Ⓐ button.
3. To view the main menu or to return to the main menu from a submenu, press and hold the rocker switch TRIP → Fig. 12 Ⓑ.

Opening a submenu

Vehicles with multifunction steering wheel:

1. Press the arrow button △ or ▽ → Fig. 11 until the desired menu option is highlighted.
2. Press the OK button → Fig. 11 to open the submenu option.

Vehicles without multifunction steering wheel:

1. Press the rocker switch TRIP → Fig. 12 Ⓑ at the top or bottom until the desired menu option is highlighted.
2. Press the OK/RESET → Fig. 12 Ⓐ button to open the submenu option.

Making menu-dependent settings

Vehicles with multifunction steering wheel:

1. Use the arrow buttons △ and ▽ → Fig. 11 to make the desired changes. Tap and hold the arrow button to increase or decrease the values more quickly.
2. Mark and confirm the selection with the OK button → Fig. 11.

Vehicles without multifunction steering wheel:

1. Use the rocker switch TRIP → Fig. 12 Ⓑ to make the desired changes. Press and hold the rocker switch TRIP→ Fig. 12 Ⓑ to increase or decrease the values more quickly.
2. Mark and confirm the selection with the OK/RESET → Fig. 12 Ⓐ button.

Returning to the main menu

Vehicles with multifunction steering wheel:

1. Select the menu item **Back** in the submenu.

Vehicles without multifunction steering wheel:

1. Select the menu item **Back** in the submenu.

   Or:

   Press and hold the rocker switch TRIP → Fig. 12 Ⓑ.

If warning messages about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings or display information as described. If the fault persists, go to a correspondingly qualified workshop.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

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

Information displays on the analogue instrument cluster

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

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

Menus in the analogue instrument cluster

— Audio.
— Settings
— Vehicle status.
— Multifunction display.
— Navigation.
— Telephone.

Possible analogue instrument cluster displays

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

— Outside temperature.
— Gear-change indicator.
— Open bonnet and boot lid.
— Mileage displays.
— Multifunction display (MFD) and menus for various settings.
— Service interval display.
— Start/stop system status display.
— Time.
— Warning and information messages.

— Selector lever position.

— Second speed.

Outside temperature

If the outside temperature falls below about +4°C (+39°F), the temperature display also shows the ❄ symbol (black ice warning). This symbol flashes and then remains constantly lit until the outside temperature rises above +6°C (+43°F).

In the following situation, the temperature displayed may be higher than the actual outside temperature as a result of the heat radiated from the engine.

— When the vehicle is stationary.

— When travelling at very low speeds.

The measuring range is between -40 °C (-40 °F) and +50 °C (+122 °F).

WARNING

Streets and bridges can ice over at outside temperatures above freezing point.

- The ❄ symbol indicates that there is a risk of black ice.
- There may also be black ice on the road at outside temperatures above +4°C (+39°F) when the ❄ symbol is not displayed.
- Never rely only on the outside temperature display.

Mileage displays

The odometer records the total distance covered by the vehicle.

The trip recorder shows the distance travelled since the trip recorder was last reset. The last digit shows distances of 100 metres.

Second speed (mph or km/h)

In addition to the tachometer display, the speed can also be displayed in another unit of measurement (mph or km/h) while you are driving. To do this, select the **Alt. speed dis.** menu option in the **Settings** menu.

Vehicles without menu display on the instrument cluster:

1. Start the engine.
2. Press the button three times. The odometer in the instrument cluster display flashes.
3. Press the 0.0/SET button once. The vehicle speed in "km/h" or "mph" is shown briefly in the display instead of the odometer.

This activates the second speed display. It can be deactivated in the same manner.

It is not possible to switch off the second speedometer display in those countries where the law stipulates that the display cannot be deactivated.

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

If several warning reports are detected, the symbols will appear for several seconds, one after another. The symbols will continue to appear until the faults are rectified. ◁

Fuel gauge

Analogue fuel gauge

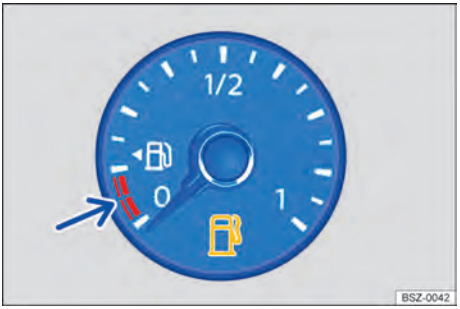

Fig. 13 Fuel gauge in the analogue instrument cluster (illustration). ◁

Troubleshooting

Fuel tank almost empty

The yellow indicator lamp must light up. The reserve quantity (red mark) is being consumed.

1. At the next opportunity, fill up with fuel.

Depending on version: When the control light comes on, the stationary heating and the additional fuel heater switch off automatically.

WARNING

Driving with a very low fuel level may cause stoppages of the vehicle in the traffic, accidents and severe injuries.

- When the fuel level is too low, the fuel supply to the engine could be irregular, especially when driving up or down hills and inclines.
- The steering and all driver assistance and braking systems will not function if the engine “sputters” or stops due to lack of or irregular fuel supply.
- Loss of power and damage to the high pressure pump, as it is lubricated by diesel oil.
- Impossibility of regeneration of the particle filter, as the vehicle's autonomy is prioritized. This can cause greater saturation of the filter, turning on the light and even the need to take the vehicle to a Volkswagen dealer for forced regeneration.
- Always refuel when the fuel tank is only 1/4 full to avoid idling due to lack of fuel.

NOTICE

Do not run the tank empty. Irregular filling periods can cause backfiring and allow unburnt fuel to enter the exhaust system.

The small arrow next to the fuel pump symbol on the fuel gauge indicates which side of the vehicle the fuel filler flap is on. ◁

Coolant temperature display

Analogue coolant temperature display

Fig. 14 Coolant temperature display in the analogue instrument cluster (schematic diagram).

Ⓐ Cold range. The engine has not yet reached operating temperature. Avoid high engine revs and heavy engine loads until the engine is warm.

Ⓑ Normal range.

Ⓒ Warning range. The temperature may also rise to the hot area when the engine is working hard, especially at high ambient temperatures. ◁

Troubleshooting

Engine coolant

The red indicator light is flashing or on.

The engine coolant temperature is too high or the coolant system is faulty.

Stop driving!

1. Stop the vehicle, turn the engine off and let it cool down.
2. Check the engine coolant level.
3. If the warning light does not go out, although the engine coolant level is in order, request qualified technical assistance for this.

If there is a reduction in the coolant level, a possible leak must be considered. If the level drops again after refuelling, avoid using the vehicle and contact a Volkswagen dealer. ◁

Settings menu

The actual content and designations of the individual menu options depend on the vehicle electronics and the vehicle specification.

Assist systems Settings for the various driver assist systems.

Language Setting the language for the display texts and messages in the navigation system.

Multifunction display data (MFD) Settings for which MFD data should appear in the instrument cluster display.

Time For setting the hours and minutes for the clock in the instrument cluster display and in the navigation system. The time can be shown in a 12 and 24 hour display. An S may be shown in the upper part of the display to indicate that summer time is selected.

Winter tyres Setting the visual and acoustic speed warning. Use this function only when the winter tyres fitted are not designed for the vehicle’s maximum speed.

Units Setting the units for temperature, consumption values and distances.

Tyre pressure Store the tyre pressures of all tyres in the tyre monitoring system again.

Second speed Switching the second speed display on or off.

Service View service messages.

Factory settings Some functions in the **Settings** menu are reset to the factory settings.

Driving data display (multi-function display)

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

The multifunction display (MFD) is fitted with two automatic memories: 1 – Single journey memory and 2 – Total journey memory.

1 – Single journey memory: The memory collects travel and consumption data from the moment the ignition is switched on until it is switched off. The memory will be deleted automatically if the journey is interrupted for more than 2 hours. If the journey is continued within 2 hours of the ignition being switched off, the new values will be added to the existing trip recorder.

2 – Total journey memory: The memory records journey data for any number of individual journeys up to a total driving time of 19 hours and 59 minutes or 99 hours and 59 minutes, or a distance covered of 1,999.9 km (miles) or 9,999 km (miles), depending on the version of the instrument cluster. The memory is automatically reset if one of these maximum values is exceeded.

Possible displays

Travel time Driving time in hours (h) and minutes (min) that has elapsed since the ignition was switched on.

Consumption While the vehicle is motion, the current fuel consumption is displayed in l/100 km (mpg). When the engine is running and the vehicle is stationary it is measured in l/h (gal/h).

Ø consumption After switching on the ignition, the average fuel consumption will be shown in l/100 km (mpg) only after a distance of approximately 100 m (around 328 ft) has been covered. The display will show dashes until this point. The displayed values will be updated approximately every 5 seconds.

Range AdBlue Approximate distance (in km) that can be travelled with the remaining quantity of AdBlue® under current driving conditions.

Distance The distance covered in km (miles) since the ignition was switched on.

Ø speed After switching on the ignition, the average speed will be shown only after a distance of approximately 100 m (around 328 ft) has been covered. The display will show dashes until this point. The displayed values will be updated approximately every 5 seconds.

Digital speed Current vehicle speed displayed digitally.

Oil temperature Current temperature of the engine oil displayed digitally.

Speed warning at XXX km/h If the saved speed (within the range of 30 km/h (18 mph) and 250 km/h (155 mph)) is exceeded, an acoustic and, if necessary, visible warning will be emitted.

Switching between displays

1. *Vehicles with multifunction steering wheel:*

   Press the △ or ▽ button.

1. *Vehicles without multifunction steering wheel:*

   Press the rocker switch TRIP on the wiper lever.

Setting the speed warning

1. Select the **Speed warning at XXX km/h** display.
2. Press the OK button to store the current speed and activate the warning.
3. Within approximately 5 seconds, set the speed with the rocker switch on the wiper lever or the △ or ▽ buttons on the multifunction steering wheel.
4. Press the OK button or simply wait for a few seconds.

   The speed is now saved and the warning is activated.
5. To deactivate, press the OK button again.

   The stored speed will be deleted.

Deleting memory 1 or 2 manually

1. Select the memory that you wish to delete.
2. Press and hold the OK button for approximately 2 seconds.

Personal selection of displays

In the **Settings** menu, you can specify which of the MFD displays should be shown in the instrument

cluster display. You can also change the units of measurement on the display. ◁

The compass

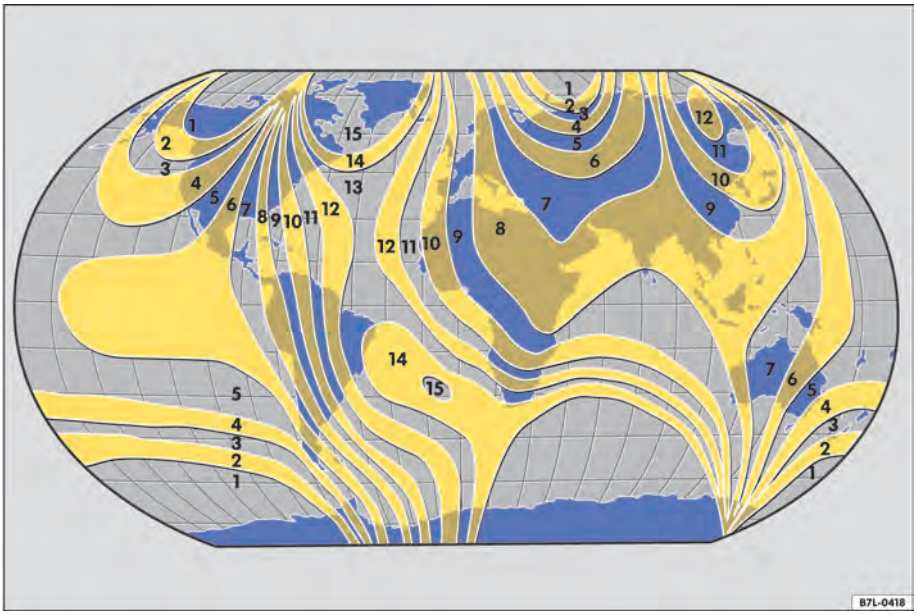

Fig. 15 Compass zones.

The compass does not have to be calibrated if the vehicle has a factory-fitted navigation system. There is no menu option for the **compass**.

The compass in vehicles without a factory-fitted navigation system is calibrated once automatically and need not be calibrated again. If electrical or metallic equipment is retrofitted in the vehicle, e.g. mobile telephone or television, the compass will have to be recalibrated manually.

Setting the compass zone

1. Switch on the ignition.
2. Select the **Settings** menu and then the menu options **Compass** and **Zone**.
3. Select the compass zone to match your location.
4. Set and confirm the compass zone (**1**–**15**).

Calibrating the compass

The requirements for calibrating the compass are the valid compass zone for your location and enough space to drive in a circle.

1. Switch on the ignition.
2. Select the **Settings** menu and then the menu options **Compass** and **Calibration**.
3. Confirm **Please drive a full circle to calibrate.** with the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel, then drive the vehicle in a full circle at a speed of approximately 10 km/h (6 mph).

During calibration, the display on the instrument cluster shows **CAL**. The calibration procedure is complete when the compass direction is shown in the display. ◁

Safer Tag

Introduction to the subject

The front camera system is an advanced driver assistance system. The system can alert the driver in certain situations, such as frontal collision alert. It is a passive system (which depends on the driver's reaction) and consists of a camera located on the windshield, close to the central rear-view mirror, and a display located on the upper central storage compartment of the instrument panel. This system monitors traffic (in front of the vehicle) and the vehicle's driving lanes, and can issue audible and visual alerts if it identifies that there is a risk of collision or lane avoidance. Furthermore, the system monitors the time/ distance in relation to the vehicle in front and also reads speed signs to assist the driver.

WARNING

- As it is a passive system, the vehicle does not perform any action alone and does not intervene on the vehicle's brakes, steering or speed control.
- The System is not a substitute for safe and responsible driving. The driver must always be attentive and in full control of the vehicle in any and all types of occasions. The monitoring system does not replace any function that drivers normally perform while operating a motor vehicle, nor does it alleviate the need to remain vigilant and alert in all driving conditions, comply with all safe driving standards and practices, and obey all traffic rules and regulations.
- The system is based on artificial intelligence technology trained to detect specific vehicles, pedestrians, lanes and speed signs. Its functionality depends on minimum lighting conditions and does not guarantee definitive detection, nor does it guarantee warning of all potential risks related to driving and/or the road.
- The intelligent technology cannot go beyond the limits imposed by physics and will only operate within the limitations of the system. The driver must never allow this convenience feature to jeopardize the safety of road users. Driving your vehicle carelessly or without supervision can cause accidents and serious injuries. The system cannot substitute the driver's attention.
- The responsibility for driving the vehicle always lies with the driver.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- The camera may become hot during operation. Avoid touching it during or immediately after the operation.
- For a correct understanding of the system's functionality, read this manual in its entirety.
- Any conditions that block the camera's view, partially or completely, will result in the absence or reduced functionality of these functions and alerts. You must always ensure that the vision sensor has an unobstructed field of view. ◁

System functionality

Please refer to ⚠ at the start of the chapter on page 24.

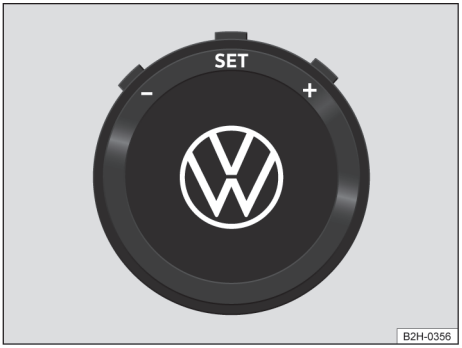

Fig. 16

The Assist System will automatically start when the vehicle is ignited. During this operation, the Volkswagen logo will be shown on the display.

The system will be fully active approximately 1s after the VW logo disappears from the display and as long as the vehicle remains on. This stage will be represented by two indicative bands on the display, in gray. ◁

Warnings

Forward Collision Warning (FCW)

Please refer to ⚠ at the start of the chapter on page 24.

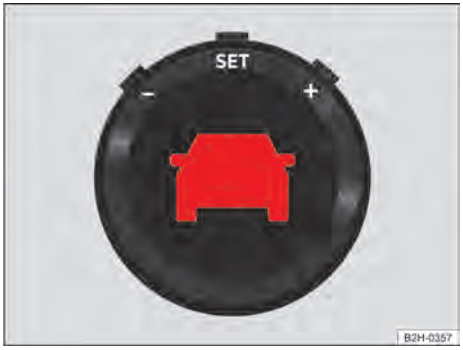

Fig. 17

Forward collision alert issues an audible and visual alert when identifying the risk of a possible collision with the vehicle in front. The audible alert consists of a series of 3 short, high-pitched chirps. The visual alert is represented by a red silhouette of a vehicle on the display.

The volume of the audible alert is set by the overall system volume.

Collision warning is based on a calculation called TTC (Time to collision), which is based on the speed of the vehicle and also the distance and speed of the vehicle in front.

The collision alert has 3 sensitivity levels that can be selected by the driver according to the traffic ahead and driving style, being classified as:

1 Late -
2 Average -
3 Early -

To change sensitivity levels check → page 28.

If the time interval (HWM) from the vehicle to the vehicle in front is less than or equal to 0.4s, a collision warning will be issued.

When is the collision warning function operational?

The function will be operational when:

— The system is active

— During the speed range between 30km/h and 200km/h.

⚠ WARNING

Collision alert is configured to only issue alerts up to 80m (0 - 80m) away from the vehicle in front. ◁

Lane departure warning (LDW - Lane departure warning)

Please refer to ⚠ at the start of the chapter on page 24.

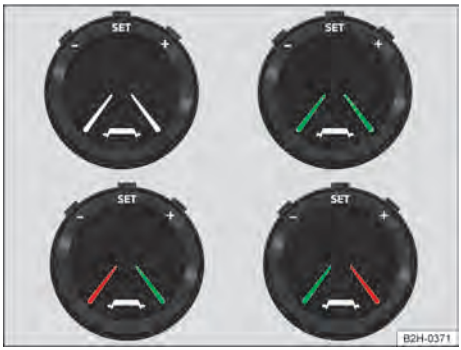

Fig. 18

How does lane departure warning work?

LDW issues an audible and visual alert when it identifies a vehicle that unintentionally leaves the lane without using the direction indicators.

The audible alert consists of a long, high-pitched hiss. The visual alert is represented by a red band that represents the side on which the evasion occurred.

The volume of the audible alert is set by the overall system volume → page 28.

Lane departure warning is based on a calculation called DLC (distance to lane crossing), which is based on the transverse speed of the vehicle and also the width of the vehicle and lane.

The lane departure warning has 3 sensitivity levels that can be selected by the driver according to the width of the road and driving style, being classified as:

1 Late - Alert will be given after the vehicle crosses the lane.
2 Medium - Alert will be given when the vehicle crosses the lane.
3 Early - Alert will be given before the vehicle crosses the lane.

To change sensitivity levels, check → page 28.

When is the lane departure warning function operational?

The function will be operational when:

— The system is active

— The vehicle reaches a speed of 65 km/h and remains at a speed above 60 km/h.

— There is recognition of the lanes on the road.

When the function is operational, the bands represented on the display take on a green colour.

When the function is not operational, the bands represented on the display take on a grey colour.

WARNING

When a lane departure warning is issued, the vehicle must return to the centre of the lane for the function to become operational again. If this condition is not respected, another lane evasion alert will not be issued if there is a new evasion. ◁

Pedestrian Collision Warning (PCW - Pedestrian Collision Warning)

Please refer to ⚠ at the start of the chapter on page 24.

Fig. 19

Pedestrian collision alert issues an audible and visual alert when identifying the risk of a possible collision with the pedestrian or cyclist in front. The audible alert consists of a series of 2 long, high-pitched chirps. The visual alert is represented by a red silhouette of a pedestrian on the display, as shown in the figure above.

If a pedestrian or cyclist is in the danger zone, however the TTC (time to collision) calculated is not critical, a small silhouette of a green pedestrian will be displayed at the top of the display, without any audible alert. See figure below:

Fig. 20

The volume of the audible alert is set by the overall system volume → page 28.

When is the pedestrian collision function operational?

The function will be operational when:

— The system is active

— The vehicle speed is above 7km/h and below 50km/h. ◁

HMW - Traffic Monitoring Alert (HWM - Headway Monitoring Warning)

Please refer to ⚠ at the start of the chapter on page 24.

Fig. 21

The traffic monitoring alert displays the time interval in which the vehicle would catch up with the vehicle in front at that instant. The alert is visual only and will display the time itself and a small silhouette of a vehicle.

If the time interval is less than or equal to 0.9s, the representation of time and silhouette will be displayed in red.

If the time interval is greater than 0.9s or less than 2.5s, the representation of time and silhouette will be displayed in green. ◁

Speed limit indicator (SLI - Speed Limit Indication)

Please refer to ⚠ at the start of the chapter on page 24.

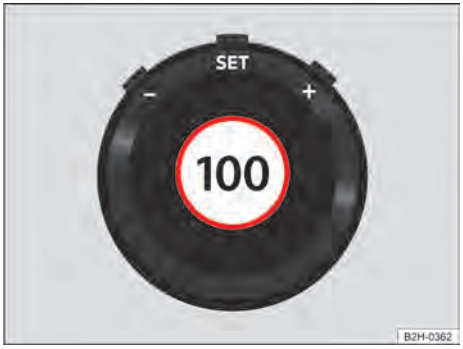

Fig. 22

The speed limit indicator will recognize road speed signs and display them in the centre of the display. After 1 second, they will be reduced and will continue to be represented in the upper left corner of the display. The driver can configure the speed limit indicated on the screen to flash if the vehicle's speed limit exceeds the recognized limit or even a range or tolerance predefined by the driver.

The speed limit indicator can be configured in the following ways:

— Off : after recognizing the speed plate, it will only show it on the display.

— +0 km/h : If the vehicle's speed exceeds the recognized speed limit of the road, the display will flash the speed limit sign, as a visual alert.

— +5 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 5 km/h, the display will flash the speed limit sign, as a visual alert.

— +10 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 10 km/h, the display will flash the speed limit sign, as a visual alert.

— +15 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 15 km/h, the display will flash the speed limit sign, as a visual alert.

— +20 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 20 km/h, the display will flash the speed limit sign, as a visual alert.

— +25 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 25 km/h, the display will flash the speed limit sign, as a visual alert.

— +30 km/h : If the vehicle's speed exceeds the recognized speed limit of the road plus 30 km/h, the display will flash the speed limit sign, as a visual alert.

⚠ WARNING

- Always obey the established speed and road conditions. Always adjust your speed in accordance with traffic legislation and also considering visibility, weather, road and traffic conditions.
- Traffic penalties for travelling above the permitted speed limit are the driver's responsibility.
- Smart technology cannot go beyond the limits imposed by physics and works only within the limits of the system, so that eventually some cards are not detected and recognized. The driver is always responsible for the vehicle's speed. The system cannot replace the driver's attention, traffic signs and compliance with established limits.
- The driver must never allow this convenience feature to jeopardize the safety of road users.

The function will be operational when:

— The system is active.

— The vehicle speed is above 7km/h. ◁

General settings for the front camera system

Please refer to ⚠ at the start of the chapter on page 24.

To change system settings, there are 3 buttons SET, ⊕ and ⊖, which are located at the top of the Display, as indicated in the illustration below.

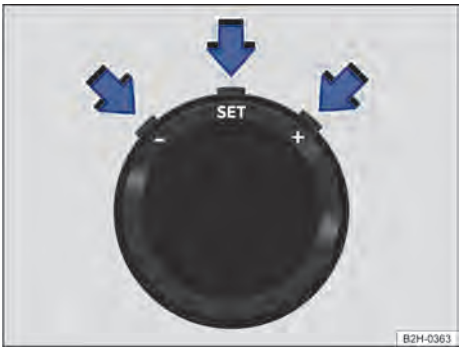

Fig. 23

The following procedures demonstrate step-by-step instructions for adjusting functions.

Volume adjustment

There is a general system volume, which can be adjusted to 3 levels (1 to 3) or even muted.

By default, every time the vehicle is started, the system will start with the volume at level 2.

To adjust the volume you need:

1. With the system active, press the ⊕ or ⊖ buttons to increase or reduce the volume to the desired level.
2. 2. Press the SET button to confirm and return to the main screen, or wait for the automatic return.

Brightness adjustment

The display has 5 levels of brightness adjustment, which allows the driver to adjust it according to desire or need.

To adjust the display brightness, you need to:

1. With the system active, press the SET button to access the menu. The brightness adjustment icon will appear immediately.
2. Press the SET button again to access the brightness adjustment sub menu.
3. Press the ⊕ or ⊖ button to increase or decrease the brightness to the desired condition.
4. Press the SET button to confirm and return to the main menu, or wait for the automatic return to the main screen. ◁

Collision warning sensitivity adjustment (FCW – Forward collision warning)

Please refer to ⚠ at the start of the chapter on page 24.

The system offers 3 levels of collision warning sensitivity adjustment.

To adjust the collision alert sensitivity level, you must:

1. With the system active, press the SET button to access the menu. The brightness adjustment icon will appear.
2. Navigate through the menu using the ⊕ or ⊖ buttons, until the collision alert adjustment option is displayed.
3. Press the SET button again to access the collision alert sensitivity adjustment sub menu.
4. Press the ⊕ or ⊖ button to increase or decrease sensitivity to the desired condition.
5. Press the SET button to confirm and return to the main menu. After this step, the system will reboot. ◁

Lane departure warning (LDW – Lane departure) sensitivity adjustment warning)

Please refer to ⚠ at the start of the chapter on page 24.

The system offers 3 levels of sensitivity adjustment for lane departure warning.

To adjust the sensitivity level of the lane departure warning, you must:

1. With the system active, press the SET button to access the menu. The brightness adjustment icon will appear.
2. Navigate through the menu using the ⊕ or ⊖ buttons, until the option to adjust lane departure alert is displayed.
3. Press the SET button again to access the lane departure warning sensitivity adjustment submenu.
4. Press the ⊕ or ⊖ button to increase or decrease sensitivity to the desired condition.
5. Press the SET button to confirm.

6. After confirmation, press the ⊕ or ⊖ buttons again until the menu exit option EXIT appears and press the SET button to confirm, or wait for the automatic return to the main screen. ◁

Sensitivity adjustment of the speed limit indicator (SLI - Speed Limit Indication)

🕮 Please refer to ⚠ at the start of the chapter on page 24.

To adjust the speed limit indicator sensitivity level, it is necessary:

1. With the system active, press the SET button to access the menu. The brightness adjustment icon will appear.
2. Navigate through the menu using the ⊕ or ⊖, buttons, until the option to adjust the sensitivity of the speed limit indicator is displayed.
3. Press the SET button again to access the speed limit indicator sensitivity adjustment sub menu.
4. Press the ⊕ or ⊖ button to increase or decrease sensitivity to the desired condition.
5. Press the SET button to confirm.
6. After confirmation, press the ⊕ or ⊖ buttons again until the menu exit option EXIT appears and press the button to confirm, or wait for the automatic return to the main screen. ◁

Additional Information

🕮 Please refer to ⚠ at the start of the chapter on page 24.

1. Low visibility indicator

If the system has low visibility, the indicator below will appear on the display.

Fig. 24

Possible causes of low visibility are:

— direct sunlight;

— bad weather;

— fog;

— dust;

— dirt on the windshield.

Under these conditions, detection capacity may be reduced or limited.

If this indicator persists, check and clean the windshield regularly.

⚠ WARNING

Any conditions that block the camera's view, partially or completely, will result in the absence or reduced functionality of functions and alerts.

2. Communication failure indicator.

If the system presents a communication failure between camera and display, the indicator below will be displayed on the display:

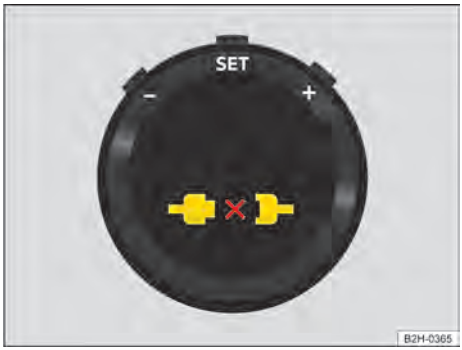

Fig. 25

In this condition, the system will remain unavailable. To solve this problem, contact a Volkswagen dealership.

3. High system temperature.

The system has a temperature sensor to protect it against overheating or freezing, to guarantee its correct functionality. If this occurs, the system will be unavailable and will alert you using the following indicator:

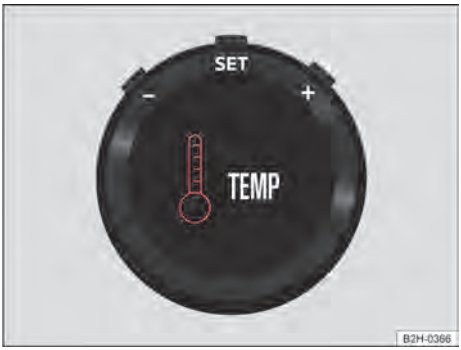

Fig. 26

Use the vehicle's air conditioning to cool it in mild temperatures.

After the temperature stabilizes, the system will return to functionality.

4. Errors

If the system presents an error, the following indicator will be shown on the display (see image below), followed by the code as shown in the table below.

Fig. 27

Error code	Description.
ER-DA	Lens obstruction or system plausibility alert. Make sure the camera has a clear, unobstructed view. If the camera presents plausibility errors, such as not recognizing lanes or objects for a certain period of time when travelling in low-traffic and unpaved areas, this alert may also be displayed. When the system recognizes tracks or objects again, this alert will disappear
ER - 10 to 16	Initialization error To solve this problem, contact your Volkswagen dealer.
ER-20	CAN communication failure. To resolve this problem, contact your dealer.
ER - 30 to 78	Internal error. To solve this problem, contact a Volkswagen dealership.
Red light on the camera.	Camera initialization failed. To solve this problem, contact a Volkswagen dealership. ◁

Service

Service interval display

Displays for service events are shown on the instrument cluster display.

Service schedules are divided into two categories, oil change service and inspections. The service interval display provides information on the next service which includes an oil change and on the next scheduled inspection.

The service appointment currently displayed can be found in vehicles without text messages on the top right of the instrument cluster display:

— 1: Oil change service.

— 2: Inspection.

In vehicles with a fixed oil change service interval, services take place at predefined intervals.

The service intervals are calculated on an individual basis in vehicles with flexible oil change service interval. The length between the oil change services (maximum of 2 years) is also determined by the conditions under which the vehicle is used and personal driving style. The service reminder is displayed 20 days before the service is due. The distance is rounded to the nearest 100 km and the remaining time is rounded to full days. The current service information cannot be called up until you have driven 500 km since the last service. The display will show dashes until this point.

Service alert

If a service is due in the near future, a service alert will appear on the display when the ignition is switched on.

In vehicles with text messages in the instrument cluster display, **Oil change** or **Inspection** in **--- km/ --- days** is displayed.

In vehicles without text messages, the instrument cluster display will show a spanner symbol with a display in km and a clock symbol with a display in days until the next service is due. In addition, a symbol in the top right corner of the display specifies which service appointment the alert is for (1 or 2).

If a service is due a signal will sound and the spanner symbol will flash for a few seconds when the ignition is switched on. In vehicles with text messages, **Oil service now!** or **Inspection now!** also appears in the instrument cluster display.

Accessing a service message

You can access the current service messages whenever the ignition is switched on, the engine is not running and the vehicle is stationary:

1. Press the button in the instrument cluster repeatedly until the spanner symbol is displayed together with one of the two numbers in the top right corner of the display.

   Or:

   Select the **Settings** menu and select the **Info** menu option in the **Service** submenu.

If a service is overdue, this is indicated by a minus sign in front of the mileage or trip reading.

Reset oil change service and inspection

If the service interval display was not reset after a service or inspection, it can be reset as follows:

1. Switch off the ignition.
2. Tap and hold the 0.0/SET button in the instrument cluster.
3. Switch on the ignition again.
4. Release the 0.0/SET button.
5. Vehicles with text messages: Confirm the selection on the instrument cluster display by pressing the OK/RESET button on the windscreen wiper lever or the OK button on the multifunction steering wheel.
6. Vehicles without text messages: Press the button within approximately 20 seconds.

Do not reset the display between service intervals as this can lead to incorrect information being displayed.

If the oil change service was manually reset, the service interval display then also changes to a fixed service interval in vehicles with flexible oil change service interval.

The service message will disappear after a few seconds when the engine is running, or when you press the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel.

If the 12-volt vehicle battery was disconnected for long periods in vehicles with a flexible service interval, the system cannot calculate the time at which the next service is due. The service displays could then display incorrect information. If this is the case, then please observe the maximum service intervals. ◁

Time

Setting the time via the analogue instrument cluster

1. Press the button to select either the hours or minutes display.
2. Press the 0.0/SET button to continue. Press and hold 0.0/SET to scroll through quickly.
3. To complete setting the time, press the button again.

In some versions of the vehicle, it may be possible to adjust the time settings using the **Settings** menu on the instrument cluster display. ◁

Safety

General information

Depending on where the vehicle is used, it may be a good idea to have an engine and transmission guard installed by a qualified workshop. An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and engine oil sump, for example when driving over kerbs, driveways or unsurfaced roads.

Preparing for a journey and driving safety

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

- ✓ Check that all lights and turn signals are working properly.
- ✓ Check the tyre pressure.
- ✓ Check the fuel level.
- ✓ Check the coolant level.
- ✓ Check the washer fluid level.
- ✓ Make sure that you have a good, clear view through all of the windows.
- ✓ Air intake to the engine must not be obstructed, and the engine must not be covered by blankets or insulating materials.
- ✓ Secure any loads in the stowage compartments, the load compartment or on the roof.
- ✓ Make sure that you are able to operate the pedals freely at all times.
- ✓ Secure any children travelling in the vehicle in a restraint system suitable for their weight and size→ page 48.
- ✓ Adjust the front seats, head restraints and mirrors correctly in accordance with the size of the occupants.
- ✓ Wear shoes that provide good grip for your feet when using the pedals.
- ✓ The floor mat in the footwell on the driver side must leave the pedal area free and must be securely fastened.
- ✓ Assume a correct sitting position before setting off and maintain this position while driving. This also applies to all passengers.
- ✓ Fasten your seat belt correctly before setting off and keep it properly fastened throughout the journey. This also applies to all passengers.
- ✓ Each vehicle occupant must sit in a seat of their own and must have their own seat belt.
- ✓ Never drive if your driving ability is impaired, for example by medication, alcohol or drugs.
- ✓ Do not allow yourself to be distracted from the traffic, e.g. by passengers, telephone calls, opening menus and making adjustments to settings.
- ✓ Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- ✓ Observe traffic regulations and speed limits.
- ✓ Take regular breaks when travelling long distances – at least every two hours.
- ✓ Secure animals in the vehicle using a system that is suitable for their weight and size.

Driving abroad

In some countries, special safety standards and legislation apply that may differ from the construction of the vehicle. Volkswagen Commercial Vehicles recommends that you find out about any legal requirements and the following points concerning your destination before travelling abroad:

- ✓ Does the vehicle need any technical modifications for driving abroad, e.g. masking or switching the headlights over?
- ✓ Are the necessary tools, diagnostic equipment and spare parts available for service and repair work?
- ✓ Is there a qualified workshop available at the destination?
- ✓ Are the correct service fluids that comply with Volkswagen specifications available in the destination country?
- ✓ Does the navigation function in the factory-fitted Infotainment system work with the navigation data available in the destination country?
- ✓ Are special tyres necessary for travelling in the destination country?
- ✓ Is a fire extinguisher a requirement in your destination country?
- ✓ Which requirements must be observed regarding high-visibility waistcoats?
- ✓ Is fuel of sufficient quality available?

Checks when filling up

Do not perform any work on the electric motor or in the engine compartment unless you know exactly how to carry out the tasks, are aware of the general safety procedures and have the correct equipment, service fluids and suitable tools to hand! Otherwise, have all work carried out by a suitably qualified

workshop. Make sure that the following are checked regularly:

- ✓ Washer fluid level.
- ✓ Engine oil level.
- ✓ Coolant level.
- ✓ Brake fluid level.
- ✓ Tyre pressure.
- ✓ Vehicle lighting necessary for traffic safety:
  - — Turn signals.
  - — Side lights, dipped beams and main beams.
  - — Tail light clusters.
  - — Brake lights.
  - — Rear fog lights
  - — Number plate light.

Information on changing bulbs.

DANGER

Observe the important safety instructions for the front passenger front airbag.

WARNING

Driving under the influence of alcohol, drugs, medication or narcotics can cause serious accidents and fatal injuries.

- Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This could cause you to lose control of the vehicle.

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, for example by second stage manufacturers. On vehicles with add-ons or modifications, the correct operation of system can then be impaired or adjusted.

- Have the correct operation of systems confirmed by the second stage manufacturer.

WARNING

Always observe the current rules of the road and speed limits and drive with a foresighted driving style. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

WARNING

The vehicle handling and braking effect may alter significantly if large or heavy objects are being transported.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage which is caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.

Servicing the vehicle regularly is not only about vehicle maintenance – it also ensures that your vehicle remains roadworthy and in perfect working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines. Some work may have to be carried out before the due date of the next service if the vehicle is subjected to severe operating conditions. Severe operating conditions are, for example, regular stop-and-go driving and driving in areas with high levels of dust. Further information can be obtained from any suitably qualified workshop. ◁

Sitting position

Introduction

Number of seats

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

Each seat is equipped with a seat belt.

WARNING

Assuming an incorrect sitting position in the vehicle can increase the risk of severe or fatal injuries during a sudden driving or braking manoeuvre, in the event of a collision or accident, or if the airbags are triggered.

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.

- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Never tilt the backrest too far to the rear.
- Always keep your feet in the footwell during the journey. Never place your feet on the seat or dash panel, for example. Never hold your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

The dangers of assuming an incorrect sitting position

Please refer to ⚠ at the start of the chapter on page 33.

If the seat belts are not worn or are worn incorrectly, the risk of severe or fatal injuries increases. Seat belts can only provide optimal protection if the seat belt routing is correct. Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

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

Whenever the vehicle is in motion:

— Never stand in the vehicle.
— Never stand on the seats.
— Never kneel on the seats.
— Never tilt the backrest too far to the rear.
— Never lean against the dash panel.
— Never lie on the seats in the passenger compartment.
— Never sit on the front edge of a seat.
— Never sit sideways.
— Never lean out of a window.
— Never put your feet out of a window.
— Never put your feet on the dash panel.
— Never place your feet on the seat cushion or seat backrest.
— Never travel in a footwell.
— Never sit on the armrests.
— Never travel on a seat without wearing the seat belt.
— Never travel in the luggage compartment or on the load bed.

⚠ WARNING

Every incorrect sitting position in the vehicle increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- All vehicle occupants must maintain a correct sitting position and wear their seat belt properly while the vehicle is in motion.
- Sitting in an incorrect position, not fastening the seat belt, or not leaving adequate space between the occupants and the airbags could result in critical or fatal injuries, especially if the airbags deploy and strike an occupant who has assumed an incorrect sitting position.

Correct sitting position

Please refer to ⚠ at the start of the chapter on page 33.

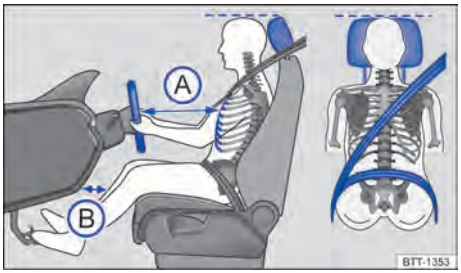

Fig. 28 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

If any vehicle occupants cannot assume a correct sitting position due to their physical build, they should contact a correspondingly qualified workshop to find out about possible special modifications. The seat belts and airbags can only provide a maximum level of protection if you assume a correct sitting position.

Adopt the following seating position for your own safety and to reduce the level of injury in the event of a sudden braking manoeuvre or an accident:

The following applies to all vehicle occupants:

— Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible → Fig. 28.

— For small people: push the head restraint all the way down, even if the head is then located underneath the top edge of the head restraint.

— For taller people, push the head restraint up as far as it will go.

— Keep both feet in the footwell while the vehicle is in motion.

— Adjust and fasten seat belts properly.

Additional points for the driver:

— Adjust the steering wheel so that the distance between the steering wheel and your breastbone is at least 25 cm → Fig. 28 Ⓐ and the circumference of the steering wheel can be held at the sides with the arms slightly bent.

— The steering wheel must always point towards the breastbone and not towards the face.

— Move the backrest into an upright position so that your back rests fully against it.

— Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance from the dash panel to you knees is at least 10 cm → Fig. 28 Ⓑ.

— Adjust the height so that you can reach the highest point of the steering wheel.

— Always leave both feet in the footwell, to help ensure you maintain control of the vehicle at all times.

Additional points for the front passenger:

— If possible, move the backrest into an upright position so that your back rests fully against it.

— Push the front passenger seat as far back as possible so that the airbag can provide maximum protection if it is deployed. ◁

Seat belts

Introduction

Check the condition of all seat belts regularly. If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, have the seat belt in question replaced immediately by a correspondingly qualified workshop → ⚠. The qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year.

Seat belt or lap belt for centre rear seat

Depending on the model, the centre seat on the rear bench seat may be fitted with a lap belt or a three-point automatic seat belt.

⚠ WARNING

Incorrectly fastened or unfastened seat belts can increase the risk of severe or fatal injuries.

- 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.
- Before every journey and 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.
- Insert the latch plate only into the belt buckle of the corresponding seat and make sure that the latch plate engages securely. Using a buckle that does not belong to the seat that you are occupying reduces the level of protection and can lead to severe injuries.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never transport children or babies on your lap and never secure them using the same seat belt.
- Never travel wearing loose, bulky clothing (such as an overcoat over a jacket). This could prevent the seat belts from fitting and functioning properly.

⚠ WARNING

Damaged seat belts increase the risk of serious or fatal injuries. If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, have the seat belt or belt attachment element in question replaced immediately by a correspondingly qualified workshop. The correspondingly qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year.

- Never try to repair, modify or remove the seat belts or belt attachment elements yourself. Have all repairs to seat belts, belt retractors and buckles carried out by a correspondingly qualified workshop. The correspondingly qualified workshop must replace the seat belt only with a seat belt approved for the seat.
- Have seat belts that have been subjected to stress and stretched during an accident replaced by a correspondingly qualified workshop. Renewal may be necessary even if there is no apparent damage. Also check the anchorages of the seat belts.

WARNING

Using seat belts incorrectly increases the risk of severe or fatal injuries.

- Regularly check to ensure that the seat belt and its related parts are in perfect condition.
- Always keep the seat belts clean.
- Avoid allowing foreign bodies or liquids to enter the seat belt buckle slots and belt buckles. This could prevent the seat belt buckle slots, belt buckles and seat belts from working properly.
- Never trap the seat belt. Never damage the belt or allow it to rub against sharp edges. ◁

Request to put on seat belt

Please refer to ⚠ at the start of the chapter on page 35.

Fig. 29 On the instrument cluster display: Warning light (depending on version).

Fig. 30 Seat belt status indicator for rear seats in the instrument cluster display.

An acoustic warning sounds for a few seconds if the seat belts are not fastened prior to reaching a speed of approximately 25 km/h or whenever the seat belts are unfastened while driving. In addition, the warning lamp flashes → Fig. 29.

The warning light only turns off, with the ignition switched on, after the driver and front passenger have fastened their respective seat belts.

Rear seat belt status indicator

After switching the ignition on, the seat belt status indicator shows in the instrument cluster display whether rear seat passengers have fastened their seat belts.

The symbol indicates that the passenger in this seat has fastened the seat belt.

The symbol indicates that the passenger in this seat has not fastened the seat belt.

The seat belt status indication is shown for approximately 60 seconds whenever a seat belt is fastened or removed in the rear seats. The indication can be hidden by pressing 0.0/SET on the instrument cluster display.

If a rear seat belt is removed while driving, the seat belt status indicator flashes for up to 60 seconds. A sound warning is also activated when driving at speeds higher than 25 km/h.

WARNING

Incorrectly fastened or unfastened seat belts increase the risk of severe or fatal injuries. Seat belts will only offer the optimum level of protection when they are used properly. ◁

Fastening and unfastening seat belts

Please refer to ⚠ at the start of the chapter on page 35.

Fastening the seat belts

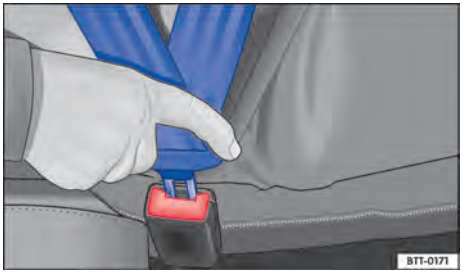

Fig. 31 Inserting the seat belt latch plate into the buckle.

Fasten seat belts before every trip.

1. Always adjust the front seat and head restraint correctly.
2. Engage the rear seat backrest in the upright position.
3. Take hold of the belt and pull it evenly across your chest and pelvis. Do **not** twist the belt when doing this.
4. Insert the latch plate securely into the buckle belonging to the occupied seat → Fig. 31.
5. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

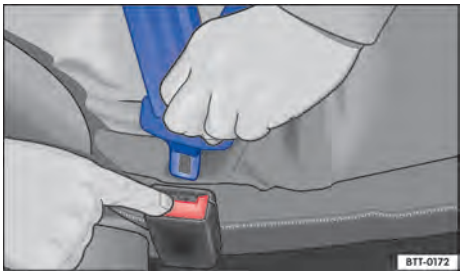

Fig. 32 Removing the latch plate from the buckle

Unfasten seat belts only when the vehicle is stationary.

1. Press the red button on the belt buckle → Fig. 32. The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

Twisted seat belt

If it is difficult to remove the seat belt from the belt guide, the seat belt may have become twisted if it was returned too quickly into the side trim:

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.
2. Untwist the seat belt and guide it back slowly by hand.
3. Fasten the seat belt even if you are unable to undo the twist.

   However, the twist should not be in part of the seat belt that comes into direct contact with the body.
4. Contact a correspondingly qualified workshop as soon as possible to have the twist removed. ◁

Fastening or unfastening seat belt for centre rear seat

Please refer to ⚠ at the start of the chapter on page 35.

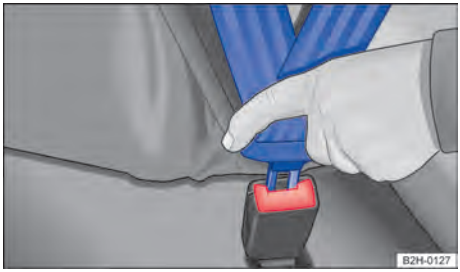

Fig. 33 Insert the seat belt latch plate into the buckle.

Fig. 34 Removing the latch plate from the buckle

If worn properly, seat belts hold the vehicle occupants in the correct sitting position during an accident or braking manoeuvre, providing maximum protection.

The centre rear seat can be equipped with a three-point safety belt.

If a "clicking" sound can be heard as the seat belt is being rolled up or down, the vehicle is equipped with lockable seat belts. The seat belt locking function should be used only for fitting a child restraint system.

Fastening the seat belts

Fasten seat belts before every trip.

1. Engage the rear seat backrests in an upright position.
2. Take hold of the latch plate and pull it evenly across your chest and pelvis. Do **not** twist the belt when doing this.
3. Insert the latch plate securely into the buckle belonging to the occupied seat → Fig. 33.
4. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

Unfasten seat belts only when the vehicle is stationary.

1. Press the red button on the belt buckle → Fig. 34. The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim. ◁

Fastening or unfastening lap belt on centre rear seat

🕮 Please refer to ⚠ at the start of the chapter on page 35.

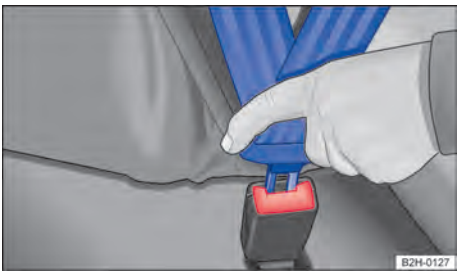

Fig. 35 Insert the seat belt latch plate into the buckle.

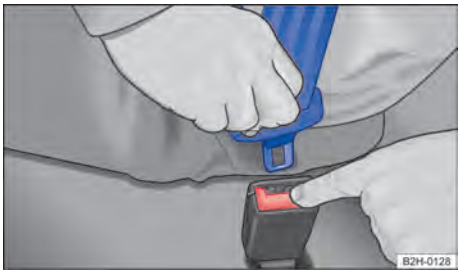

Fig. 36 Removing the latch plate from the buckle

If worn properly, seat belts hold the vehicle occupants in the correct sitting position during an accident or braking manoeuvre, providing maximum protection.

The centre rear seat can be equipped with a lap belt.

You should **never** secure a child seat with a lap belt.

Fastening the lap belt

Fasten lap belt before every trip.

1. Engage the rear seat backrests in an upright position.
2. Take hold of the latch plate and pull it evenly across your pelvis. Do **not** twist the belt when doing this.
3. Insert the latch plate securely into the buckle belonging to the occupied seat → Fig. 35.
4. Pull on the lap belt to ensure that the latch plate is securely engaged in the buckle.

Unfastening the lap belt

Unfasten lap belts only when the vehicle is stationary.

1. Press the red button on the belt buckle → Fig. 36. The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily and the lap belt does not get twisted.
3. Insert unused lap belt latch plate in the buckle. ◁

Seat belt routing

Please refer to ⚠ at the start of the chapter on page 35.

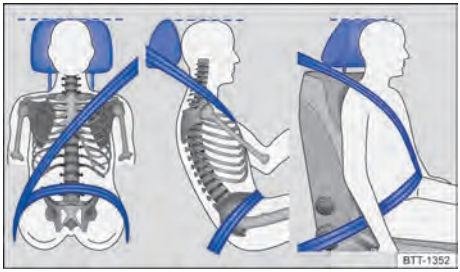

Fig. 37 Correct seat belt routing and head restraint adjustment

Fig. 38 Correct seat belt routing during pregnancy

Seat belts only provide an optimum level of protection during an accident when they are routed correctly. Correct seat belt routing reduces the risk of severe or fatal injuries. Correct seat belt routing also holds the vehicle occupants in position so that an inflating airbag can offer the maximum level of protection. Therefore you must always fasten your seat belt and ensure that the seat belt routing is correct → Fig. 37.

Assuming an incorrect sitting position can cause severe or fatal injuries.

Correct seat belt routing

— The shoulder part of the seat belt must always lie on the centre of the shoulder, never across the neck, over or under the arm or behind the back.

— The lap part of the seat belt must always lie across the pelvis, never across the stomach.

— The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

Pregnant women must position the seat belt evenly over the chest and as low as possible over the pelvis. It must lie flat so that no pressure is exerted on the lower body – this applies in every stage of pregnancy → Fig. 38.

Correct seat belt routing according to height

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

— Seat belt height adjuster for the front seats.

— Height-adjustable front seats.

⚠ WARNING

Incorrect seat belt routing can cause severe injuries in the event of an accident or a sudden braking or driving manoeuvre.

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.
- The seat belt itself or a loose seat belt can cause serious injuries if the seat belt shifts from harder body parts in the direction of softer body parts (e.g. stomach).
- Route the seat belt so that it lies flat and snugly on your upper body.
- The lap part of the seat belt must lie across the pelvis and never across the stomach. Route the seat belt so that it lies flat and snugly on your pelvis. Pull the belt a little again to tighten it if necessary.
- For pregnant women, the seat belt must be positioned evenly over the chest and as low as possible over the pelvis during the entire course of the pregnancy. It must lie flat so that no pressure is exerted on the lower body.
- Do not twist the seat belt when it is fastened.
- Never hold the seat belt away from your body with your hand.
- Do not route the belt over hard or fragile objects, such as glasses, pens or keys.
- Never change the belt routing by means of belt clips, retaining eyes or similar.

If a person's physical build prevents them from routing the seat belt properly, contact a correspondingly qualified workshop to find out about any special modifications so that the seat belts and airbags can provide the optimum level of protection. ◁

Seat belt height adjuster

Please refer to ⚠ at the start of the chapter on page 35.

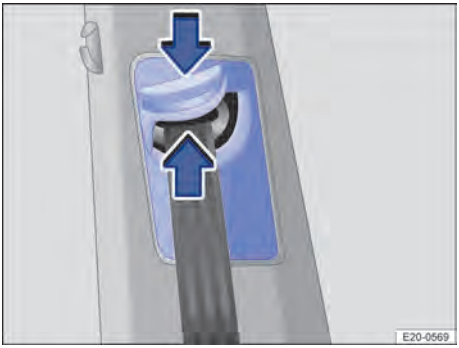

Fig. 39 Next to the front seats: seat belt height adjuster.

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

1. Push and hold the shoulder belt guide in the direction of the arrow → Fig. 39.
2. Push the shoulder belt guide up or down so that the seat belt is routed over the middle of the shoulder.
3. Let go of the shoulder belt guide.
4. Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

⚠ WARNING

If the belt height is not adjusted correctly, this can increase the risk of serious or fatal injuries.

- Always adjust the belt height according to the correct sitting position before starting your trip.
- Never change the belt height while the vehicle is in motion.

◁

Belt retractor, belt tensioner, belt tension limiter

Please refer to ⚠ at the start of the chapter on page 35.

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

Automatic belt retractor

The seat belts on the front seats and, depending on equipment, on the rear seats are equipped with a belt retractor. Full freedom of movement is made possible when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the automatic belt retractor is locked.

Belt tensioners

The seat belts on the front seats are fitted with belt tensioners (depending on equipment).

The belt tensioners are activated by sensors during severe frontal, side and rear collisions. They tighten the seat belts against the direction in which they are pulled. A loose seat belt is retracted and kept taught, which can reduce the forward motion of the vehicle occupants and their motion in the direction of impact. Depending on the equipment, the belt tensioner works together with the airbag system.

A fine dust may be produced when the airbags are triggered. This is quite normal and does not mean that there is a fire in the vehicle.

⚠ WARNING

The protective function of the belt tensioners permits only one activation of the belt tensioners. The system must be replaced if the belt tensioners have been triggered.

- Belt tensioners that have been triggered, and any affected system parts, must be replaced immediately with new parts that are approved for the vehicle.
- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Correspondingly qualified workshops have the necessary tools, diagnostic equipment, repair information and trained personnel.
- Never install recycled belt tensioner components or components that have been taken from end-of-life vehicles in your vehicle.
- Never modify any components of the belt tensioners.

Reversible belt tensioning (proactive occupant protection system)

Fastened seat belts on the front seats may be tensioned automatically by the proactive occupant protection system in critical situations, for example during an emergency stop or in the event of oversteering or understeering. Both seat belts are slackened if the accident does not happen, or when the critical

situation has passed. The proactive occupant protection system is ready to be triggered again.

In certain situations, you can reverse the tensioning process for seat belts. Examples include:

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

The reversible belt tensioners may remain continuously tensioned after certain driving situations. In this case, the seat belts must be manually unfastened when the vehicle is stationary and then fastened correctly again in order to release the belt tensioning.

Belt tension limiter

The seat belts are fitted with belt tension limiters, depending on equipment. The belt tension limiter reduces the pressure exerted by the seat belt on the body during an accident.

All safety requirements must be observed when the vehicle or components of the system are scrapped. Suitably qualified workshops are familiar with these requirements. ◁

Service and disposal of belt tensioners

Please refer to ⚠ at the start of the chapter on page 35.

Seat belts may become damaged during any work on the belt tensioners or while removing or refitting any vehicle parts in conjunction with any other repair work. This damage will not always be noticeable. The consequence may be that the belt tensioners could function incorrectly, or not function at all, in the event of an accident.

Regulations must be observed to ensure that the effectiveness of the belt tensioner is not reduced and that removed parts do not cause any injuries or environmental pollution. Suitably qualified workshops are familiar with these requirements.

⚠ WARNING

The risk of severe or fatal injuries may be increased if the seat belts, automatic belt retractors and belt tensioners are not used correctly, or if they are repaired by a non-professional. As a result, the belt tensioners may not be triggered when they should, or they may be triggered unexpectedly.

- Never carry out any repairs, adjustments or removal and refitting of parts in the belt tensioners or seat belts by yourself, and have such work carried out only by a qualified workshop.
- Seat belts, belt tensioners and automatic belt retractors cannot be repaired. They must be replaced.

The airbag modules and belt tensioners may contain perchlorate. Observe the applicable legislation regarding disposal. ◁

Airbag system

Introduction

Depending on the equipment level, the vehicle may be fitted with one front airbag each for the driver and front passenger. The front airbags can provide front seat occupants with additional chest and head protection if the seat, seat belts, head restraints and, in the case of the driver, steering wheel are adjusted and used correctly. Airbags are meant only for additional protection. The airbags are not a substitute for seat belts. Seat belts must always be worn, even when the front seats are equipped with front airbags.

⚠ WARNING

Never rely solely on the airbag system for your protection.

- Even if an airbag is triggered, it only offers auxiliary protection.
- The airbag system offers the best level of protection, and reduces the risk of injury, when seat belts are properly worn.
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.

⚠ WARNING

The risk of injury increases if there are any objects located between the vehicle occupants and the deployment area of the airbag when it is triggered. This will alter the deployment zone of the airbag, or the objects will be flung against the body.

- Never hold any objects in your hands or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat. The objects could enter the deploy-

ment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.

- Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Make sure that all children and adults travelling with you also observe this rule.

WARNING

The airbag system can only be triggered once. The system will have to be replaced if the airbags have been triggered.

- Airbags that have been triggered, and any affected system parts, must be replaced immediately with new parts that the vehicle manufacturer has approved for the vehicle.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and trained personnel.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never modify any components of the airbag system.

WARNING

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle.

- The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems. To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- Do not let the dust get into your eyes or into open wounds.
- If dust has entered your eyes, rinse them with water.

WARNING

Cleaning agents that contain solvents cause the surface of the airbag modules to become porous. In an accident that triggers the airbag, loose plastic parts can cause serious injury.

- Never clean the dash panel or the airbag covers with cleansers that contain solvents. ◁

Type of front passenger front airbag system

Please refer to ⚠ at the start of the chapter on page 41.

Volkswagen Commercial Vehicles offers two different front passenger front airbag systems.

With some equipment levels, an **airbag system** or an **airbag system with front passenger front airbag deactivation** may be installed.

Airbag system

The front passenger front airbag can only be deactivated by a qualified workshop.

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

The front passenger front airbag can be deactivated manually by means of a key-operated switch.

Characteristics of the airbag system with front passenger front airbag deactivation:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

— PASSENGER AIR BAG OFF indicator lamp in the upper part of the centre console.

— Key operated switch on the front passenger side. ◁

Indicator lamp

📖 Please refer to ⚠ at the start of the chapter on page 41.

Fig. 40 In the upper part of the centre console: indicator lamp showing front passenger front airbag disabled.

The yellow indicator lamp in the instrument cluster display lights up briefly as a functional check when the ignition is switched on and goes out after a few seconds.

OFF Front passenger front airbag switched off. The yellow indicator lamp in the upper part of the centre console lights up continuously → Fig. 40.

There may be a fault in the airbag system if the PASSENGER AIRBAG OFF indicator lamp in the upper section of the centre console **does not light up continuously** or lights up together with the indicator lamp in the instrument cluster display when the front passenger front airbag is **switched off**.

⚠ WARNING

If there is a fault in the airbag system, the airbag may not trigger correctly, may not trigger at all or may trigger unexpectedly. This can cause severe or fatal injuries.

- Have the airbag system checked by a correspondingly qualified workshop as soon as possible.
- Never fit a child seat on the front passenger seat. Remove a fitted child seat. The front passenger front airbag may trigger during an accident in spite of the fault. ◁

Troubleshooting

📖 Please refer to ⚠ at the start of the chapter on page 41.

Fault in airbag and belt tensioner system

The yellow indicator lamp lights up continuously.

A malfunction has been detected in at least one airbag or belt tensioner.

1. Go to a correspondingly qualified workshop and have the airbag system and belt tensioner checked.

OFF Fault in the airbag system

The yellow indicator lamp lights up continuously.

Fault in the airbag system.

1. Go to a suitably qualified workshop and have the airbag system checked.

Airbag system or belt tensioner deactivated with diagnostic tool

The yellow indicator lamp lights up for around four seconds when the ignition is switched on and then flashes for around twelve seconds. In addition, a message may be displayed in the instrument cluster.

At least one airbag or belt tensioner was deactivated with a diagnostic tool.

1. Go to a correspondingly qualified workshop and ask them to check whether the airbag system or belt tensioner must remain switched off. ◁

Description and function of the airbags

📖 Please refer to ⚠ at the start of the chapter on page 41.

The airbags can protect vehicle occupants during frontal and side collisions by reducing their movement in the direction of the collision.

When an airbag is triggered, it is inflated by a gas generator. This causes the airbag covers to break, and the airbags inflate forcefully to cover their deployment zones within milliseconds. Once a vehicle occupant wearing a seat belt starts to sink into the inflated airbag, the gas inside the airbag starts to escape to cushion the occupant and slow down their movement. This can reduce the risk of severe and fatal injuries. The triggering of the airbag will not always prevent other injuries such as swelling, bruising and grazing. The deployment of the airbag can also produce frictional heat.

Airbags provide no protection for the arms or lower body.

The most important factors for triggering the airbag are the type of accident, the angle of impact, the vehicle speed and the type of object with which the

vehicle collides. Therefore, visible damage to the vehicle does not always mean that the airbag should have been triggered.

The triggering of the airbag system depends on the vehicle deceleration rate caused by the collision and registered by the electronic control unit. If this rate is below the reference value programmed into the control unit, the airbags will not be triggered, even though the vehicle may be badly damaged as a result of the collision. Vehicle damage, repair costs or even the lack of vehicle damage in an accident do not necessarily give an indication of whether an airbag should inflate or not. It is not possible to define a range of vehicle speeds and reference values, since the circumstances will vary considerably between one collision and another. It is therefore impossible to cover every possible kind and angle of impact that would trigger the airbags. Important factors in the triggering of the airbag include the nature (hard or soft) of the object that the vehicle hits, the angle of impact, and the vehicle speed.

Airbags only serve as a supplement to the three-point seat belt in some accident situations when the vehicle braking is sufficient to trigger the airbags. Airbags can only be triggered once and only in certain situations. The seat belts are always there to provide protection in situations in which the airbags are not triggered or have already been triggered. For example, if the vehicle collides with a further vehicle following the initial collision, or is hit by another vehicle.

The airbag system is part of the vehicle's overall passive safety concept. The airbag system can only work effectively when the occupants are wearing their seat belts correctly and have assumed a proper sitting position ⚠.

Components of the vehicle safety concept

The following vehicle safety equipment makes up the vehicle's safety concept to reduce the risk of severe and fatal injuries. Some of this equipment may not be fitted in your particular vehicle. It may not be available at all in some countries.

- Optimised seat belts for all seats.
- Seat belt tensioners for driver and, depending on equipment level, for front passenger.
- Seat belt height adjusters for the front seats.
- Warning lamp, if fitted.
- Front airbags for the driver and front passenger, if fitted.
- Combined curtain and side airbags for the driver and front passenger, if fitted.
- Airbag indicator lamp.
- PASSENGER AIRBAG OFF indicator lamp.
- Control units and sensors.
- Height-adjustable head restraints optimised for rear impact.
- Adjustable steering column.
- If fitted, anchor points for child seats on the rear outer seats.
- If applicable, mounting points for the top tether for child seats.

Situations when the front and combined curtain and side airbags will not be triggered:

- If the ignition is switched off during a collision.
- If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle.
- During a minor side collision.
- During rear collisions.
- If the vehicle rolls over.
- If the impact speed in a collision is lower than the reference value specified in the control unit. ◁

Front airbags

Please refer to ⚠ at the start of the chapter on page 41.

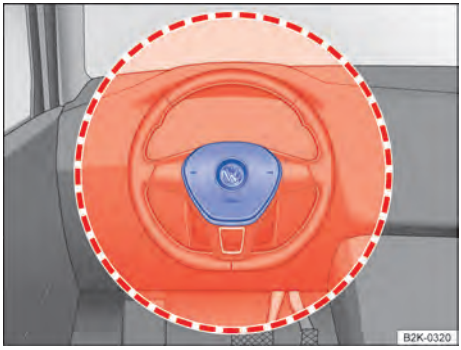

Fig. 41 Location and deployment zone of the driver front airbag

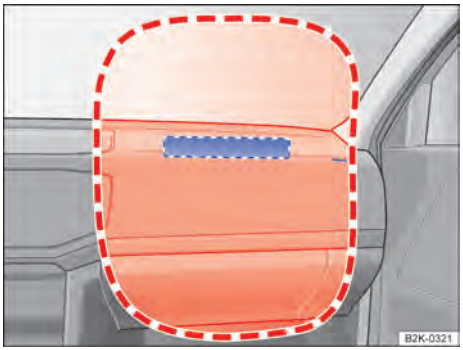

Fig. 42 Location and deployment zone of the front passenger front airbag

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the head and chest in the event of a severe frontal collision. Always keep as far away from the front airbag as possible. This allows the front airbags to inflate fully when triggered, thus providing maximum protection.

The front airbag for the driver is located in the steering wheel → Fig. 41 and the front airbag for the front passenger is located in the dash panel → Fig. 42. The airbag locations are identified by the text "AIRBAG".

The areas inside the red lines are covered by the front airbags when the front airbags are triggered (deployment zone). You must never leave or attach any objects in these areas → ⚠. Any factory-fitted accessories will not be struck if the driver and front passenger front airbags are deployed.

The airbag cover panels fold out when the driver and front passenger front airbags are deployed. The airbag covers remain connected to the steering wheel and the dash panel.

⚠ DANGER

Once triggered, the airbag inflates at very high speed in a fraction of a second.

- Always leave the deployment zones of the front airbags clear.
- Never attach any objects, such as drink or telephone holders, to the covers of the airbags or anywhere in the airbag deployment zone.
- No other people, animals or objects may be carried between the occupants of the front seats and the airbag deployment zone. Ensure that children and passengers keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Do not affix stickers to or cover the airbag unit in the steering wheel and the surface of the dash panel in the deployment zone of the front passenger's airbag.

⚠ WARNING

The front airbags are deployed in front of the steering wheel → Fig. 41 and dash panel → Fig. 42.

- When driving, always hold the steering wheel with both hands on the outside of the ring at the 9 o'clock and 3 o'clock positions.
- Adjust the driver seat so that there is at least 25 cm (approximately 10 inches) between the driver's rib cage and the hub of the steering wheel. If your build makes it impossible to fulfil this requirement then you must contact a correspondingly qualified workshop for assistance.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible. ◁

Switching the front passenger front airbag on and off

🕮 Please refer to ⚠ at the start of the chapter on page 41.

Fig. 43 On the face end on the front passenger side: key-operated switch for switching the front passenger front airbag on and off.

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

Enabling the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.

3. Fold the key bit of the vehicle key all the way out.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → Fig. 43. Around three quarters of the key bit should be inserted in the key switch at this point → ⓘ.
5. Turn the vehicle key, without applying force, to the **ON** position.
6. Remove the vehicle key from the key switch and fold the key bit away.
7. Close the door on the front passenger side.
8. Check that the PASSENGER AIRBAG OFF indicator lamp in the upper section of the centre console does *not* light up when the ignition is switched on.

Disabling the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → Fig. 43. Around three quarters of the key bit should be inserted in the key switch at this point → ⓘ.
5. Turn the vehicle key, without applying force, to the **OFF** position.
6. Remove the vehicle key from the key switch and fold the key bit away.
7. Close the front passenger door.

When the ignition is switched on, the indicator lamp PASSENGER AIRBAG OFF will light up continuously in the upper section of the centre console.

Identifying characteristics for a disabled front passenger front airbag

The **only** indication that the front passenger front airbag has been deactivated is when the PASSENGER AIR BAG indicator lamp OFF lights up continuously in the upper section of the centre console.

If the PASSENGER AIR BAG indicator lamp OFF in the upper section of the centre console is **not lit up continuously**, or if it lights up simultaneously with the indicator lamp on the instrument cluster display, do not attach a child restraint system to the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

⚠ DANGER

Please observe important safety information about the front passenger front airbag.

⚠ DANGER

The front passenger front airbag should only be switched off in exceptional circumstances.

- To prevent damage to the airbag system, switch the front passenger front airbag on and off only when the ignition is switched off.
- It is the driver's responsibility to ensure that the key-operated switch is set to the correct position.
- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger seat.
- Switch the front passenger front airbag back on again as soon as the rear-facing child seat on the front passenger seat is no longer being used.

ⓘ *NOTICE*

If the key bit is not inserted far enough, the key switch could be damaged when the key is turned. ◁

Side airbags

🕮 Please refer to ⚠ at the start of the chapter on page 41.

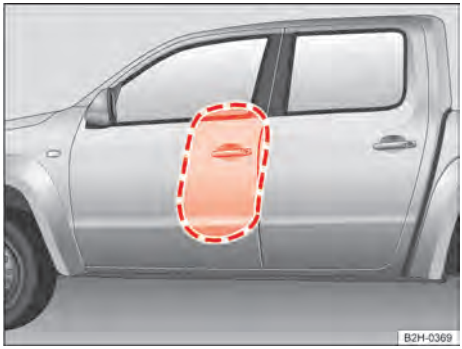

Fig. 44 On the left side of the vehicle: side airbag deployment zone.

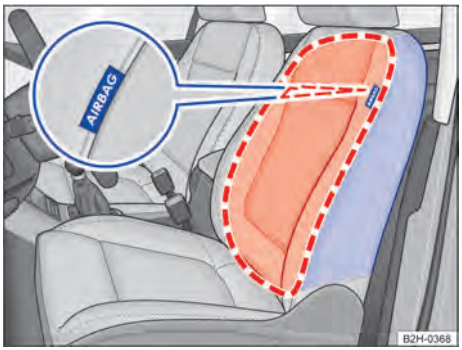

Fig. 45 Front seat side: installation location and deployment zone of the side airbags.

The side airbags are placed in the outer seat backrest padding of the driver and front passenger seats → Fig. 45. Airbag installation locations are identified with the inscription "AIRBAG".

The areas highlighted in red → Fig. 44 and → Fig. 45 are covered by the side airbags when triggered (deployment zones). For this reason, you must never leave or attach any items in these areas → ⚠.

In the case of a side collision, the side airbags on the collision side are triggered and thereby reduce the risk of injuries to the body parts turned towards the impact side of the vehicle's occupants.

⚠ WARNING

Once triggered, the airbag inflates at very high speed in a fraction of seconds.

- Always leave the deployment zones of the side airbags clear.
- People, animals or objects must never be in-between the vehicle's front seat occupants, the rear side seat occupants and the airbag expansion areas. Ensure this is also followed by children and passengers.
- Hang only light clothes on the vehicle's clothing hook. Do not leave any heavy or cutting objects in the pockets.
- Do not install accessories on the doors.
- Apply only seat or protective covers expressly released for use in the vehicle. Otherwise the side airbag may not insufflate when triggered.

⚠ WARNING

Inadequate handling of the front seats may prevent the side airbags from operating correctly and cause serious injuries.

- Never remove the vehicle front seats or alter parts thereof.
- When excessively high forces are applied to the side supports of the seats backrest, the side airbags may not operate correctly, may not operate at all or be accidentally triggered.
- Damages to the original seat covers or to the seams in the area of the side airbag modules must be checked immediately by a Volkswagen dealership.

Head airbags

🕮 Please refer to ⚠ at the start of the chapter on page 41.

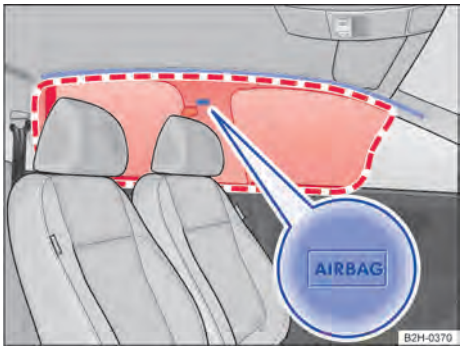

Fig. 46 Left side of the vehicle: location and deployment zone of the curtain airbag.

The vehicle is equipped with curtain airbags on the driver and front passenger side, above the doors → Fig. 46.

The installation locations of the curtain airbags are identified by the text "AIRBAG".

The area highlighted in red is covered by the triggered curtain airbag (deployment area) → Fig. 46. Therefore, no objects must be placed or attached to this area → ⚠.

Curtain airbags are deployed in the event of a side collision.

Curtain airbags reduce the risk of injuries for occupants in the front and rear seats, protecting the area of the body facing the side of the collision.

⚠ WARNING

Once triggered, the airbag inflates at high speed.

- Always leave the curtain airbag deployment areas clear.

- Never place objects in the cover or the deployment area of the curtain airbag.
- People, animals or objects must never be in-between the vehicle's front seat occupants, the rear side seat occupants and the airbag expansion areas. Ensure this is also followed by children and passengers.
- Hang only light clothes on the vehicle's clothing hook. Do not leave any heavy or cutting objects in bags.
- Do not install accessories on the doors.
- Only install window curtains specifically authorized for use in the respective vehicle.
- Only fold the sun visor towards the side windows if no object is attached to the sun visor, such as pens or garage door openers.

◁

Safe transport of children

Introduction to the subject

Child seats reduce the risk of injury in an accident. Always carry children in child seats!

Note:

— Child seats are grouped according to the child's size, age and weight.

— Installing child seats in the vehicle can be executed with different retaining systems.

For safety reasons child seats must preferably be mounted on the backseats.

WARNING

Unprotected or insufficiently protected children can suffer serious or fatal injuries. Please note the following:

- Children up to ten years of age or less than 145 cm tall must not be transported while driving without suitable child seats. Observe country-specific regulations.
- Always protect children with a suitable child seat. Child seats must correspond to the child's size, age and weight.
- To secure the child seat in the vehicle and to secure the child in the child seat, follow the child seat manufacturer's instructions.
- Never place several children in one child seat.
- Under no circumstances should children or babies be carried.
- Never leave children unsupervised in a child seat.
- Never allow children to be transported in the vehicle without protection, to stand up, to kneel on the seats or to assume an incorrect sitting position while driving. This applies especially to children who are transported in the front passenger seat. In the event of an accident, children can seriously injure other people or put their lives at risk.
- For maximum protection of the child seat, the correct direction of the seat belt is very important. It is essential to observe the child seat manufacturer's instructions for correct belt travel. Incorrectly fastened seat belts can cause injuries even in minor accidents.
- In the event of an accident, replace the child seat as it may have been damaged.

◁

Types of child seat

Please refer to ⚠ at the start of the chapter on page 48.

Fig. 47 Example illustrations of child seats.

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

Standards for child seats

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

— Weight class.

— Size class.

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

— Approval number.

On child seats that are approved under regulation ECE-R 44, the eight-digit approval number on the

ECE approval label must begin with 03 or 04. This shows that the seat is admissible for use. Older child seats with an approval number beginning with 01 or 02 are not admissible.

Child seat weight classes

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

- **Weight class 0/0+**: group 0/0+ or 0/1 rear-facing infant carriers → Fig. 47 are the best option for the period from birth to around 18 months.
- **Weight class 1**: group 1 (up to about 4 years old) and group 1/2 (up to about 7 years old) with an integral belt system are the best option for children over the relevant weight limit.
- **Weight classes 2/3**: groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat belt routing and side padding, and so provide better protection than booster seats with no backrest. The use of child seats with backrests is recommended. Group 2 child seats are for children up to the age of about 7, group 3 child seats for those older than 7.

Not every child will fit in the child seat specified for their weight group. Likewise, not every seat will fit in every vehicle. Therefore it is vital to check that the child fits properly in their child seat and that the child seat can be securely fastened in the vehicle.

Child seat approval categories

Child seats can be classified as "universal", "semi-universal" "or vehicle-specific" (all in accordance with regulation ECE-R 44) or "i-Size" (in accordance with regulation ECE-R 129).

- **Universal**: child seats with "universal" approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must also be secured using a top tether.
- **Semi-universal**: "semi-universal" approval requires other safety devices for attaching the seat (that require additional testing) in addition to the standard requirements for universal approval. Child seats with "semi-universal" approval come with a type list. The seats should only be used in vehicles that are included on this list. Please refer to the child seat manufacturer's vehicle type list to find out whether the child seat may be fitted in the vehicle.
- **Vehicle-specific**: a child seat with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. Child seats with "vehicle-specific" approval also come with a type list. Please refer to the child seat manufacturer's vehicle type list to find out whether the child seat may be fitted in the vehicle.
- **i-Size**: child seats classified as i-Size must conform to the installation and safety requirements prescribed in regulation ECE-R 129. Contact the child seat manufacturer to find out which child seats are approved for this vehicle in accordance with i-Size. ◁

Installing and using child seats

🕮 Please refer to ⚠ at the start of the chapter on page 48.

Country-specific regulations

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

Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer → ⚠.
- Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
- When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Set the backrest to the upright position.
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the

driver or front passenger can still maintain a correct sitting position.

— The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle.

Airbag sticker

Fig. 48 Diagram: airbag label on the sun visor.

Fig. 49 Diagram: airbag label on the B-pillar.

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

— On the driver sun visor and, in some cases, on the front passenger sun visor → Fig. 48.

— On the B-pillar on the front passenger side → Fig. 49.

It is essential to observe the warning information shown on these stickers before installing a rear-facing child seat → ⚠.

Risks involved in carrying children on the front passenger seat

If you are using a **rear-facing child seat**, the front passenger front airbag can cause critical or potentially fatal injuries when it inflates → ⚠.

Rear-facing child seat may only be used on the front passenger seat if the front passenger front airbag has been deactivated. The front passenger front airbag has been deactivated when the PASSENGER AIRBAG OFF indicator lamp lights up continuously in the upper section of the centre console. Deactivating the front passenger front airbag.

If using a **front-facing child seat**, do not deactivate the front passenger front airbag. When fitting the child seat, ensure that it is as far away as possible from the front passenger front airbag. The front passenger front airbag can cause severe injuries when it inflates → ⚠.

Some child seats are not suitable for use on the front passenger seat. The child seat must be specially authorised by the manufacturer for use on the front passenger seat in vehicles with front and side airbags.

Risks presented by side airbags

If the side airbag is triggered, the airbag could hit the child in the head, causing serious injury → ⚠.

⚠ DANGER

Please observe important safety notes on the front passenger front airbag.

⚠ DANGER

If you use a rear-facing child seat on the front passenger seat, the child in it is at increased risk of sustaining serious or life-threatening injuries or being killed in the event of an accident.

- Never secure a rear-facing child seat on the front passenger seat if the front passenger front airbag is activated.
- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.

- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.

⚠ WARNING

Using a front-facing child seat on the front passenger seat presents a risk of injury.

- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

To avoid injuries caused by inflation of a head airbag or side airbag:

- Make sure that children are not in the airbag deployment zone.
- Do not place any objects in the side airbag deployment zones. ◁

Securing systems

🕮 Please refer to ⚠ at the start of the chapter on page 48.

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

Overview of securing systems

— **ISOFIX**: ISOFIX is a standardised securing system for fitting child seats in the vehicle quickly and safely. The ISOFIX attachment system creates a rigid connection between the child seat and the vehicle body.

The child seat has two rigid attachment arms. These arms can click into ISOFIX attachment points between the seat and the rear seat backrest. The ISOFIX securing system as described here is specific to the EU → ⚠. An upper strap (top tether) or a support foot may sometimes have to be used in addition to the ISOFIX anchor points described above.

— **LATCH**: LATCH is a standardised securing system for fitting child seats in the vehicle quickly and safely. LATCH securing systems are used especially in the USA and in Canada.

— **Three-point automatic seat belt**: It is better to secure child seats using the ISOFIX system, if available, rather than with a three-point automatic seat belt.

Additional securing points:

— **Top tether**: the top tether is routed over the rear seat backrest and hooked to an anchor ring on the back of the rear seats. Top tether anchor points are marked with an anchor symbol.

— **support foot**: some child seats are propped up with a support foot resting on the floor of the vehicle. This support foot helps prevent the child seat tipping forward in a crash → ⚠.

The systems include the securing point for the child restraint system with a top tether and the lower anchoring points on the seat.

Recommended child seat securing systems

Volkswagen Commercial Vehicles recommends that child seats are secured as follows:

— **Infant carrier or rear-facing child seat**: ISOFIX or LATCH *and* support foot.

— **Front-facing child seat**: ISOFIX or LATCH *and* top tether and possibly also support foot.

⚠ WARNING

Child restraint anchorages are designed to withstand only those loads imposed by correctly fitted child restraints. Under no circumstances are they to be used for adult seatbelts, harnesses, or for attaching other items or equipment to the vehicle.

⚠ WARNING

Incorrect use of the support foot can cause severe or fatal injuries.

- Ensure that the support foot is always correctly and safely installed. ◁

Using a child seat on the rear bench seat

Please refer to ⚠ at the start of the chapter on page 48.

When securing a child seat to the rear bench seat, the front seat must be adjusted so that the child has enough space. Therefore, adjust the front seat according to the size of the child seat and child. However, make sure that the front passenger can still maintain a correct sitting position.

Suitable child seats

Universal child seats in groups 0, 0+, 1, 2, or 3 as specified in ECE-R 44 can be fitted to the rear seats.

ISOFIX child seats that are approved for use on the rear bench seat

The outer seats on the rear bench seat are equipped for child seats with the **ISOFIX system** which are specially approved for this vehicle type by the ECE-R 44 standard.

ISOFIX child seats are separated into the categories "vehicle-specific", "limited" or "semi-universal".

Each ISOFIX child seat is delivered with a list from the child seat manufacturer giving a overview of vehicles that are approved for use with the ISOFIX system. If your vehicle is listed in the manufacturer list and the ISOFIX child seat is in a seat class that is specified in the table then the ISOFIX child seat may be used in this vehicle. If necessary, contact the child seat manufacturer for an up-to-date list of vehicles.

Direction of travel	Group	Size class	Front passenger seat	Outer seats on the rear bench seat	Centre seat on the rear bench seat
Rear facing, opposite to direction of travel	**Group 0**: up to 10 kg	E	X	IL-SU	X
	Group 0+: up to 13 kg	C	X		X
		D[a)]	X		X
		E	X		X
	Group 1: 9 to 18 kg	C	X		X
		D[a)]	X		X
Forward facing, in the direction of travel	**Group 1:** 9 to 18 kg	A[a)]	X	IL-SU / IUF	X
		B	X		X
		B1[a)]	X		X
	Group 2: 15 to 25 kg	–	X	IL-SU	X
	Group 3: 22 to 36 kg	–	X		X
	i-Size child restraint system	Child seats with i-Size approval are not suitable for this vehicle.			

a) When fitting the seats in classes A, B1 and D, the head restraint must be first set to the top position.

X: seat not suitable for securing an ISOFIX child seat in this group.

IL-SU: seat suitable for installing an ISOFIX child seat with "semi-universal" approval. Adhere to the vehicle list provided by the child seat manufacturer.

IUF: seat suitable for installing an ISOFIX child seat with "universal" approval and securing with top tether.

⚠ WARNING

Any child in a child seat on the rear bench seat may sustain fatal injuries if they play with lockable seat belts that are not in use.

- Always secure any lockable seat belts on the rear bench seat that are not in use.

◁

Securing a child seat with ISOFIX and LATCH

Please refer to ⚠ at the start of the chapter on page 48.

General view for fixing with ISOFIX

According to the specifications for size classes **A** to **G** in the European standard ECE-R 16 and NBR 6091, there are several options for securing child seats with the ISOFIX system to the lower anchorage points on the respective vehicle seats, which are listed in the table below.

Sense of direction	Group	Size class	Front passenger seat	Rear side seats	Rear central seat
Facing backwards, against the direction of direction	**Group 0**: up to 10 kg	E	X	IL-SU	X
	Group 0+: up to 13 kg	C	X		X
		D[a)]	X		X
		E	X		X
	Group 1: 9 to 18 kg	C	X		X
		D[a)]	X		X
Facing forward, in the sense of direction	**Group 1**: 9 to 18 kg	A[a)]	X	IL-SU / IUF	X
		B	X		X
		B1[a)]	X		X
	Group 2: 15 to 25 kg	–	X	IL-SU	X
	Group 3: 22 to 36 kg	–	X		X
	i-Size retention system	Child seats with i- Size approval are not suitable for this vehicle.			

a) When installing seat classes A, B1 and D, the head restraint must be placed in the upper position.

X: seat unsuitable for attaching an ISOFIX child seat from this group.

IL-SU: seat suitable for installing an ISOFIX child seat with "semi-universal" approval . Pay attention to the vehicle list of the child seat manufacturer.

IUF: suitable seat to install an ISOFIX child seat, with "universal" approval and Top Tether seat belt support.

Fixed-slot child seats (ISOFIX)

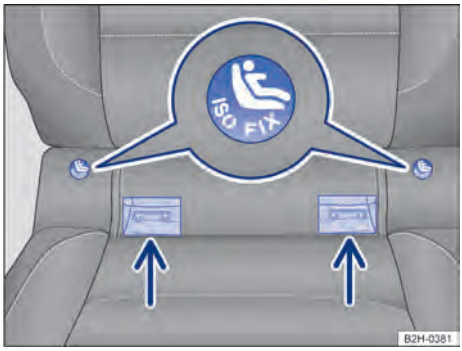

Fig. 50 On the vehicle seat: identification of lower retaining rings for child seats.

Fig. 51 Schematic representation: installing the ISOFIX child seat with the support arms.

Two retaining eyes for each seat, so-called anchor points, are located between the backrest and the seat on the rear seat outboard seats. The installation location of the ISOFIX anchor points is indicated with a symbol. Insert the support arms of the child seat into the ISOFIX anchorages, in the direction of the arrow.

1. Observe and follow the instructions.
2. Insert the child seat support arms into the ISOFIX anchors → Fig. 51, in the direction of the arrow. The child seat must engage securely and audibly.
3. Adjust the headrest so that it does not impede the installation of the child seat.
4. Perform a pull test to make sure both locks are engaged.

Child seat with adjustable anchorage belt (LATCH)

1. Read and observe the guidelines.
2. Position the child seat on the surface of the seat and attach the anchor belt hooks to the anchor eyes, provided that the anchor belts were supplied with the child seat.
3. Evenly tighten the fastening belts on the respective adjustment device. The child seat must be properly supported on the vehicle seat.
4. Perform a pull test to make sure both locks are engaged.

⚠ WARNING

The lower child seat retaining rings must not be used as strapping rings. At the lower anchor points, only attach child seats designed for this use.

- For fastening with adjustable belts (LATCH), only the belts supplied with the child seat can be used. Adapted or improvised belts must never be used to secure child seats. ◁

Securing a child seat with ISOFIX

🕮 Please refer to ⚠ at the start of the chapter on page 48.

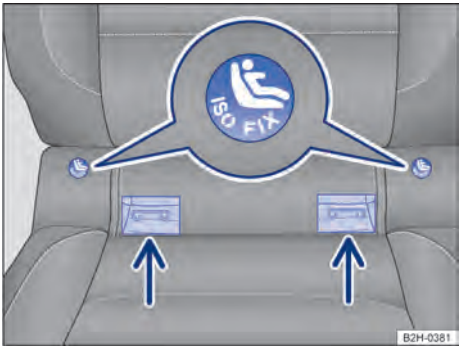

Fig. 52 Identification of the lower anchor points of the child seat on the vehicle seat.

Fig. 53 Schematic representation: installing the ISOFIX child seat with the support arms.

Two retaining eyes for each seat, so-called anchor points, are located between the backrest and the seat on the rear seat outboard seats. The installation location of the ISOFIX anchor points is indicated with a symbol. Insert the support arms of the child

seat into the ISOFIX anchorages, in the direction of the arrow → Fig. 53.

Child seats with rigid fixation

1. Observe and follow the instructions.
2. Position the child seat over the retaining eyes. The introduction openings are located next to the ISOFIX inscription (arrow). The child seat must engage securely and audibly.
3. Carry out a traction test on both sides of the child seat.

Child seat with adjustable tethers

— Observe and follow the instructions.

— Place the child seat on the seat surface and hook the anchor belt hooks into the retaining eyes.

— Evenly tighten the fastening belts on the respective adjustment device. The child seat must be properly supported on the vehicle seat.

— Carry out a traction test on both sides of the child seat. ◁

Securing child seats with the top tether

🕮 Please refer to ⚠ at the start of the chapter on page 48.

Fig. 54 Illustration: label showing the top tether attachment point.

ISOFIX child seats with "universal" approval must be secured with an upper strap (top tether) in addition to the ISOFIX anchor points.

Fasten the top tether only to the intended mounting points that are suitable for the top tether. These are marked with a symbol and, where applicable, the "TOP TETHER" label → Fig. 54.

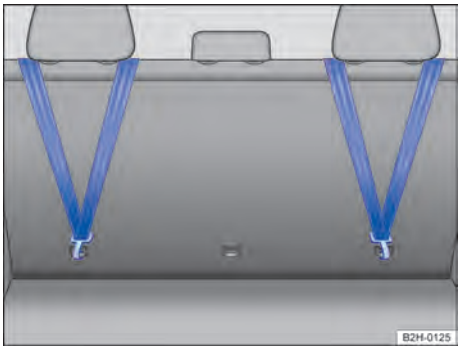

Fig. 55 On the back of the rear seat backrest: Fitted top tether.

1. Observe the instructions.
2. Release the backrest and fold it forwards slightly.
3. Push up the head restraint located behind the child seat.
4. Guide the top tether **under** the head restraint or, depending on the design of the child seat, place one tether on **each side** of the head restraint. Guide the top tether back to the rear side of the backrest.
5. Hook the top tether into the corresponding retaining ring → Fig. 55.
6. Fold back the backrest and push it firmly to lock it in place.
7. Secure the child seat to the lower anchoring points.
8. Tighten the belt so that the child seat is positioned at the top of the backrest.

⚠ WARNING

Secure the strap only to the top tether anchor rings. Failure to do so could lead to severe injuries.

- Each anchor ring can hold only *one* child seat restraining strap.
- Never fasten the strap on a child seat to any other fastening rings.

⚠ WARNING

Objects in the rear pockets of the seats can damage the top tether in the event of an accident. This can result in serious injuries.

- Do not keep any objects in the rear pockets of the seats when using the top tether. ◁

Securing child seats using the seat belt

Please refer to ⚠ at the start of the chapter on page 48.

If you use a child seat with the "universal" category (u) in your vehicle, make sure it is approved for the seats. The necessary information can be found on the orange ECE approval seal on the child seat. See the installation possibilities in the table below.

Group		Child's weight	Front passenger seat		Rear seats
			Front passenger front airbag activated	Front passenger front airbag deactivated	
Group 0:		up to 10 kg	x	u	u
Group 0+		up to 13 kg	x	u	u
Group 1:	facing backwards	9 to 18 kg	x	u	u
	facing forward	9 to 18 kg	u	x	u
Group 2:		from 15 to 25 kg	u	x	u
Group 3:		from 22 to 36 kg	u	x	u

u: universal; x: unsuitable seat for installing a child seat in this group.

Securing child seats using the seat belt

1. Observe and follow the instructions.
2. Adjust the height of the seat belt in such a way that the position of the seat belt laces is natural and suitable for the child seat, without too much deviation. In the case of a rear-facing child seat, use the lower seat belt height adjustment position.
3. Put on the seat belt and pass it through the child seat according to the child seat manufacturer's instructions.
4. Ensure that the seat belt is not twisted.
5. Insert the latch plate into the buckle for the appropriate seat and push it down until it is securely locked and you hear a click. ◁

In an emergency

Making you and your vehicle safe

Observe any legislation concerning the safety of a broken-down vehicle. For example, many countries stipulate that you have to switch on the hazard warning lights and wear a high-visibility waistcoat.

Checklist

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.
2. Switch on the hazard warning lights with the ⚠ button.
3. Apply the handbrake firmly.
4. Select the neutral position or move the selector lever to the **P** position.
5. Switch off the engine and remove the key from the ignition.
6. Ensure that all occupants exit the vehicle and go straight to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations concerning high-visibility waistcoats.
7. Take all vehicle keys with you when you leave the vehicle.
8. Place the warning triangle in position to draw the attention of other road users to your vehicle.
9. Allow the engine to cool down and if necessary seek suitably qualified expert assistance.

If the ignition is switched on and the hazard warning lights activated, you can still indicate a change in direction or change of lane with the turn signal lever. The warning lights will be interrupted temporarily.

Switch on the hazard warning lights

Switch on the hazard warning lights in the following situations to alert following traffic:

— If the traffic in front slows suddenly.

— You reach the end of a traffic jam.

— There is an emergency situation.

— The vehicle has broken down.

— When tow-starting or towing.

Always follow local regulations for the use of the hazard warning lights.

If the hazard warning lights are not working, you must use an alternative method of drawing attention to the broken-down vehicle. This method must comply with traffic legislation.

WARNING

Any broken-down vehicle poses a high accident risk for the vehicle occupants and other road users.

- Stop the vehicle as soon as it is possible and safe to do so.
- Park the vehicle at a safe distance from moving traffic.
- Switch on the hazard warning lights.
- Never leave anyone alone in the vehicle, particularly children or people requiring assistance. This applies in particular when the doors are locked. People locked in the vehicle may be subjected to very high or very low temperatures.

WARNING

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

- Always follow the actions in the checklist and observe the generally valid safety precautions.

WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass, fuel.

NOTICE

When pushing the vehicle by hand, do not press on the rear lights or large metal panels. This could damage the vehicle.

The 12-volt vehicle battery will discharge if the hazard warning lights are left on over a long period of time – even when the ignition is switched off.

In some vehicles, if you brake hard at speeds over approximately 80 km/h (50 mph), the brake lights will flash to warn the traffic behind. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph). The brake light will light up steadily. Once the vehicle starts to accelerate, the hazard warning lights will switch off again. ◁

Emergency equipment

First aid kit

The first aid kit must comply with legal requirements. Please note the expiration date of the contents.

A first aid kit may be available in the storage compartment in the right rear door or behind the rear seat backrest.

After use, if necessary, replace the contents and store the first aid kit safely again.

Safety vest

On some versions of the vehicle, there is a storage compartment for the safety vest on the driver's door.

Warning triangle

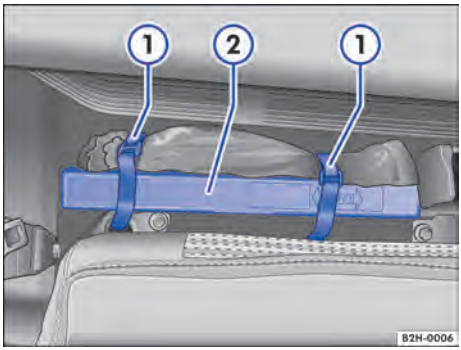

Fig. 56 Behind the right backrest of the rear seat: warning triangle (2).

— Folding the rear seat backrest.

— Release the velcro fasteners (1) and remove the warning triangle (2).

The warning triangle must correspond to legal requirements.

The warning triangle can be accommodated in different storage compartments.

Fire extinguisher

The fire extinguisher may not be available for some export markets.

According to the vehicle version, the fire extinguisher support may be situated in the footwell under the front passenger seat.

The fire extinguisher must correspond to the legal requirements, be always ready for use, and be regularly inspected (see the inspection seal on the fire extinguisher).

WARNING

Loose objects may be projected inside the vehicle in the event of a sudden driving or braking manoeuvre, as well as during accidents, and may cause severe injuries.

- Always securely attach the first aid kit and warning triangle to the appropriate supports.
- Keep the safety vest (when available) in a storage compartment so that it is always at hand. ◁

Opening and closing

Vehicle key

Functions of the vehicle key

Buttons on the vehicle key

Lock the vehicle.

Unlock the vehicle.

If single door unlocking has been programmed at a Volkswagen Commercial Vehicles dealership or qualified workshop, pressing the button once or turning the mechanical vehicle key once will unlock the driver door only. All the doors will be unlocked only when the button is pressed twice or the mechanical vehicle key is turned twice.

Replacement key

You will need to quote the vehicle identification number when ordering a replacement key or additional vehicle keys.

Each new key contains a microchip which must be encoded with the data for the vehicle's electronic immobiliser. A vehicle key will not work if it contains an unencoded microchip. The same applies for keys that have been cut to fit the vehicle.

New vehicle keys are available from Volkswagen Commercial Vehicle dealerships or from qualified workshops and authorised key services which are qualified to manufacture these vehicle keys.

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. Children or unauthorised persons could lock the doors and the boot lid, start the engine or switch on the ignition and operate electrical equipment, such as the electric windows.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Locked vehicles may be subjected to very high or very low temperatures, depending on the season. This can cause serious injuries and illness or fatalities, especially for small children.
- Never switch off the ignition while the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.

Never switch off the ignition while the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.

NOTICE

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

Changing the button cell

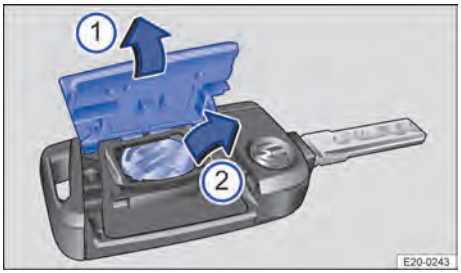

Fig. 57 Vehicle key: Replacing the button cell.

① Cover.
② Button cell.

This button cell can be changed by a suitably qualified workshop → ①.

1. Fold out the key bit on the vehicle key.
2. Lever off the cover → Fig. 57 ①.
3. Lever the button cell out of the battery compartment → Fig. 57 ②.
4. Press the new button cell into the battery compartment.
5. Press the cover onto the housing.

DANGER

If you swallow a button cell, or if it enters your windpipe, it can cause serious or even fatal injuries within a very short time due to choking or internal burns.

- Seek immediate medical assistance if you suspect that someone has swallowed a button cell.
- Do not use the remote control if you cannot close the battery cover.

- Always keep the remote control and key ring with button cells out of the reach of children.

NOTICE

The vehicle key can be damaged if the button cell is not changed properly.

- Unsuitable button cells can damage the vehicle key. Replace the discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the button cell.

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries. We recommend that you have this service carried out by a correspondingly qualified workshop. ◁

Synchronising the vehicle key

If you cannot lock or unlock the vehicle with the vehicle key, synchronise the vehicle key or replace the button cell.

1. Fold out the key bit on the vehicle key.
2. Stand beside the vehicle.
3. Press the button on the vehicle key.
4. Unlock the vehicle using the vehicle key bit.
5. Switch on the ignition.

The synchronisation process is complete. ◁

Troubleshooting

Locking or unlocking not possible

The vehicle cannot be locked or unlocked.

1. Close all doors.
2. Check whether the sensor of the vehicle key is subject to interference, such as from obstacles or transmitters close to the vehicle.
3. Synchronise the vehicle key.

Or: the central locking system has switched itself off temporarily to protect the system against overloading.

1. Lock or unlock the doors manually.
2. If the fault persists, the system should be checked by a correspondingly qualified workshop.

The indicator lamp in the vehicle key is not working

1. Change the button cell in the vehicle key. ◁

Doors and central locking button

Introduction

If the vehicle key or central locking fails, the doors can be locked manually and, in some cases, also unlocked manually.

The central locking system enables you to centrally lock and unlock all the doors and the tank flap.

The vehicle can only be locked if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

Always take the vehicle key with you when you leave the vehicle.

A symbol in the instrument cluster display indicates if one or more doors or lids are not closed properly. **Do not drive on!** Close the corresponding door or lid → .

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors and lids are closed.

WARNING

Serious injuries could occur if the doors are unlocked, opened or closed incorrectly or without due care and attention.

- Open or close the doors only when there is no-one in the movement path of the boot lid.
- After closing the doors, check to make sure that they are properly closed so that they do not open while the vehicle is in motion. The closed doors must be flush with the surrounding body panels.
- Close and lock the doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an

emergency and may not be able to get themselves to safety.

- Never close a door by pushing its window with your hand. The glass window could shatter and cause injuries.
- Always hold the door handle firmly when opening and closing doors.

WARNING

Any door that is not properly closed could open suddenly while the vehicle is in motion. This could lead to severe injuries.

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Open or close the doors only when there is no-one in the movement path.

WARNING

Any door being held open by the door arrester could close unexpectedly in strong winds or if the vehicle is on a slope. This could lead to injuries.

- Always hold the door handle firmly when opening and closing doors.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle. ◁

Indicator lamp in the driver door

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

The central locking system indicator lamp is located in the driver door.

Vehicle locked: red LED flashes at short intervals for approximately two seconds, and then more slowly. The indicator lamp does not flash if the vehicle was locked with the central locking button in the driver door. ◁

Central locking button

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

The central locking button is located in the driver door.

Settings for the central locking system can be adjusted in the instrument cluster.

Central locking buttons

Lock the vehicle.

Unlock the vehicle.

The central locking buttons will function only if all doors are closed.

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

Locking and unlocking the vehicle from inside

— An open door will not be locked.

— The red indicator lamp in the button lights up when all the doors are closed and locked.

— It is not possible to open the doors from the outside.

— The doors can be opened from the inside by pulling the door release handle. The red indicator lamp in the button goes out. The unopened doors remain locked and cannot be opened from the outside.

— The anti-theft alarm will **not** be activated.

Vehicles without central locking

Each vehicle door is locked and unlocked with a locking knob near the window of the respective door.

Push down on the locking knob to lock the door.

The following applies when the vehicle is locked from the inside:

— An open door will not be locked.

— It is not possible to open the doors from the outside.

— Pull the door release lever from the inside to unlock. ◁

SAFELOCK

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism.

If the vehicle is locked, SAFELOCK deactivates the door release levers and central locking button so that it becomes more difficult to break into the vehicle. The doors can no longer be opened from the inside → ⚠.

Activating SAFELOCK

1. Press the button on the vehicle key once.

The vehicle is locked. SAFELOCK was activated.

Deactivating SAFELOCK

1. Press the button on the vehicle key twice.

   Or: Before locking the vehicle, press the button once to switch off the interior monitoring and anti-tow alarm.

The vehicle is locked. SAFELOCK was not activated.

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

The following applies when SAFELOCK is deactivated:

— The vehicle can be unlocked and opened from the inside using the door release lever.

— The anti-theft alarm is active.

— The interior monitoring system and anti-tow alarm are deactivated.

You can reactivate the interior monitoring system and anti-tow alarm by pressing the button again.

⚠ WARNING

Careless or unsupervised use of SAFELOCK can result in severe injuries.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key. The doors can no longer be opened from the inside once the SAFELOCK is activated. ◁

Childproof locks

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

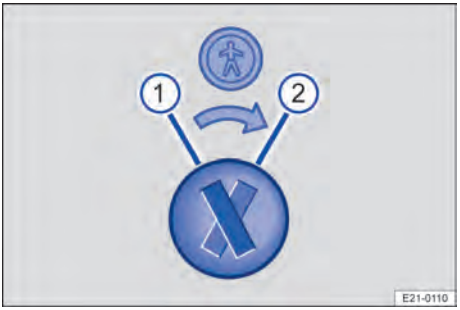

Fig. 58 Child lock: rear left door.

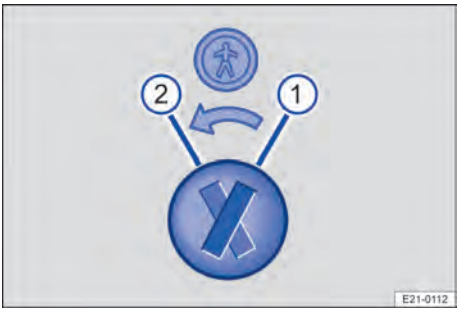

Fig. 59 Child lock: rear right door.

① Childproof lock is switched off.
② Childproof lock is switched on.

The childproof lock prevents the rear doors being opened from the inside.

When the childproof lock is activated, the door can only be opened from the outside.

Switching the childproof lock on and off

1. Unlock the vehicle and open the appropriate rear door.
2. Move the slot to the corresponding position.

⚠ WARNING

The door cannot be opened from the inside when the childproof lock is activated.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This may mean that these people lock themselves in the vehicle. They could become

trapped in the vehicle in an emergency and may not be able to get themselves to safety. People locked in the vehicle may be subjected to very high or very low temperatures.

- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children. ◁

Locking and unlocking doors manually

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

The doors can be locked or unlocked manually in the event of a fault in the electric vehicle key or central locking.

Locking the doors manually

1. *Left front door with lock cylinder:* insert the vehicle key bit into the lock cylinder of the left front door.
2. Turn the vehicle key **clockwise**.
3. Ensure that the door is locked.
4. *Right front door without lock cylinder:* open door.
5. Remove the rubber plug in the door. The plug is marked with a lock symbol.
6. Insert the vehicle key bit into the lock cylinder.
7. Turn the vehicle key **clockwise** as far as it will go.
8. Replace the rubber plug in the door trim and close the door completely.
9. Ensure that the door is locked.

Depending on the equipment, the locked door will be unlocked again when the vehicle is unlocked or the door is opened from the inside.

Unlocking the doors manually

1. *From inside (depending on equipment):* pull the door release lever.
2. *From outside:* insert the vehicle key bit into the lock cylinder of the left front door.
3. Turn the vehicle key **anticlockwise**.

Depending on the vehicle equipment, the alarm may be triggered when you open the door. Switch on the ignition immediately with the valid vehicle key to deactivate the alarm.

⚠ WARNING

Serious injuries can result if manual opening and closing are not performed with due care and attention.

- Depending on the equipment, the windows cannot be opened from the inside if the vehicle is locked from the outside.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

⚠ WARNING

It is dangerous to stand in the path of the doors as injuries could be sustained.

- Open or close the doors only when there is no-one in the movement path.

ⓘ *NOTICE*

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle. ◁

Troubleshooting

Please refer to ⚠ and ⓘ at the start of the chapter on page 60.

The red LED in the driver door lights up continuously

The red LED for the central locking system in the driver door flashes at short intervals and then lights up continuously.

There is a fault in the locking system.

1. Go to a suitably qualified workshop and have the system checked.

Turn signals do not flash when locking

The turn signals do not flash to confirm that the vehicle has been locked.

1. Close all windows and doors.
2. If the turn signals still do not flash, go to a correspondingly qualified workshop to have the system checked.

Locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. Depending on the extent of the damage, the vehicle can be locked after an accident as follows:

1. Switch off the ignition.
2. Remove the vehicle key from the ignition lock.
3. Open and close any vehicle door.
4. Lock the vehicle using the vehicle key.

   Or: Press the central locking button in the driver door. ◁

Anti-theft alarm

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

The anti-theft alarm monitors the doors and the bonnet.

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

If the vehicle is not opened with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to 5 minutes.

When does the system trigger an alarm?

— When a manually unlocked door is opened without switching on the ignition.

— When the bonnet is opened.

— If the ignition is switched on using an invalid key.

— If the 12-volt vehicle battery is disconnected.

Vehicles with interior monitoring and anti-tow alarm:

— In the event of movement in the vehicle.

— If the vehicle is raised or towed.

— If the vehicle is transported on a ferry or train.

— If a trailer that is connected to the anti-theft alarm system is removed.

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.

   Or: Switch on the ignition using a valid vehicle key. A short alarm lasting around one second may sound.

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

Interior monitoring system and anti-tow alarm

Fig. 60 Next to the driver seat: button for switching off the interior monitoring and the anti-tow alarm.

If movements are detected in the vehicle interior when the vehicle is locked, the interior monitoring triggers an alarm.

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

Switching on the interior monitoring system and anti-tow alarm

1. Close the stowage compartments in the roof console to ensure that the sensors function correctly.
2. Lock the vehicle.

   When the anti-theft alarm is switched on, interior monitoring and the anti-tow alarm are also active.

Switching off the interior monitoring system and anti-tow alarm

1. Remove the vehicle key from the ignition lock and open the driver door.
2. Press the OFF button → Fig. 60.
3. Close all doors.
4. Lock the vehicle using the vehicle key.

The yellow indicator lamp lights up in the OFF button. The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

We recommend switching off the interior monitoring system and anti-tow alarm in the following situations:

— If any people or animals are to remain inside the vehicle.

— If the vehicle is to be loaded onto another vehicle.

— If the vehicle is to be transported.

— If the vehicle is going to be towed with one axle off the ground.

— If the vehicle is to be parked in a two-storey garage.

— If the vehicle is to be parked in a car wash.

Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if all the vehicle doors are fully closed. Observe the legal requirements.

A false alarm can be triggered in the following situations:

— If one or more windows are fully or partially open.

— If lightweight items are left in the vehicle, such as loose pieces of paper or items hung from the interior mirror.

— If the vibration alarm of a mobile telephone is switched on.

Permanent deactivation of the interior monitoring system and the anti-tow alarm is not possible.

If doors are still open when the anti-theft alarm is activated, only the anti-theft alarm is activated. Interior monitoring and the anti-tow alarm will not be activated until all doors are closed.

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

Tailboard

Opening and closing the tailboard

Fig. 61 On the tailboard: Handle for opening the tailboard.

Opening and closing the tailboard

1. Operate the handle → Fig. 61 and fold the tailboard down.
2. Lift the tailboard up until it engages securely in the lock.

Locking the tailboard

The tailboard can be locked with the vehicle key if necessary.

The lockable tailboard is not integrated in the central locking and anti-theft alarm system. It will therefore not be locked/unlocked when the vehicle is locked/unlocked by way of the central-locking system.

1. Insert the vehicle key into the lock cylinder.
2. Move the slot of the lock cylinder to the horizontal position.

The tailboard is locked.

WARNING

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

- Open or close the tailboard only when there is no-one in the movement path.
- After closing the tailboard, check to make sure that it is closed and locked correctly so that it does not open while the vehicle is in motion.

NOTICE

The tailboard can be loaded with a maximum of 200 kg when it is fully open. If the maximum load is exceeded, the cable could break or the tailboard could be damaged.

Do not leave any valuable objects on the open loadbed if you are leaving the vehicle unattended. ◁

Fold the tailboard down by 180°

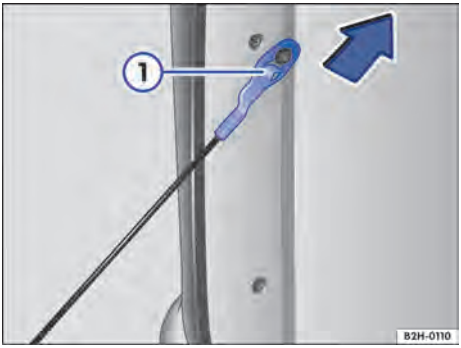

Fig. 62 Unhooking the holding cable on the tailboard

Depending on the vehicle equipment level, the tailboard can be hinged down by 180°. Two holding cables will need to be unhooked. Volkswagen Commercial Vehicles recommends getting a second person to help when unhooking and attaching the holding cables.

Unhooking the holding cables

1. Open the tailboard.
2. Hold the tailboard securely in a position where the holding cables are not fully tensioned.
3. Press down the safety tab in the eye of the holding cable.
4. Pull the holding cable up as far as it will go in the direction of the arrow and unhook it → Fig. 62.
5. Slowly fold down the tailboard as far as it will go.

Attaching the holding cables

1. Push up the tailboard so that the holding ropes can be attached.
2. Hold the tailboard in position.
3. Attach the holding cable.
4. Pull the holding cable in the opposite direction of the arrow as far it will go → Fig. 62.

   The holding cable is fully inserted when the safety tab is "snapped" into its original position.
5. Close the tailboard.

⚠ WARNING

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

- Open or close the tailboard only when there is no-one in the movement path.
- After closing the tailboard, check to make sure that it is closed and locked correctly so that it does not open while the vehicle is in motion. ◁

Luggage compartment cover

Bed roll cover system

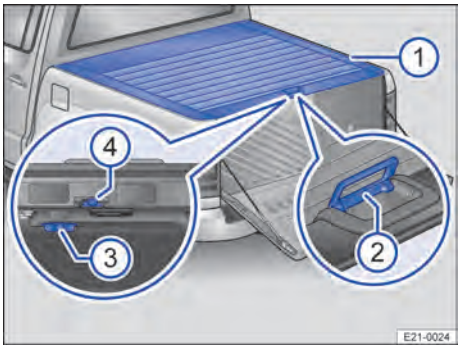

Fig. 63 Cargo compartment sea cowl: overview

Fig. 64 Cargo compartment sea roof: traction strap

① Cover.
② Cover handle.
③ Rotary button to unlock and lock the cover.
④ Locking tab.
⑤ Traction strap.

Depending on the vehicle version, the bed canvas may not be available.

With the cargo compartment sea top, the cargo compartment becomes a closed storage compartment.

1. Open the tailgate.
2. The cargo compartment marine roof is unlocked and locked using the rotary button below the handle on cover → Fig. 63 ③.
3. *Unlock the cargo compartment roof:* turn the rotary knob in the direction of direction.
4. *Lock the cargo compartment roof:* turn the rotary knob transversely in the direction of direction.

Cargo compartment sea hood - opening and closing

The cargo compartment cover→ Fig. 63 ① can be opened completely or moved to an intermediate position.

1. *Open completely:* pull the cover handle upwards until it stops. → Fig. 63 ②. The cover rises automatically and the traction strap remains in the middle.
2. *Intermediate position:* pull the cover handle upwards, as far as the stop and, during the opening process, pull the traction strap to the left. The cover engages in the middle position.

   Or: pull the handle on the cover slightly upwards. The cover engages in the middle position.
3. *Open fully from the middle position:* pull the traction strap to the right. Coverage goes up automatically. The cover goes up automatically.
4. *Open briefly and close again:* if the cargo compartment marine roof only needs to be opened briefly and then closed again, locking tab → Fig. 63 ④ must be pressed to the left when closing. The cargo compartment sea roof engages if it is closed completely.
5. *Close completely:* close the cover completely by pulling on the traction strap.

⚠ WARNING

Incorrect and unsupervised unlocking, opening or closing of the bed cover can cause accidents and severe injuries.

- Open or close the cargo compartment's marine roof only when there is no one within its opening radius.
- Close and lock the cargo compartment roof when the vehicle is not in use. At this time, ensure that no one is in the cargo compartment.
- Never transport people in the cargo compartment and never let children play unsupervised on or in the vehicle, especially if the cargo compartment's marine roof and/or the cargo compartment lid is open. Children can reach the cargo compartment, close the cargo compartment lid and the cargo compartment sea roof and become trapped. Depending on the time of year, for example, locked vehicles can be subjected to very high or very low temperatures. This can cause serious injuries and illness or fatalities, especially for small children.

NOTICE

The cargo compartment sea roof cannot be removed and installed without specialized technical knowledge and a special tool.

- Incorrect removal and installation of the cargo compartment sea top can damage vehicle parts.

NOTICE

If the cargo compartment's marine roof can only be locked, unlocked, opened or closed if a high force is applied, this may cause damage or defects. Go to a Volkswagen Dealership or qualified workshop.

The cargo compartment sea roof must be cleaned at regular intervals. To reach the places to be cleaned, a special tool is needed. Cleaning can only be carried out at a Volkswagen dealership or a specialized company.

If the vehicle is used in very dirty conditions, the cargo compartment marine roof must be cleaned and maintained at shorter intervals. The work can only be carried out at a Volkswagen dealership or a specialized company.

The cargo compartment marine roof protects the cargo compartment against dirt and rain. A small water penetration cannot be excluded. ◁

Windows

Opening and closing windows

The buttons for operating the windows are located in the driver door.

Open window: Press the button. **Or:** Close window: Pull the button.

Press the button to disable the electric window buttons in the rear doors. When the electric window button is deactivated, a yellow indicator lamp lights up in the button.

Mechanical windows: The windows in the driver door and front passenger door can be opened and closed by rotating the respective window winders.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing: pull the button for the appropriate window briefly up into the second position.

One-touch opening: push the button for the appropriate window briefly down into the second position.

Stopping the one-touch function: Press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

1. Press and hold the locking or unlocking button on the vehicle key.

   Or: hold the vehicle key in the driver door lock cylinder in either the locking or unlocking position until all windows are either opened or closed.

To interrupt the function:

1. Release the locking or unlocking button on the vehicle key.

   Or: turn the vehicle key in the opposite direction.

The windows in the doors are closed at the same time as part of the convenience closing function.

WARNING

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

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear seats, always press the safety switch to deactivate the rear electric windows so that they cannot be opened or closed.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a correspondingly qualified workshop in this case.

To convenience-open the windows using the key in the door lock, you must first unlock the vehicle using the vehicle key. ◁

Electric window roll-back function

The roll-back function for the electric windows can reduce the risk of injuries when the windows are closing.

If the window is not able to close because it is stiff or because of an obstruction, the window will immediately open again → ⚠.

1. Check to see why the window has not closed.
2. Try to close the window again.

If the window closing process is interrupted again, the roll-back function will be disabled for a few seconds.

If the window still cannot be closed, the window stops at the corresponding position → ⚠.

WARNING

Closing the electric windows without the roll-back function could lead to severe injuries.

- Always take care when closing the electric windows.
- Ensure that nobody obstructs the path of the electric windows, especially if the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

The roll-back function is also activated if the windows are closed using the vehicle key for convenience closing. ◁

Troubleshooting

One-touch opening and closing is not working

One-touch opening and closing is deactivated if the 12-volt vehicle battery has been disconnected or discharged while the windows were not fully closed. The function will have to be reset.

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull and hold the button for the respective window for a few seconds.
4. Release the button.
5. Pull and hold the button again.

One-touch opening and closing is now ready for operation again.

The one-touch function can be restored for individual windows or for several windows at the same time.

The windows do not close

1. Check if there is an obstacle in the operating area.
2. Attempt to close the window again within a few seconds by pulling and holding the button.

The roll-back function will be deactivated for a small section of the path of the closing window. If the closing procedure takes longer than several seconds, the roll-back function will be reactivated.

If it is still stiff or obstructed, the window will stop and open again automatically.

1. If the fault persists, the system should be checked by a correspondingly qualified workshop. ◁

Steering wheel

Adjusting the steering wheel position

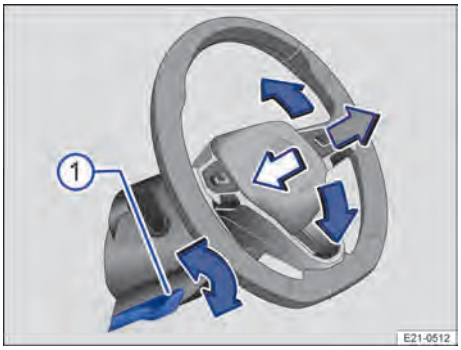

Fig. 65 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

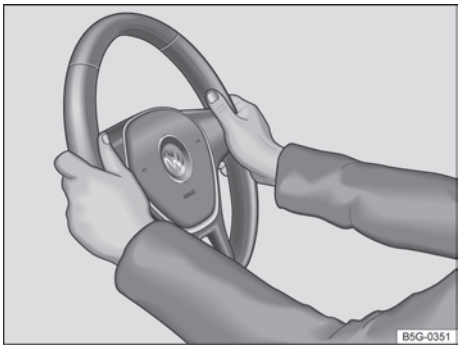

Fig. 66 On the steering wheel: 9 o'clock and 3 o'clock position.

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

1. Push the lever down → Fig. 65 (1).
2. Adjust the steering wheel so that you can hold it with both hands at its circumference at the 9 o'clock and 3 o'clock positions with your arms slightly bent → Fig. 66.
3. Push the lever → Fig. 65 (1) up firmly until it is flush with the steering column trim → ⚠.

⚠ WARNING

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

- After adjusting the steering wheel, always move the lever up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.
- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

◁

Seats and head restraints

Front seats

🕮 Introduction

The following section describes the options for adjusting the front seats. Always ensure that your sitting position is correct.

⚠ WARNING

Always adjust the front seats to their correct position before any journey and ensure that all passengers have fastened their seat belts.

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm (approximately 10 inches) between the driver's rib cage and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm (approximately 4 inches). If your build makes it impossible to fulfil this requirement then you must contact a qualified workshop so they can make any necessary modifications.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When an airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

⚠ WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.

- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.

- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment and locking areas of the seats must not be soiled.

⚠ WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

⚠ WARNING

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

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

! *NOTICE*

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 70.

The following section contains a description of all controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

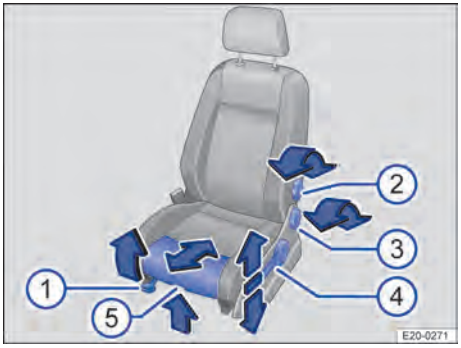

Fig. 67 On the left front seat: controls.

① Pull the lever to push the front seat forwards or backwards. The front seat must engage after the lever has been released.
② Turn the handwheel to adjust the lumbar support.
③ Take your weight off the backrest and turn the handwheel to adjust it.
④ If necessary, move the lever up or down several times to adjust the seat height.
⑤ Pull the lever to adjust the seat cushion. Only on seats with electric seat adjustment. ◁

Electrically adjusting the front seat

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 70.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

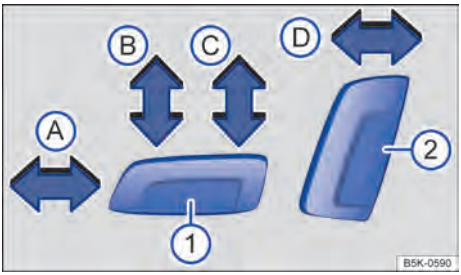

Fig. 68 Switch on left seat: Moving the front seat forwards and backwards, adjusting the backrest and the seat cushion for height and tilt.

① Ⓐ Slides the seat forwards or backwards.
Ⓑ Adjusts the angle of the seat cushion.
Ⓒ Adjusts the height of the seat cushion.

② Ⓓ Adjusts the angle of the backrest.

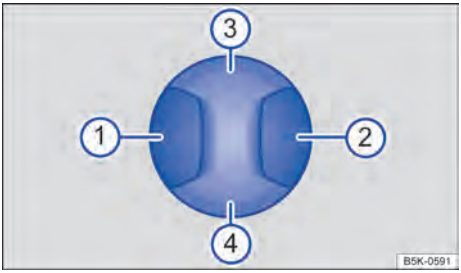

Fig. 69 Switch on left seat: Adjusting the lumbar support.

① Moves the curve of the lumbar support forwards.
② Moves the curve of the lumbar support back.
③ Moves the curve of the lumbar support up.
④ Moves the curve of the lumbar support down.

WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.

- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion. Do not apply point loads to the backrest in any way.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Starting the engine will interrupt the seat adjustment procedure. ◁

Rear seats

Introduction

The following section describes the options for adjusting the rear seats. Always ensure that your sitting position is correct.

WARNING

Using the seat functions incorrectly can cause accidents and serious injuries.

- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.
- Never adjust the seat functions while driving as the rear seats may move unexpectedly. Furthermore, an incorrect seating position is adopted while adjusting the seat.
- Only adjust the settings when there is nobody in the adjustment area of the rear seats.
- All rear seats must always be fitted in their retainers and must be securely engaged.
- All backrests must be in an upright position and securely locked in place while the vehicle is in motion so that the protective action of the seat belts for the rear seats is guaranteed. If a seat is occupied and the backrest has not clicked securely into place, the seat occupant and backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- Ensure that the seat belt is not trapped or damaged when folding back the seat backrest.
- The floor mats or other objects could get caught in the hinges on the backrest or the rear seat. This can prevent the backrest or the rear seat from locking securely when it is returned to the upright position.

- Adults and children must not use those seats when the backrest or the rear seat is folded forward or is not engaged securely.

WARNING

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

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects such as zips, studs on clothing, and belts, may damage surfaces. Open Velcro fasteners can also cause damage. ◁

Folding the seat cushion of the rear bench seat up and down

Please refer to ⚠ and ⓘ at the start of the chapter on page 72.

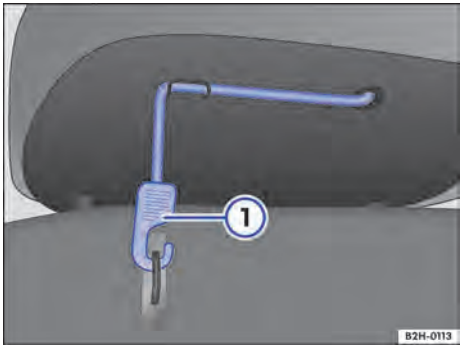

Fig. 70 Under the rear bench seat: Retaining strap on the seat cushion.

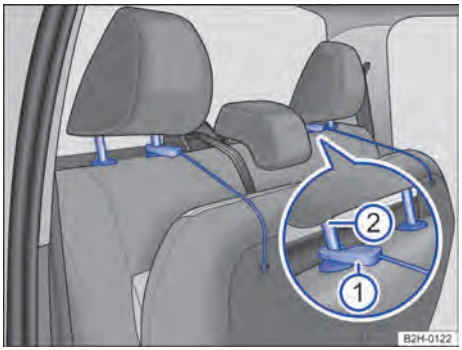

Fig. 71 On the rear bench seat: Attaching the seat cushion to the head restraints.

① Retaining strap.
② Head restraint pole.

Both of the seat cushions on the rear bench seat can be folded up separately from each other. A retaining strap is fitted under each of the seat cushions → Fig. 70.

Folding up the seat cushion

1. Unhook the retaining strap from the retainer under the seat cushion → Fig. 70 ①.
2. Fold up the seat cushion.
3. If necessary, push the head restraint up and hook the retaining strap → Fig. 71 ① into the inner pole of the head restraint ②.

Folding down the seat cushion

1. Hold the seat cushion and unhook the retaining strap from the head restraint pole.
2. Fold seat cushion down.
3. Place the retaining strap into the mount under the seat cushion and hook it into the retainer → Fig. 70.
4. Push the head restraint down as required.

WARNING

Serious injuries could be caused if the rear seat cushions are folded up and down carelessly.

- Passengers (adults and children) must not use seats if the rear seat cushion is folded up or is not hooked securely into place. ◁

Folding the backrest of the rear bench seat forwards and backwards

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 72.

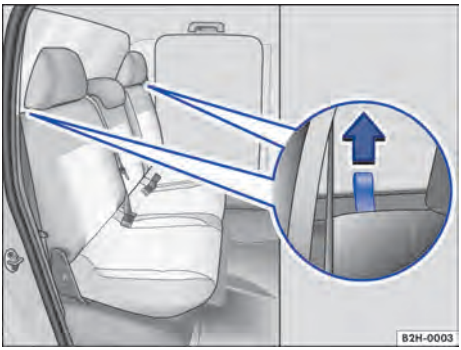

Fig. 72 Rear bench seat: Loops for unlocking the backrest.

The vehicle toolkit and jack may be located behind the backrests.

Folding the backrest forwards

1. Push the head restraint all the way down.
2. Pull the loops on both sides of the backrests in the direction of the arrow at the same time.

   The backrest is unlocked when you can see a red marking on the loop.
3. Folding the backrest forwards.

   You must not transport any passengers or animals on the seats if the backrest is folded forwards.

Folding the backrest backwards

1. Make sure that the seat belt is not trapped anywhere.
2. Fold back the rear backrest and push it firmly into the lock until it clicks securely into place →⚠.

   The red marking on the loops should no longer be visible.

   The rear seat backrest must always be securely engaged.

⚠ WARNING

Injuries can be caused if the rear seat backrest is folded forwards and backwards without due care and attention.

- The rear seat backrest is not properly engaged if you can see a red mark on the pull loop. Always make sure that the red mark is never visible when the rear seat backrest is in the upright position.
- While folding the rear seat backrest forward, always make sure that no people or animals are in its path.

ⓘ *NOTICE*

Damage to the vehicle or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an uncontrolled way or without due care.

- Before folding the rear seat backrests forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not collide with the front seats.
- Before folding down the rear seat backrest, always make sure that there are no objects located in its path. ◁

Head restraints

🕮 Introduction

The following section shows the options for adjusting and removing the head restraints. Always ensure that your sitting position is correct.
Every seat is fitted with a head restraint. The head restraints on the front seats have been developed specifically for the front seats. The rear head restraints are developed for the respective seats or seat rows depending on the equipment. Therefore you should not install the head restraints in any other positions.
There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint setting

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

Head restraint setting for shorter people

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

Head restraint setting for taller people

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

WARNING

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

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring. ◁

Adjusting the head restraints

Please refer to ⚠ and ⓘ at the start of the chapter on page 74.

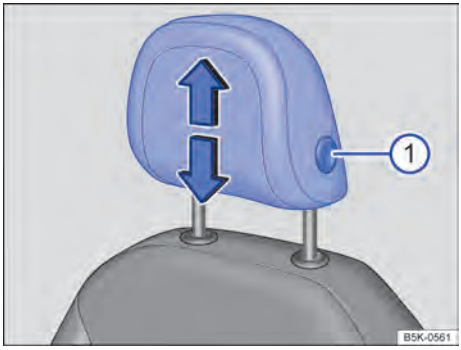

Fig. 73 On the front seat: Adjusting head restraints (variant 1).

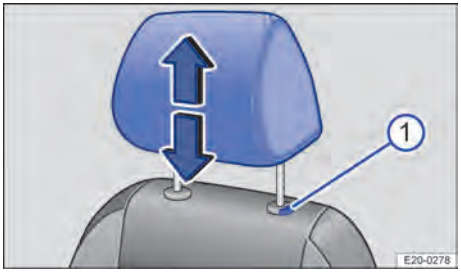

Fig. 74 On the front seat: Adjusting head restraints (variant 2).

Adjusting the front head restraints

The head restraints on the front seats can be adjusted for height.

1. Push the head restraint up or down while pressing and holding the button → Fig. 73 ① or → Fig. 74 ①.

The head restraint must engage securely into position.

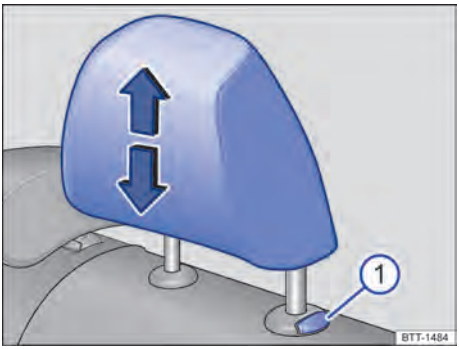

Fig. 75 On the outer rear seats: Adjusting the head restraint

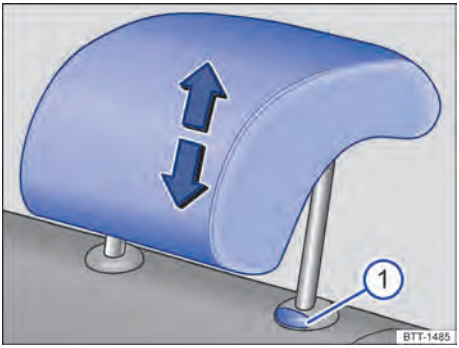

Fig. 76 On the centre rear seat: Adjusting the head restraint

Adjusting the rear head restraints

1. Push the head restraint up or down while pressing and holding the button → Fig. 75 (1) or → Fig. 76 (1).

The head restraint must engage securely into position. ◁

Removing and installing front head restraints

📖 Please refer to ⚠ and ⓘ at the start of the chapter on page 74.

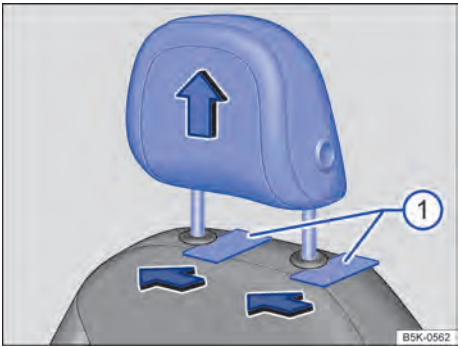

Fig. 77 On the front seat: Removing head restraint (variant 1).

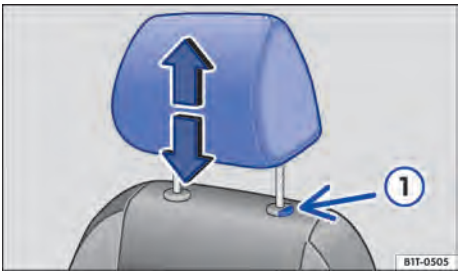

Fig. 78 On the front seat: Removing head restraint (variant 2).

Removing the front head restraints

1. Push the head restraint all the way up.
2. *Variant 1:* Slide a flat object between the backrest cover and the caps on the head restraint guide pins, e.g. a plastic card → Fig. 77 (1). Pull the head restraint out completely.

   Variant 2: Pull the head restraint out fully while pressing the button → Fig. 78 (1).

Fitting the front head restraints

1. Insert the head restraint into the guides on the corresponding backrest.
2. Press and hold the button → Fig. 77 (1) or → Fig. 78 (1) and push down the head restraint.
3. Adjust the head restraint so a correct sitting position can be assumed. ◁

Removing and fitting the rear head restraints

Please refer to ⚠ and ⓘ at the start of the chapter on page 74.

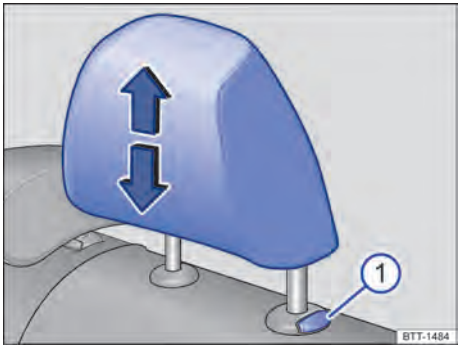

Fig. 79 On the outer rear seats: Removing the head restraint

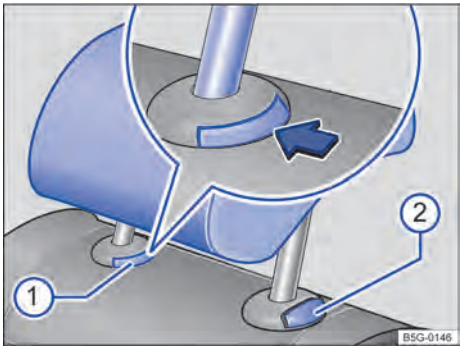

Fig. 80 On the centre rear seat: Removing the head restraint

Removing the rear head restraints

1. Push the head restraint all the way up.
2. Pull the head restraint out fully while pressing the button → Fig. 79 ① or → Fig. 80 ①.

Fitting the rear head restraint

1. Insert the head restraint into the guides on the corresponding backrest.
2. Press and hold the button → Fig. 79 ① or → Fig. 80 ① and push down the head restraint.
3. Adjust the head restraint so a correct sitting position can be assumed. ◁

Lights

Turn signals

Switching turn signals on and off

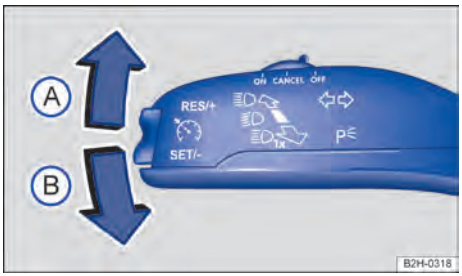

Fig. 81 On the left-hand side of the steering column: Turn signal and main beam lever

Indicating

1. Switch on the ignition.
2. Move the turn signal and main beam lever from the centre position to the following position → Fig. 81:
   - Ⓐ Activate right turn signal ➡.
   - Ⓑ Activate left turn signal ⬅.
3. To switch off the turn signal, move the turn signal and main beam lever to the basic position.

Go to a correspondingly qualified workshop and have the vehicle checked if the acoustic signal does not sound when a turn signal is switched on.

Lane change flash

To operate the lane change flash, push the lever up or down to the point where you incur resistance and then release the lever. The turn signal flashes three times.

To cancel the lane change flash, immediately move the lever in the opposite direction up to the pressure point and then release it.

This lane change flash can be deactivated at a suitably qualified workshop.

⚠ WARNING

Incorrect use of turn signals, failure to use turn signals, or forgetting to switch off a turn signal can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off. ◁

Vehicle lighting

Switching lights on and off

Fig. 82 Beside the steering wheel: Light switch (variant).

Switching lights on

1. Switch on the ignition.
2. Turn the light switch to the corresponding position → Fig. 82:

AUTO Automatic lighting control: dipped beam is switched on or off depending on the brightness level and the weather conditions → ⚠.

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

The dipped beam headlights are switched on.

Switching off the lights

1. Switch off the ignition.
2. Turn the light switch to the corresponding position:

0 The lights are switched off.

AUTO The Leaving Home function (orientation lighting) may be switched on.

Side lights or continuous parking light on both sides of the vehicle switched on. The symbol in the light switch lights up green.

Dipped beam switched off – the side lights remain on while the vehicle key is in the ignition lock.

Daytime running lights

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

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

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

⚠ WARNING

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

- The light assist systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch the dipped beam on when it is dark or raining and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

⚠ WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch dipped beam on when it is dark or raining and in poor visibility.
- The rear lights will not be switched on with the daytime running lights. If the rear lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

⚠ WARNING

The automatic headlight control (**AUTO**) switches the dipped beam headlights on and off only when there is a change in the level of brightness.

- Switch the dipped beam on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on

to provide better illumination of the surrounding area when manoeuvring. ◁

Switching the fog lights on and off

The fog lights can be switched on by turning the light switch to the side lights and dipped beam positions.

Switching on the front fog lights

1. Switch on the ignition.
2. Pull the light switch out to the first position. The indicator lamp in the light switch lights up green.

Switching off the fog front fog lights

1. Press in the light switch or turn it to the **0** position.

Switching on the rear fog light

1. Switch on the ignition.
2. Pull out the light switch fully. The indicator lamp in the instrument cluster lights up yellow.

Switching off the rear fog light

1. Press in the light switch or turn it to the **0** position.

In vehicles with a factory-fitted **towing bracket**: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle. ◁

Light functions

Side lights

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

If the charge level of the 12-volt vehicle battery is too low, the side lights will switch off automatically. This measure stops excessive discharge of the vehicle battery, which would mean that the engine could not be started.

Automatic lighting control AUTO

If the **AUTO** automatic headlights are switched on, the vehicle lighting and the instrument and switch lighting will switch on and off depending on the light conditions. When the lights are switched on, the indicator lamp lights up yellow.

The automatic lighting control function is merely an aid and will not always be able to detect all driving situations.

Static cornering light

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

Acoustic warnings if lights are not switched off

If the vehicle key is taken out of the ignition and the driver door is opened, the following acoustic warnings sound under certain circumstances:

— If the parking light is switched on.

— If the side lights or the rear fogs lights are switched on.

When the "Coming Home" function is switched on, no acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle. ◁

Troubleshooting

Turn signal indicator lamp

The indicator lamp flashes green.

If one turn signal on the vehicle or trailer fails, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required.
2. If the fault persists, go to a correspondingly qualified workshop.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Exterior lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required.
2. If the fault persists, go to a correspondingly qualified workshop.

In cold and damp weather, condensation may build up briefly on the interior of the headlights, tail light and turn signals. This is normal and does not affect the service life of the lighting system of your vehicle. ◁

Main beam

Switching main beam on and off

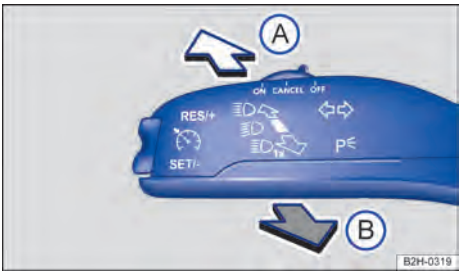

Fig. 83 On the left-hand side of the steering column: Turn signal and main beam lever

Ⓐ ≡D Switch on main beam.
Ⓑ Operate the headlight flasher or switch off main beam.

The blue indicator lamp ≡D lights up in the instrument cluster display when main beam or the headlight flasher is switched on.

Switching on main beam

1. Switch on the ignition and dipped beam.
2. Push the turn signal and main beam lever forwards from the centre position → Fig. 83.

Switching off main beam

1. Pull the turn signal and main beam lever to the rear from the centre position → Fig. 83.

Switching the headlight flasher on and off

1. Pull the turn signal and main beam lever to the rear from the centre position and hold in this position → Fig. 83.

   Release the turn signal and main beam lever to switch off.

Additional light on the vehicle roof

Depending on the equipment selected, additional lighting may be factory-fitted on the vehicle roof. These lights are activated/deactivated instead of the main beam lamps in the headlights when the main beam is switched on and off via the turn signal and main beam lever.

⚠ WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users. ◁

Parking light

Turning the parking light on and off

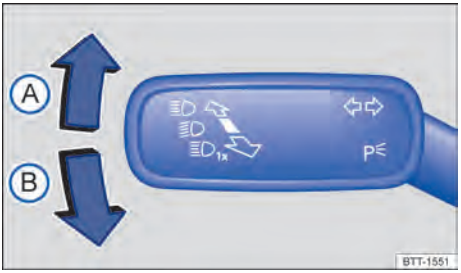

Fig. 84 On the left on the steering column: turn signal and main beam lever.

Ⓐ Parking light on the right.
Ⓑ Parking light on the left.

Depending on the vehicle version, the parking light may not be available.

Turning on the one-way parking light

With the parking light switched on, the headlight with position light and partial sectors of the tail light come on on the respective side of the vehicle.

1. Switch off the ignition.
2. Bring the turn signal and high beam lever from the centre position to the required position→ Fig. 84:

Switching on the permanent parking light on both sides

With the permanent parking light on both sides switched on, both headlights come on with the position light, as do the respective sectors of the rear lights.

1. Turn on the position light ≡D.
2. Switch off the ignition.
3. Lock the vehicle from the outside.

Automatic switch off of position or parking lights

If the battery capacity is not sufficient for 2 hours of position or parking lights, the 12 V vehicle battery may be discharged so that the engine can no longer be started.

If the battery capacity is not sufficient for 2 hours of position or parking light, the 12 V vehicle battery may be discharged, so that it is no longer possible to start the engine → ⚠.

⚠ WARNING

If the vehicle is at standstill without sufficient illumination and can therefore not be seen by other drivers, serious accidents and injuries may occur.

- Always park the vehicle safely with sufficient lighting and observing the country specific legal requirements.
- Should it be necessary to illuminate the vehicle for several hours, turn on the right or left parking light only, if possible. The running time for one sided parking light turned on is usually double the running time of the permanent parking light on both sides.

NOTICE

If the position light or parking light is used, the vehicle battery will be discharged. To enable the engine to restart, the position light or parking light turns off automatically when the vehicle's battery is charged at a certain level.

- If it is not possible to start the engine, use starting assistance and have the vehicle's battery checked by a Volkswagen Dealership or a specialized company qualified to do so. ◁

Coming Home and Leaving Home function (orientation lighting)

The "Coming home" and "Leaving home" function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home function is switched on manually. In contrast, the Leaving Home function is controlled automatically by a rain/light sensor.

Depending on the equipment, you can use the **Lights & Vision** menu to adjust the length of the switch-off delay and to switch the function on or off.

Activating the "Coming Home" function

— Switch off the ignition.

— Operate the headlight flasher for approximately 1 second.

The Coming home lighting is switched on when the driver door is opened. The *switch-off delay* time starts when the last vehicle door is closed.

Deactivating the "Coming Home" function

— Automatically after the set switch-off delay has elapsed.

— **Or:** Automatically if a door is still open approximately 30 seconds after switch-on.

— **Or:** Turn the light switch to position **0**.

— **Or:** Switch on the ignition.

Activating the Leaving Home function

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

Deactivating the Leaving Home function

— Automatically after the switch-off delay.

— **Or:** Lock the vehicle.

— **Or:** Turn the light switch to position **0**.

— **Or:** Switch on the ignition. ◁

Headlights

Headlight range control

Fig. 85 Beside the steering wheel: Headlight range control (1).

Headlight range control can be used to adjust the dipped beam light cone to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled → ⚠.

1. Turn the control → Fig. 85 (1) to the required position (typical vehicle load level[1]):

▬ Front seats occupied and load area empty.

[1] If you have different loads, you can select a position between the settings.

1	All seats occupied and load area empty.
2	All seats occupied and load area fully loaded. Towing a trailer with a low drawbar load.
3	Only the driver seat occupied and load area fully loaded. Towing a trailer with maximum drawbar load.

WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- The light cone should always be adjusted to the load level of the vehicle to ensure that other road users are not dazzled.

Masking or switching over the headlights

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the asymmetric dipped beam halogen headlights may dazzle oncoming traffic. Therefore, the headlights must be masked over if you are driving abroad.

Therefore you must apply stickers to certain parts of the headlight lenses if you are driving abroad. Contact a suitably qualified workshop for further information.

The films on the headlights may only be used for a short period. Please contact a suitably qualified workshop for a permanent alteration.

Interior lighting

Instrument and switch lighting

Fig. 86 Beside the steering wheel: Controls for instrument and switch lighting.

Depending on the vehicle equipment, it may be possible to adjust the brightness of the instrument and switch lighting to suit your requirements by turning the control → Fig. 86 (1) when the lights are switched on.

On vehicles without the controller, the instrument and switch lighting comes on permanently.

When the light switch is in position **AUTO**, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

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

Interior lights and reading lights

Fig. 87 In the centre console: Button for loadbed lighting.

Fig. 88 Above the tailboard: Switch for hardtop lighting.

Press the corresponding button or select the corresponding switch position:

0 Switches off the interior light.

Switches on the interior light.

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

Switches the reading lights on or off.

Stowage compartment light

When the side or dipped beam headlights are switched on, the stowage compartment light (depending on the vehicle equipment level) in the front centre console lights up the stowage compartment in the centre console from above.

Switching on loadbed lighting (in vehicles without a hardtop)

You can switch on the loadbed lighting by pressing the → Fig. 87 button when the ignition is *switched off*.

When the loadbed lighting is switched on, the loadbed is lit up.

Switching off loadbed lighting (in vehicles without a hardtop)

— Press the button → Fig. 87.

— **Or:** Automatically after 15 minutes.

— **Or:** Switch on the ignition.

Switching on hardtop light

The hardtop light can only be switched on when the switch → Fig. 88 (1) is in the left or right position.

— Push the switch → Fig. 88 (1) to the left or right.

— Press the button on the left side of the vehicle near the tailboard.

— **Or:** Press the → Fig. 87 button.

Switching off hardtop light

— Press the button on the left side of the vehicle near the tailboard.

— **Or:** Press the → Fig. 87 button.

— **Or:** Press the switch → Fig. 88 (1) to the central position.

— **Or:** Automatically after 15 minutes.

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

If the battery voltage is too low, the loadbed or hardtop lighting either will not switch on or will switch themselves off. ◁

Vision

Wipers

Operating the wiper lever

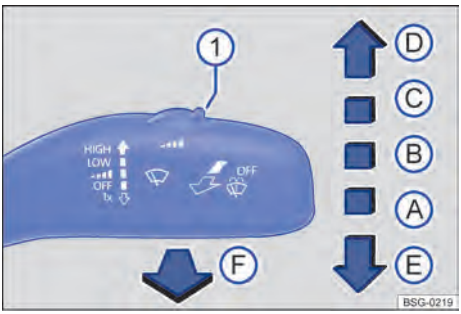

Fig. 89 On the right of the steering column: Operating the front windscreen wipers

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

Move the wiper lever to the desired position → ⓘ:

Ⓐ **OFF** Wipers switched off.

Ⓑ **.ıı** Interval wipe for the windscreen, or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.

Ⓒ **LOW** Slow wipe.

Ⓓ **HIGH** Fast wipe.

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

Ⓕ Wash and wipe system for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.

① **.ıı** Switch for wipe intervals (vehicles without rain and light sensor) or adjusting the sensitivity of the rain and light sensor.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

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

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change the windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Before setting off and **before switching on the ignition**, always check the following to avoid damage to the windows, wiper blades and wiper motor:

- The wiper lever is located in the basic position.
- Snow and ice have been removed from the wiper blades and windows.
- Wiper blades that have become frozen onto the glass have been carefully loosened. Volkswagen Commercial Vehicles recommends using a de-icer spray for this.

NOTICE

Do not switch on the wipers when the window is dry. Using the wipers when the window is dry can damage the glass.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen. ◁

Wiper function

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

Extra wiper position

During interval wiping and at temperatures below +4°C (+39°F), the wiper arms are not completely parked in the lowest wiper position but, for reasons

of convenience, remain is a slightly higher position until the next wiping cycle.

When interval wiping is stopped, one more wiping cycle is carried out and the wipers are then parked in the lower wiper position.

At temperatures above +4°C (+39°F), the wiper arms are completely parked in the lower wiper position during interval wiping. ◁

Rain/light sensor

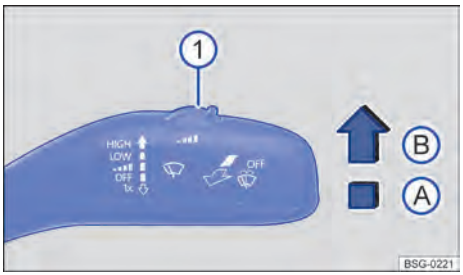

Fig. 90 On the right of the steering column: wiper lever.

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

Activating and deactivating the rain/light sensor

Push the lever to the desired position → Fig. 90:

— Position Ⓐ - the rain and light sensor is deactivated.

— Position Ⓑ - the rain and light sensor is activated, automatic wipe when necessary.

If the rain and light sensor is deactivated, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → Fig. 90 ①, → ⚠.

— Switch to the right – high sensitivity.

— Switch to the left – low sensitivity.

⚠ WARNING

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

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

Troubleshooting

Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor include:

— **Damaged wiper blades:** a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run continuously.

— **Insects:** insects hitting the windscreen surface can cause the wipers to be activated.

— **Salt deposits:** in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— **Dirt:** dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain/light sensor to become less sensitive and react later or too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage.

— **Crack in the windscreen:** a wash cycle will be triggered if the rain/light sensor is on when the windscreen is impacted by a stone. The rain/light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. Depending on the size of the stone impact, the response of the rain/light sensor may change.

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

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

Mirrors

Introduction

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

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

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. Objects and other road users may also be located in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Adjust the exterior mirror and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected area immediately with plenty of water for at least 15 minutes and seek medical attention.
- If your shoes or clothes come into contact with the electrolyte liquid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid corrodes plastic surfaces.

- Remove leaked liquid as quickly as possible, e.g. with a wet sponge. ◁

Interior mirror

Please refer to ⚠ and ⓘ at the start of the chapter on page 85.

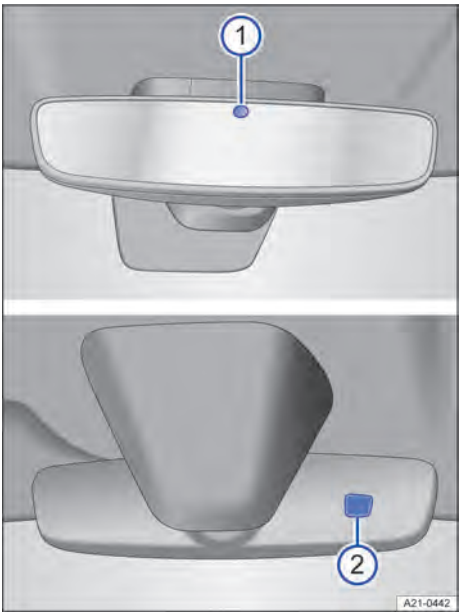

Fig. 91 On the headliner: automatic anti-dazzle interior mirror.

① Sensor for incident light from the rear.
② Sensor for incident light from the front.

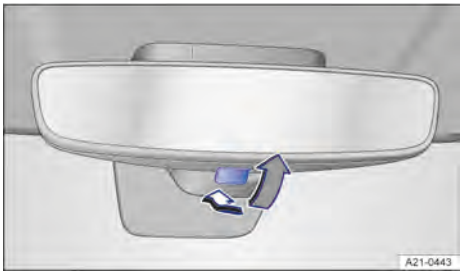

Fig. 92 On the headliner: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear → Fig. 91 ① and from the front ②.

Depending on the values measured, the interior mirror dims automatically.

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

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

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing towards the windscreen.

— Pull the lever back to select the anti-dazzle function → Fig. 92.

⚠ WARNING

The illuminated display from a mobile navigation device can lead to the malfunction of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

◁

Exterior mirrors

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 85.

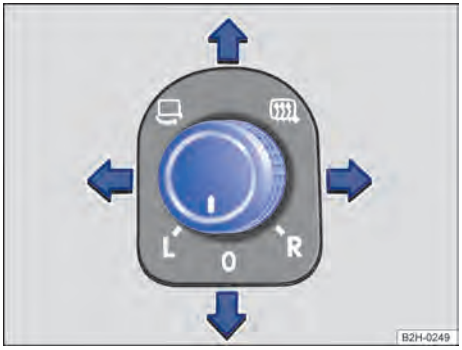

Fig. 93 In the driver door: Rotary knob for adjusting the exterior mirror.

Electrically adjustable exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol → Fig. 93.
3. Turn the rotary knob to the front, rear, right or left in the direction of the arrow to adjust the exterior mirror.

Fold exterior mirrors into the body electrically → ⚠.

Switch on the exterior mirror heating. Heats only at ambient temperatures below +20°C (+68°F) and with the highest setting to begin with. Heating takes place dependent on the ambient temperature after approx. 2 minutes.

L Tap and hold the rotary knob to set the left exterior mirror to the front, rear, right or left.

R Tap and hold the rotary knob up or down or left or right to set the right exterior mirror.

0 Neutral position. Exterior mirrors are folded out and exterior mirror heating is switched off. It is not possible to adjust the exterior mirrors.

The exterior mirrors can be folded in and out using the rotary knob for a short period after the ignition has been switched off.

Depending on the model, electrical controls can be combined with mechanically adjustable exterior mirrors.

WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Fold the exterior mirrors in or out only when there is nobody in the path of the mirror.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

NOTICE

- Always fold in exterior mirrors before using an automatic car wash.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

You should switch off the exterior mirror heating when it is no longer needed. Fuel is otherwise wasted.

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

The vehicle aerials are located in the exterior mirrors. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services and they may lose the ability to transmit and receive signals completely. ◁

Sun blind

Sun visors

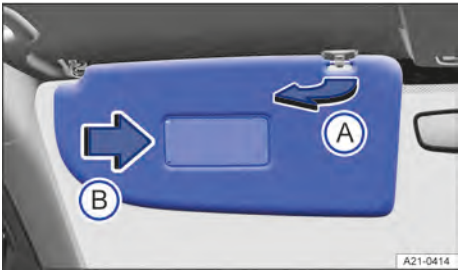

Fig. 94 In the roof at the front: Sun visor

Ⓐ Pull out of the holder.
Ⓑ Slide the cover open.

Adjustment positions for the driver and front passenger sun visors

1. Folded down over the windscreen.
2. Pulled out of the bracket and swung over towards the door → Fig. 94 Ⓐ.

Vanity mirrors

With the sun visor folded down, there may be a vanity mirror behind a cover.

1. Slide the cover open in the direction of the arrow → Fig. 94 Ⓑ.

WARNING

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

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used. ◁

Heating and air conditioning system

Heating, ventilation and cooling

Introduction

The following systems may be installed in the vehicle:

The **heating and fresh air system** warms up and supplies fresh air to the vehicle interior. The heating and fresh air system does not cool down the vehicle interior.

The **air conditioning system** warms, cools and dehumidifies the air.

The **Climatronic** is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will function most effectively if the windows are kept closed. Opening the windows and glass roof to allow air to enter the vehicle may accelerate cooling if high temperatures have developed in the vehicle interior.

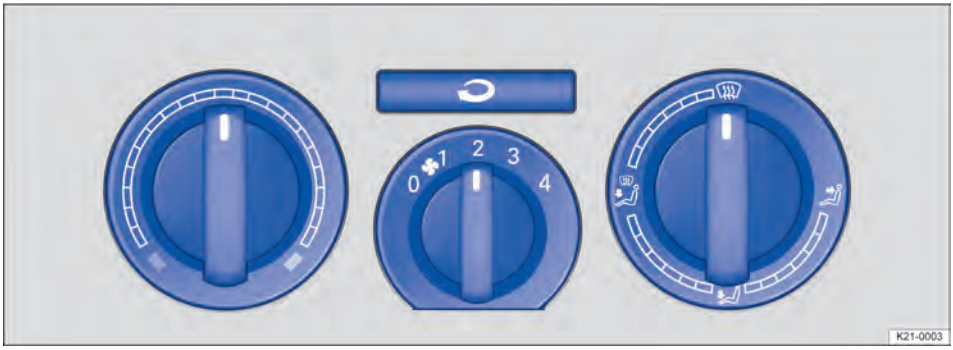

Fig. 95 In the dash panel: Heating and fresh air system controls.

Fig. 96 In the dash panel: Air conditioning system controls.

Fig. 97 In the dash panel: Climatronic controls.

Display of active functions

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

Depending on the equipment, information from the Climatronic system is displayed briefly in the Infotainment system.

WARNING

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

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent the windows from misting up.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

WARNING

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

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

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

Do not insert any objects in the vent slots. This could cause damage to the air outlets.

NOTICE

If the air conditioning system is not working, switch it off immediately to prevent consequential damage. Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen Commercial Vehicles recommends a Volkswagen Commercial Vehicles dealership for this.

◁

Overview of functions

Please refer to ⚠ and ⓘ at the start of the chapter on page 89.

Some functions and buttons and an air conditioning block for the rear seats depend on the vehicle equipment.

OFF Switch off the air conditioning system.

Adjust the blower speed.
Turn the centre rotary knob anti-clockwise as far as it will go to switch the air conditioning system off.
When Climatronic automatic mode is switched on, the blower speed is not displayed in the rotary control.

Air conditioning system or heating and fresh air system: Set the temperature with the left-hand rotary knob.
Climatronic: You can set the temperature for the driver and front passenger side using the outer rotary controls. The Climatronic displays show the temperature settings.

REST Depending on the vehicle engine and equipment, the vehicle interior can be ventilated by the blower when the ignition is switched off or the residual heat of the engine used to keep the vehicle interior warm. The function is switched off after around 30 minutes and if the 12-volt vehicle battery has a low charge level.

SYNC Adopt temperature settings of driver side for all seats.

AUTO The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches itself off when the blower speed is adjusted manually.

Switches the air recirculation mode of the air conditioning system or Climatronic on and off.

Switches the air recirculation mode of the heating and fresh air system on and off.

A/C The air is cooled and dehumidified in cooling mode.

MAX A/C Switch maximum cooling output on and off. Cooling mode A/C must be switched on.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

The defrost function of the air conditioning system or the heating and fresh air system clears the windscreen of ice and condensation.
Air conditioning system: The air must be dehumidified when the defrost function is switched on. For this reason, you cannot switch on air recirculation mode or switch off cooling mode when the defrost function is switched on.

MAX The defrost function of Climatronic clears the windscreen of ice and condensation.
The air is dehumidified and the blower is set to a high speed.

Switch rear window heating on and off with running engine.
The rear window heating switches off automatically after 10 minutes at the latest.

Switch the seat heating on and off.

Direct air towards upper body.

Direct air into the footwell.

Direct air to the upper body and footwell.

Climatronic: Direct air onto the windscreen.

Direct air onto the windscreen and into the footwell.

NOTICE

To prevent damage to the rear window heating system, do not put stickers over the heating elements on the inside of the window.

To save fuel, switch off the rear window heating as soon as possible. ◁

Air recirculation mode

Please refer to ⚠ and ⓘ at the start of the chapter on page 89.

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switching the air recirculation mode on and off

1. Press in the air conditioning block.

Air recirculation mode switches off automatically

Air recirculation mode switches itself off automatically if one of the following conditions is met → ⚠:

— The defrost function is switched on.

— A sensor detects that condensation might form on the vehicle's windows.

⚠ WARNING

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

- Never use the air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

ⓘ *NOTICE*

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave a residue on the cooling system evaporator and on the active combi filter, producing a lasting unpleasant odour.

If the outside temperature is very high, brief activation of air recirculation mode helps to cool the vehicle interior more quickly. ◁

Seat heating

Please refer to ⚠ and ⓘ at the start of the chapter on page 89.

When the engine is running, the seats can be heated electrically in three settings.

Heating levels of the seat heating

The seat heating operating conditions are highlighted in colour:

— All three LEDs light up at the highest temperature setting.

Operating the seat heating function

1. To switch on the seat heating with the highest temperature setting, press the or button in the air conditioning block.
2. To adjust the temperature setting, press the or button repeatedly.
3. To switch off the seat heating, press the or button repeatedly until no LED is lit.

Seat heating switches on automatically

If you start the engine again within approximately 10 minutes, the most recent driver seat temperature setting is switched on automatically.

When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat → ⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (77°F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this if necessary.

⚠ WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor to determine your own level of health.

- Anyone experiencing reduced sensitivity to pain or temperature should never use the seat heating.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a correspondingly qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

To save fuel, switch off the seat heating as soon as possible. ◁

Troubleshooting

Please refer to ⚠ and ⓘ at the start of the chapter on page 89.

Cooling mode A/C cannot be switched on or its function is restricted

Cooling mode A/C only works when the engine is running and at ambient temperatures above +3°C (+38°F).

Cooling mode A/C is switched off when the engine is very hot.

— Switch on the blower.

— Check the fuse of the air conditioning system.

— Replace the enhanced air filter with activated carbon.

— If the fault persists, go to a correspondingly qualified workshop. Volkswagen Commercial Vehicles recommends a Volkswagen Commercial Vehicles dealership for this.

The heating and fresh air system cannot be switched on or its function is restricted

The heating and defrost function are more effective when the engine is warm.

1. If the fault persists, go to a correspondingly qualified workshop. Volkswagen Commercial Vehicles recommends a Volkswagen Commercial Vehicles dealership for this.

Condensation on the windows

Condensation forms on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. Keep the air intake in front of the windscreen free from ice, snow and leaves to improve the heating or cooling output.
2. Do not cover the air vents in the rear of the luggage compartment so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function.

The wrong unit of temperature has been set

1. Change the units of temperature for all temperature displays in the vehicle in the instrument cluster.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged. ◁

Driving

Information on driving

Pedals

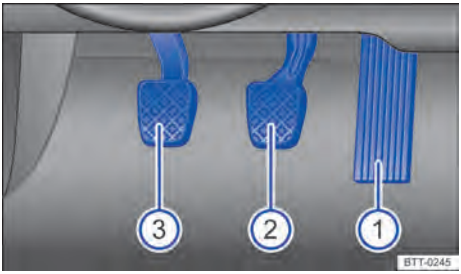

Fig. 98 In the footwell: Pedals in vehicles with a manual gearbox.

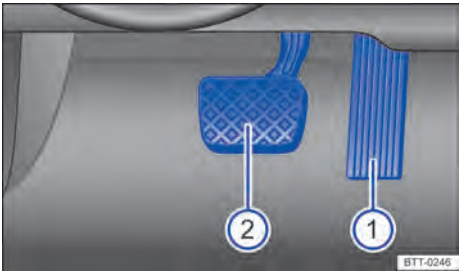

Fig. 99 In the footwell: Pedals in vehicles with an automatic gearbox.

① Accelerator.
② Brake pedal.
③ *Vehicles with a manual gearbox:* Clutch pedal

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

WARNING

Always observe current traffic regulations and speed limits, and think ahead when driving. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

- When travelling long distances, stop and take a break regularly – at least every 2 hours.

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal. ◁

Gear-change indicator

Depending on the vehicle's equipment level, the instrument cluster display may indicate which gear should be selected to reduce fuel consumption while the vehicle is in motion.

Vehicles with a manual gearbox: The **recommended gear** is displayed as a number. An arrow indicates a recommended upshift ↑ or downshift ↓ into the indicated gear.

An optimum selected gear is indicated by the display ●.

Vehicles with an automatic gearbox: The selector lever must also be in the Tiptronic position. The **current gear** is displayed as a number. An arrow indicates a recommended upshift ↑ or downshift ↓.

Information on "cleaning" the particulate filter

The engine management system recognises when the particulate filter is becoming clogged and supports regeneration of the particulate filter by recommending the most suitable gear when driving. This may mean driving with an increased engine speed.

CAUTION

The gear-change indicator is only designed to assist the driver and cannot replace the driver's own judgement.

- The driver has full responsibility for selecting the correct gear in all situations, e.g. when overtaking, driving up and down hills or when towing a trailer.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox. ◁

Economic driving style

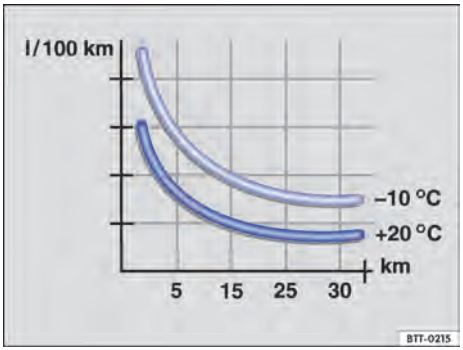

Fig. 100 Fuel consumption in litres per 100 km at two different outside temperatures.

Fuel consumption, environmental impact and wear of the engine, brakes and tyres can be reduced by adopting the correct driving style. A few tips are provided below which will help you protect the environment and also save money.

Think ahead when driving

The fuel consumption will increase if you do not adopt a steady driving style. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping a sufficient distance from the vehicle in front will help you to think ahead when driving.

With a gear engaged, allow the vehicle to come to a halt by itself to make use of the engine braking effect, e.g. when approaching traffic lights.

Use coasting mode

Vehicles with an automatic gearbox: If neither the accelerator nor brake pedal are pressed in selector lever position **D**, the vehicle will roll ("coast") almost without any energy consumption.

Change gears in an energy-saving way

Changing up a gear early at engine speeds of 2,000 rpm saves energy. Do not drive gears to the limit and avoid high revs.

Vehicles with a manual gearbox: change from first to second gear immediately after moving off.

Vehicles with an automatic gearbox: Accelerate slowly and avoid using the kickdown function.

Gear-change indicator.

Avoid driving at full throttle

Never make use of the vehicle's top speed. The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle.

Reduce idling

Pull away immediately with low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing.

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary.

Refuel moderately

A full fuel tank increases the weight of the vehicle. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

A cold engine has very high fuel consumption. The optimum operating temperature is reached only after driving a few kilometres. The fuel consumption is above average at very low ambient temperatures, e.g. in winter → Fig. 100. Plan journeys economically and combine short journeys.

Carry out regular maintenance

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Observe the tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres

and thus the fuel consumption. Use optimised rolling resistance tyres.

Adjust the tyre pressure according to the vehicle load. Observe the information on the tyre pressure sticker.

Observe the Tyre Pressure Loss Indicator or Tyre Pressure Monitoring System.

Use low viscosity engine oils

Fully synthetic engine oils with low viscosity reduce frictional resistance in the engine and spread better and more quickly, especially for cold starts.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the load compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

Save energy

The alternator is driven by the engine and generates electrical power for convenience consumers such as the air conditioning system, windscreen heating and ventilation. Saving electrical power is easy, e.g.:

— Open the windows and doors before driving at high outside temperatures and drive for a short distance with a window open. Only then switch the air conditioning system on.

— Switch the convenience consumers off as soon as they have served their purpose.

⚠ WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

! *NOTICE*

Never allow the vehicle to roll down mountains or hills in the neutral position **N**. The gearbox will not be lubricated and could be damaged.

Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen trademark for sustainability and environmental compatibility.

A suitably qualified workshop will provide you with further information on the correct maintenance and replacement parts that are particularly energy-efficient (e.g. new tyres). ◁

Information on the brakes

New brake pads cannot generate the full braking effect during the first 200 to 300 km (100 to 200 miles) and must first be bedded in → ⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully bedded in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The rate of wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban or short trips and is driven with a sporty driving style, the brake pads must be regularly checked by a correspondingly qualified workshop.

When driving with wet brakes, for example after driving through water, in heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. Make sure that no following vehicle and no other road user is put at risk as a result of this action → ⚠.

Any salt layer accumulating on the brake discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠.

Corrosion on the brake discs and dirt on the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used, or if they are at all corroded, we recommend that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Make sure that no following vehicle and no other road user is put at risk as a result of this action → ⚠.

Brake servo

The electromechanical brake servo supports the driver's foot pressure when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver.

If the electromechanical brake servo is not functioning, the brake pedal will have to be depressed more forcefully as the braking distance will be increased

due to the lack of assistance for the brake system. → ⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you suspect that the brake pads are worn or that the brake system has malfunctioned, consult a suitably qualified workshop immediately. Have the brake pads checked and any worn brake pads replaced.

⚠ WARNING

New brake pads will not have the optimum braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km (200 mi) and must first be "run in". A reduced braking effect can be increased by applying more pressure to the brake pedal.
- Drive with particular care when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce the vehicle speed or change to a lower gear (with manual gearboxes or in the manual shift program of the automatic gearbox). This will make use of the engine braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Test the brake carefully.
- Always dry the brakes and clean off any coating of ice and salt with a few cautious applications of the brake when visibility, weather, road and traffic conditions permit.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, you must depress the brake pedal more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Please contact a correspondingly qualified workshop. ◁

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow the load securely.

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information about the load carrier.

— If applicable, observe the information about driving with a trailer.

⚠ WARNING

Moving loads can severely impair the vehicle's stability and driving safety which could cause accidents and severe injuries.

- Secure the load properly against slipping.
- Use suitable straps when securing heavy objects.
- Securely engage the rear seat backrest. ◁

Driving with an open tailboard

Driving with an open tailboard is particularly dangerous. All objects and the open tailboard must be secured properly.

Make sure you observe any legal requirements when driving with an open tailboard.

WARNING

Driving with an unlocked or open tailboard can cause serious injuries.

- Always drive with the tailboard closed.
- Stow all objects securely on the loadbed. Loose items could fall off of the loadbed and injure other road users.
- Always drive carefully and be prepared for the unexpected.
- Avoid any abrupt or sudden driving and braking manoeuvres, as this can cause the open tailboard to move unpredictably.
- Any objects protruding from the load compartment must be marked to ensure that they are visible to other road users. Comply with legal requirements.
- Any objects protruding from the loadbed must never be held in position by the tailboard.

NOTICE

The vehicle length changes when the tailboard is open. ◁

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— Check the depth of the water before driving through it. The water level must be no higher than the lower edge of the vehicle body → ⓘ.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water.

WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Dry the brakes and clean off any coating of ice and salt with a few cautious applications of the brake. Do not endanger any other road users or go against legal requirements when doing this.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, such as the running gear and vehicle electrics, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water. ◁

Running in a new engine

A new engine has to be run in during the first 1,500 kilometres (around 1,000 miles). All moving parts should be given the time to get used to running together. During the first few operating hours, the engine has higher internal friction than it does later.

Up to 1,000 km (around 600 miles):

— Do not depress the accelerator fully.

— Do not load the combustion engine with more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached.

Between 1,000 and 1,500 km (around 600 to 1,000 miles):

1. Gradually increase speed and engine speed.

The style of driving during the first 1,500 km (around 1,000 miles) also affects the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the engine is not running "smoothly".
New tyres and brake pads must be run in carefully.

If the new combustion engine is run in gently, its service life will be increased and its engine oil consumption reduced. ◁

Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed.

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climate region for a long period of time.

The factory-fitted Infotainment system may not work abroad because different frequency bands are used in different countries.

NOTICE

- Volkswagen Commercial Vehicles is not responsible for any vehicle damage which is caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen Commercial Vehicles cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents. ◁

Troubleshooting

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

Do not drive on!

1. Seek expert assistance immediately and have the brake system checked.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, e.g. sudden lengthening of the stopping distance, proceed as follows:

1. Immediately consult a suitably qualified workshop and have the system checked. ◁

Starting and stopping the engine

Ignition lock

Fig. 101 Next to the steering wheel on the right: Positions of the vehicle key in the ignition lock

Vehicle key positions → Fig. 101

(0) Ignition switched off. The vehicle key can be removed.

(1) Ignition switched on. The steering lock can be released. The diesel engine is pre-heated and the indicator lamp lights up yellow.

(2) *Vehicles with an automatic gearbox:* Depress the brake pedal if the indicator lamp lights up green.

Start the engine. Release the vehicle key as soon as the engine starts. Once released, the vehicle key moves back to position (1).

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

Ignition switched on warning

A warning message may appear in the instrument cluster display if the driver door is opened while the ignition is switched on. An acoustic warning may also be given.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.
- The key bit of the vehicle key must be completely folded out and locked in position.
- Attach only light objects of up to 100 g to the vehicle key.

Vehicles with an automatic gearbox: If the vehicle key is removed when a position is engaged, the engine will be switched off. Select the selector lever position **P** if the vehicle key cannot be removed. If necessary, press the lock button in the selector lever and then release it. ◁

Starting the engine

1. Switch on the ignition.
2. *Vehicles with a diesel engine:* When the diesel engine is pre-heated, the indicator lamp ⟳ lights up in the instrument cluster.
3. Depress and hold the brake pedal until the handbrake is released.
4. *Vehicles with a manual gearbox:* Fully depress the clutch pedal until the engine has been started. Shift the gear stick to a neutral position.
5. *Vehicles with an automatic gearbox:* Move the selector lever to position **N** or select parking lock **P**.
6. turn the vehicle key further in the ignition lock – do not depress the accelerator.
7. Release the vehicle key once the engine has started.
8. Release the handbrake if you wish to pull away.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start or allow the engine to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start or allow the engine to run if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or gear selector position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.

NOTICE

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

NOTICE

Do not push or tow the vehicle to start it. Unburnt fuel can damage the catalytic converter.

NOTICE

If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Refill fuel if necessary or obtain jump starting assistance.

- If the engine still does not start, seek qualified expert assistance.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

Components with a high power consumption are switched off temporarily when the engine is started.

When starting from cold, the engine may be a little noisy for the first few seconds. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C (+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on. ◁

Switching off the engine

1. Bring the vehicle to a standstill → ⚠.
2. Park the vehicle.
3. Switch off the ignition.
4. Observe the messages that appear on the instrument cluster display.

⚠ WARNING

Never switch the engine off while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners will not work if the ignition is switched off.
- The brake servo will not work when the ignition is switched off. More force is required on the brake pedal to stop the vehicle.
- The power assisted steering will not work when the engine is not running. More manual power will be needed to steer the vehicle.
- If the vehicle key is removed from the ignition, the steering lock can activate and you will no longer be able to steer the vehicle.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately 2 minutes before switching it off.

In vehicles with an automatic gearbox, the vehicle key can be removed from the ignition lock only if the parking lock **P** is engaged.

After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically. ◁

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is in the ignition lock.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen Commercial Vehicles dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key. ◁

Troubleshooting

EPC Engine management system fault

The indicator lamp lights up yellow.

Fault in engine management system.

1. Observe the text on the instrument cluster.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with EPC Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked by a correspondingly qualified workshop as soon as possible.

Glow plug system or engine management system

Vehicles with a diesel engine:

The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster for a few seconds.

The indicator lamp flashes yellow.

There is a fault in the engine management system.

1. Have the engine checked by a correspondingly qualified workshop as soon as possible.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the problem persists, seek expert assistance. ◁

Manual gearbox

Manual gearbox: Selecting a gear

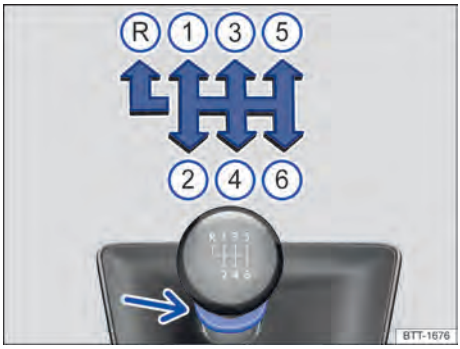

Fig. 102 Gear shift pattern of a 6-speed manual gearbox

Depending on the vehicle specification, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are shown on the gear lever → Fig. 102.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position → ⚠.
3. Release the clutch to engage.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

1. Reverse gear should only be selected when the vehicle is stationary.
2. Fully depress and hold the clutch pedal → ⚠.
3. Pull the ring on the gear lever upwards and push the gear lever fully to the left and then forwards into the reverse gear position → Fig. 102 Ⓡ.
4. Release the clutch to engage.

Shifting down

You should always select the next immediate gear when shifting down a gear whilst the vehicle is in motion. The engine revs should not be too high when doing this → ⚠. Damage to the clutch and the gearbox could occur if at high speeds or high engine revs one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this → ⓘ.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch released. This also applies when the handbrake is on.

- Never engage reverse gear while the vehicle is in motion.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Only accelerate rapidly if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adapt your driving style to the traffic flow.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

⚠ WARNING

Shifting gears incorrectly to a lower gear can lead to a loss of control of the vehicle, which can cause accidents and serious injuries.

! *NOTICE*

Serious damage to the clutch and gearbox can occur if the gear stick on the manual gearbox is shifted to too low a gear when travelling at high speeds or at high revs. This also applies if the clutch remains depressed and the gears do not engage.

! *NOTICE*

Please note the following to help avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- When changing gears, always press the clutch pedal down fully.
- Do not hold the vehicle by "riding" the clutch on a hill with the engine running.

Changing up a gear early will help to save fuel and minimise engine noise. ◁

Steering

Automatic gearbox: select the gear

Fig. 103 Left hand drive: automatic gearbox selector lever with interlock button (arrow). On right-hand drive vehicles, the arrangement of the elements is mirrored.

With the ignition on, the combined instrument display shows the selected selector lever position.

P – Parking lock

The drive wheels are blocked. Engage only while the vehicle is *stationary*.

To move the selector lever from its position with the ignition turned on, actuate the brake pedal and press the interlock button on the selector lever.

R – Reverse gear

Reverse gear engaged. Engage only while the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels, and the engine braking effect is not available.

D/S – Continuous forward driving position

Position D: normal style program.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position S: sport style program.

The forward gears are automatically shifted *later* progressively and *later* downshifted as in gear position **D**, in order to take advantage of the engine's

power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Place the selector lever backwards ▽→ Fig. 103 to switch between gears **D** and **S**.

In this, the selector lever will always elastically return to the **D** position. This also works on the Tiptronic selector stroke.

Selector lever lock

Locking the selector lever prevents a gear position from being engaged inadvertently and thus causing the vehicle to move involuntarily:

To release the selector lever lock, turn on the ignition and press the brake pedal. Then press the lock button on the selector lever cable in the direction of the arrow → Fig. 103.

When jumping from position **N**, for example from reverse gear to **D/S**, the selector lever is not locked. Thereby it is possible to "rock" a vehicle back and forth out of a bog. If, with the brake pedal not depressed, the lever remains in the **N** position for more than approximately 1 second at a speed less than approximately 5 km/h (3 mph), the selector lever lock will engage.

⚠ WARNING

Engaging an incorrect selector lever position may lead to the loss of control of the vehicle, accidents and severe injuries.

- Never depress the gas pedal when selecting a gear.
- When the engine is running and the selector is in a drive position, the vehicle will start moving as soon as the brake pedal is released.
- While driving, never shift into reverse gear **R** or engage the parking lock **P**.

⚠ WARNING

Unsupervised vehicle movements may cause severe injuries.

- The driver must never leave the driver seat if the engine is running and a gear has been selected. If it is necessary to leave the vehicle with the engine running, always engage parking lock **P** and apply the handbrake.
- With the engine running and gear position **D/S** or **R** engaged, keep the vehicle stationary with the brake pedal. Even when the engine is idling, the vehicle will "creep forward/backward" as the power gearbox is not fully interrupted.
- Never engage reverse gear **R** or parking lock **P** when the vehicle is moving.
- Never leave the vehicle with Neutral **N** gear engaged. The vehicle can roll downhill regardless of whether the engine is running or not.

! NOTICE

If, with the vehicle stationary, the parking brake is **not** applied and the brake pedal is released with parking lock **P** engaged, the vehicle may move forward or backward a few centimetres.

! NOTICE

When parking on an incline or slope, never leave the vehicle with the selector lever in position **P** without applying the parking brake, this could cause damage to the automatic gearbox lock. To park the vehicle properly, follow the instructions below:

- stop the vehicle
- Press and firmly hold the brake pedal pressed
- shift the selector lever to position **N**
- applying the handbrake
- take your foot off the brake pedal
- press again and firmly hold the brake pedal pressed
- shift the selector lever to position **P**

If while driving you mistakenly change gear to **N**, decelerate immediately. Wait for the engine to idle in the Neutral position. Only then shift into gear.

If the selector lever, with the engine switched off for a long period of time, is not in the parking lock **P**, the 12 V vehicle battery will be discharged. ◁

Changing gears with Tiptronic

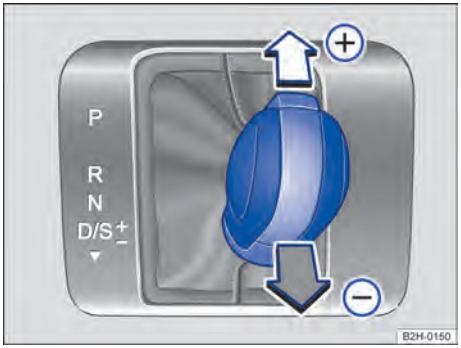

Fig. 104 Selector lever in Tiptronic position (left-hand drive vehicles). Right-hand drive vehicles are mirrored.

With the automatic gearbox, the gears can be manually stepped up or down with the Tiptronic.

Fig. 105 Steering wheel with Tiptronic gear shift paddles.

When switching to Tiptronic mode, the currently engaged gear is maintained. This applies until the system does not perform a gear change automatically due to the current driving status.

Operating the Tiptronic with the selector lever

1. Press the selector lever from position **D** on the right in the direction of the Tiptronic gate.
2. Move the selector lever forward ⊕ or backward ⊖ to increase or decrease the speed → Fig. 104.

When touching the selector lever to the Tiptronic selector stroke, the locking button on the selector lever must not be pressed.

Operating the Tiptronic with the shift paddles

1. Pull the right rocker selector on the steering wheel to shift up.
2. Pull the left steering wheel paddle lever to step down the gears.
3. To exit the Tiptronic program, pull the right rocker selector for approximately one second towards the steering wheel.

The Tiptronic is automatically disabled when the shift paddles are not used for a while or the selector lever is not in the Tiptronic gate.

NOTICE

- When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.
- When downshifting manually, the gearbox does not shift until overspeeding of the engine is no longer possible. ◁

Driving with automatic gearbox

Forward gears are shifted up and down automatically.
The steeper the gradient, the lower the gear you will need. Lower gears increase the engine braking effect. Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

1. Reduce your speed.
2. Press the selector lever from position **D** on the right in the direction of the Tiptronic gate.
3. Gently push the selector lever to the rear to change down gear.
4. **OR:** reduce the gear speed with the shift paddles on the steering wheel.

Stopping and starting on hills

The steeper the gradient, the lower the gear you will need.

When stopping on an uphill slope with engaged gear, the vehicle must always be prevented from moving by stepping on the brake pedal or engaging the handbrake. Release the brake or handbrake only upon pulling away.

Kick-down

The kick-down function allows maximum acceleration with the selector lever in position **D** or in the Tiptronic position.

By fully stepping on the accelerator, the automatic gearbox selects a lower gear, regardless of the engine rev speed. This will cause the full acceleration of the vehicle to be used.

With kick-down , automatic gear shifting to the next higher gear only occurs when the specified maximum engine speed is reached.

WARNING

A rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can lead to loss of control of the vehicle, severe accidents and injuries.

- Always adapt your driving style to traffic conditions.
- Apply kick-down or rapid acceleration only when visibility, weather, road conditions and traffic conditions permit and other road users are not threatened by the vehicle's acceleration and driving style.
- Note that the drive wheels may spin incorrectly and the vehicle may slide with ASR turned off, especially if the road is slippery.
- After accelerating, turn ASR back on.

- Use the Launch-Control program if the road and traffic conditions allow it.

WARNING

Never let the brake "slip" too often or for a long time, or press the brake pedal too frequently and for a long time. Constant braking will cause the brakes to overheat. This can significantly reduce braking power, significantly increase braking distance and possibly lead to complete failure of the brake system.

NOTICE

- If you stop the vehicle on an incline, do not attempt to stop it from rolling back by depressing the accelerator when a gear has been selected. This can cause overheating and damage the automatic gearbox.
- Never let the vehicle run in the Neutral **N** position, especially with the engine turned off. The automatic gearbox will not be lubricated and could therefore be damaged.

NOTICE

Never let the brakes "slip" with light pressure on the pedal if it is not actually necessary to brake. This will increase wearing.

NOTICE

When parking on an incline or slope, never leave the vehicle with the selector lever in position **P** without applying the parking brake, this could cause damage to the automatic gearbox lock. To park the vehicle properly, follow the instructions below:

- stop the vehicle
- press and firmly hold the brake pedal pressed
- shift the selector lever to position N
- applying the handbrake
- take your foot off the brake pedal
- press again and firmly hold the brake pedal pressed
- Shift the selector lever to position P

If while driving, the **N** position is accidentally selected, let go off the accelerator. Await the engine idle rotation in neutral position before selecting a different gear. ◁

Troubleshooting

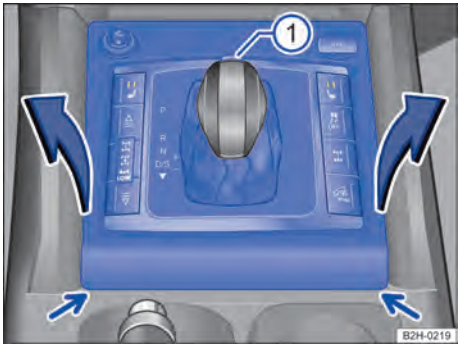

Fig. 106 Removing the cover of the gearshift gate.

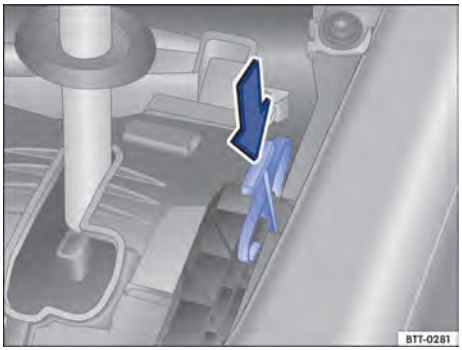

Fig. 107 Releasing the selector lever lock manually.

Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

Lock button stops vehicle driving off

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

1. Engage the selector lever lock.

Selector lever lock stops vehicle driving off

The indicator lamp flashes green. An information text is additionally displayed.

In rare cases, the selector lever lock may not engage in vehicles with an automatic gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

1. Shift the selector lever to position **P** or **N**.
2. Depress the foot brake and then release it again.

Gearbox overheated

The warning lamp lights up red.

An acoustic warning may also be given. A text notification may also be shown on the instrument cluster display.

The automatic gearbox can overheat, for example, if the vehicle pulls off regularly, "crawls" for long periods, or in stop and go traffic.

1. **Do not drive on!**
2. Allow the gearbox to cool in selector lever position **P**.
3. Do not drive on if the warning lamp does not go out.
4. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Fault in automatic gearbox

The indicator lamp and the symbol showing the position engaged flash alternately, e.g. **D**.

Fault in the automatic gearbox.

1. Drive to the nearest correspondingly qualified workshop at a low engine speed to have the system checked.

Releasing the selector lever lock manually

If the power fails in the vehicle (for example if the 12-volt battery is flat) and the vehicle has to be towed, the selector lever lock must be released manually. Seek expert assistance.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

1. Apply the handbrake firmly. If the handbrake cannot be applied firmly the vehicle will have to be prevented from rolling off using other means.
2. Switch off the ignition.
3. Carefully pry the selector mechanism cover out of the trim → Fig. 106 (arrows), for example using a screwdriver.
4. Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring → Fig. 106.
5. Pull the cover up and over the selector lever.

Releasing the selector lever lock manually:

1. Using the flat blade of the screwdriver from the vehicle toolkit, carefully push the release lever in the direction of the arrow → Fig. 107 and keep it in this position.
2. Press the lock button on the front of the selector lever → Fig. 106 (1) and move the selector lever into the neutral position **N**.
3. After manual release, carefully press the cover into the centre console while ensuring that the electrical wires are positioned correctly.

Emergency program

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The automatic gearbox is running in an emergency programme. The vehicle can still be driven in the emergency programme, but only at reduced speed and not in all gears.

In vehicles with automatic gearbox, you may no longer be able to select reverse gear.

1. In all cases the automatic gearbox should be checked by a correspondingly qualified workshop immediately.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

NOTICE

The automatic gearbox will become damaged if the vehicle is allowed to roll for a long period of time or at a high speed (for example while being towed) with the selector lever in the neutral position **N** and the engine switched off.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, make sure that the vehicle is parked safely or drive faster than 20 km/h (12 mph).
- Safely park the vehicle immediately and switch off the engine if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.

- Do not drive on until the acoustic signal stops. This will prevent damage to the vehicle. You should avoid pulling away or driving the vehicle at very low speeds while the gearbox is overheated. ◁

Driving on uphill gradients

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an uphill gradient.

The Hill Start Assist function is automatically activated if the following conditions are met

Vehicles with a manual gearbox
The following conditions must be met **simultaneously**:

— On an incline, the **stationary** vehicle must be held in position with the footbrake until you are ready to move off.

— The engine is running "smoothly".

— Fully depress the clutch pedal and shift into **first gear** if you want to drive forwards up a hill or into reverse gear if you want to reverse up a hill.

In order to start moving, remove your foot from the brake pedal, then release the clutch pedal (clutch engages) and press the accelerator simultaneously. **The brake will be gradually released as the clutch is engaged.** If the accelerator is not immediately depressed, the brake disengages autonomously after a few seconds.

Vehicles with an automatic gearbox
The following conditions must be met **simultaneously**:

— On an incline, the **stationary** vehicle must be held in position with the footbrake until you are ready to move off.

— The engine is running "smoothly".

— The position **D** or reverse has been selected.

To start moving, remove your foot from the brake pedal and press the accelerator immediately. **The brake will gradually be released as the vehicle pulls away.**

The Hill Start Assist function will be deactivated immediately:

— As soon as one of the conditions listed above is not fulfilled.

— If the driver door is opened.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has stalled.

— *Vehicles with an automatic gearbox:* If the gear selector lever is in the neutral position **N**.

⚠ CAUTION

- If the vehicle does not move off immediately after releasing the brake pedal, it may roll back under certain circumstances. In this case, depress the brake pedal immediately or pull the handbrake.
- If you are driving on an uphill gradient in heavy traffic and you wish to prevent the vehicle from rolling backwards as you pull away, press the brake pedal for a few seconds before pulling away. ◁

Hill Descent Control

Fig. 108 In the centre console: Button for switching the offroad function on and off manually.

The Hill Descent Control system supports the driver when driving down a steep incline by actively braking the vehicle → ⚠.

This can only function if the tyres have sufficient grip on the road. When driving offroad, use the all-wheel drive low gear range (4X4 LOW), engage a low gear and, if possible, try to avoid using the differential lock. The Hill Descent Control system **cannot** fulfil its function when driving down an icy or slippery slope.

Switching on the Hill Descent Control system

The speed can vary when the Hill Descent Control system is switched on, so long as it does not exceed 30 km/h (18 mph).

— The Hill Descent Control system is switched on manually when the OFF ROAD button in the centre console is pressed → Fig. 108.

— **Or:** The Hill Descent Control system is switched on automatically when the all-wheel drive low gear range (4X4 LOW) is activated.

Hill Descent Control will intervene in the following situations:

— At speeds below 30 km/h (18 mph).

— On a downhill slope with a gradient of more than 10% (or 8% in reverse gear).

— If the accelerator is not being pressed and the vehicle is getting faster.

Switching off Hill Descent Control

Hill Descent Control switches off automatically in the following situations:

— The downhill gradient becomes less steep (less than 5%).

— **Or:** When you drive at speeds faster than 30 km/h (18 mph).

— **Or:** If you press the button → Fig. 108.

Observe the following safety information for long downhill stretches.

WARNING

The intelligent Hill Descent Control technology cannot overcome the laws of physics, and functions only within the limits of the system. Never allow the extra convenience afforded by pull-away assist systems to tempt you into taking any risks when driving.

- Unintentional vehicle movements can cause serious injury.
- Hill Descent Control cannot replace the full concentration of the driver.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Hill Descent Control may not be able to hold the vehicle in all hill start situations or brake it sufficiently on all slopes going downhill (e.g. if the ground is slippery or icy).

WARNING

Be prepared to brake at all times. Accidents and injuries could occur if this is not the case.

- The Hill Descent Control system is only a support function and may not be able to brake the vehicle sufficiently in all situations when driving downhill.
- The vehicle may accelerate despite the Hill Descent Control system. ◁

All-wheel drive

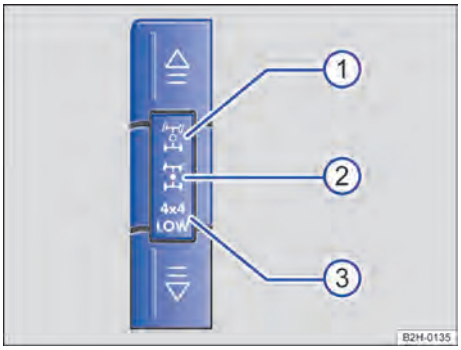

Fig. 109 In the centre console: Buttons and symbols for switching all-wheel drive on and off.

Permanent all-wheel drive

In vehicles with permanent all-wheel drive, the engine power is permanently distributed to all four wheels. The all-wheel drive can neither be switched on nor off.

Selectable all-wheel drive

On vehicles with selectable all-wheel drive, the drive which was last active when the engine was switched off is always initially active. There are two levels for all-wheel drive which are selected manually using the buttons in the centre console → Fig. 109.

The all-wheel drive with low gear range (4X4 LOW) can be switched on only with activated all-wheel drive (4X4 HIGH).

The differential lock can be engaged in the all-wheel drive low gear range (4X4 LOW).

Use the rear-wheel drive on dry roads with solid ground. When the rear-wheel drive is switched on, the symbol → Fig. 109 (1) lights up in the centre console.

All-wheel drive and all-wheel drive low gear range are intended only for use when driving offroad and on unpaved roads → (!).

Switching all-wheel drive (4X4 HIGH) on and off

1. Press the button once. The symbol flashes for a few seconds in the instrument cluster. All-wheel drive (4X4 HIGH) is selected if the symbol is lit up continuously in the instrument cluster and in the centre console → Fig. 109 (2).
2. Press the button again until the symbol goes out. If no symbol lights up, all-wheel drive is switched off.

Switching the all-wheel drive low gear range (4X4 LOW) on and off

1. Stop the vehicle to switch on.
2. Press the button with the engine is running and with the all-wheel drive (4X4 HIGH) switched on. The 4X4 LOW symbol flashes for a few seconds on the instrument cluster. The all-wheel drive low gear range (4X4 LOW) is selected if the 4X4 LOW symbol is lit up continuously → Fig. 109 (3).on the instrument cluster and in the centre console.
3. Stop the vehicle to switch off.
4. With the engine running, press the button until the 4X4 LOW symbol goes out.

Situations in which the differential lock must not be engaged

— When the spare wheel is not the same as the other tyres mounted on the vehicle.

All-wheel drive low gear range (4X4 LOW)

4X4 LOW is a very low gear range with maximum traction.

On vehicles with engine variant *3.0 l, 6-cylinder TDI®, 150 kW*, the speed is always limited to 39 km/h when the low gear range (4X4 LOW) is activated.

This gear range can be used in the following situations:

— Driving offroad towing a trailer.

— In difficult offroad terrain:.

— When driving on an incline with a maximum 45 degree gradient.

You should *not* use the 4X4 LOW gear in winter conditions.

When the 4X4 LOW gear range is activated, the ESC and EDL will respond differently than when driving on a road:

— At speeds below 50 km/h, the ESC intervenes a little later if the vehicle is understeering.

— At speeds below 70 km/h, the ESC intervenes slightly later if the vehicle is oversteering.

In most situations, you do *not* need to switch off these functions using the ESC button.

Display and indicator lamps of the all-wheel drive

Symbol: 4X4 LOW

Indicator lamp:
The yellow 4X4 LOW symbol or the indicator lamp **flashes**.

1. Wait until the indicator lamp lights up permanently or goes out.
2. If the lamp continues to flash, seek expert assistance.

Or: The yellow 4X4 LOW symbol or the indicator lamp **lights up**.

1. All-wheel drive is selected → page 110.

NOTICE

Activating and using the all-wheel drive on dry, solid roads can damage the drive train as well as potentially other components and increase fuel consumption and tyre wear.

The TCS is switched off when all-wheel drive is selected.

The all-wheel drive (4X4 HIGH) can be switched on at any speed. ◁

Steering

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering wheel torque and steering wheel angle. The electromechanical steering only functions when the engine is running. If the start/stop system is activated and the engine is switched off, the steering also works.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Mechanical steering column lock

The steering column is locked mechanically:

1. Stop the vehicle.
2. *Vehicles with an automatic gearbox:* Move the selector lever to position **P**.
3. Remove the vehicle key.
4. Turn the steering wheel slightly until the steering lock clicks into place.

WARNING

If the power steering is not working, the steering wheel is difficult to turn, which makes it difficult to steer the vehicle.

- Depending on the vehicle's equipment level, the power steering only functions when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

NOTICE

Do not keep the steering wheel in the full-lock position for longer than 15 seconds when the engine is running, this could cause damage to the power steering system.

NOTICE

If the vehicle has to be towed, the ignition must be switched on to prevent the steering wheel from locking, and to allow the turn signals, horn, wipers and window washer system to be used. ◁

Troubleshooting

Steering fault

The indicator lamp lights up or flashes yellow.

If the indicator lamp lights up continuously, restart the engine and drive a short distance slowly. If the indicator lamp continues to light up, go to a correspondingly qualified workshop.

The indicator lamp flashes:

1. Move the steering wheel slightly back and forth.
2. Switch the ignition off and then back on again.
3. Observe the messages on the instrument cluster display.
4. If the indicator lamp still flashes after restarting the vehicle, do not continue to drive. Seek expert assistance. ◁

Offroad display

The offroad display contains digital instruments that show additional information about the vehicle and its surroundings. This makes it possible to assess the current driving situation more precisely.

Fig. 110 In the Infotainment system: Offroad display.

Opening the offroad display

1. Press the MENU button in the Infotainment system.
2. Tap the Vehicle function button.
3. Tap the Selection function button.
4. Tap the Offroad function button.

Selecting instruments and setting units

The Infotainment system shows various instruments → Fig. 110.

1. To change between the instruments, swipe vertically over the display.

The units can be adjusted in the Infotainment system for some instruments.

Instruments in the offroad display:

The options for selecting instruments depend on the vehicle equipment.

- **Compass:** The compass shows the current direction of travel.
- **Steering angle display:** The steering angle of the vehicle is displayed. The value is positive for a left steering angle and negative for a right steering angle.
- **Altimeter:** The altimeter shows the current height above sea level.
- **Coolant temperature display:** The display corresponds to the temperature display on the instrument cluster.
- **Oil temperature display:** The display corresponds to the oil temperature display on the instrument cluster.

Adapting the display areas to the driving situation

The displayed instruments can be selected depending on the driving situation, the ambient conditions and the offroad conditions:

- **Sandy terrain:** Oil and coolant temperature display, steering angle display.
- **Inclines:** Steering angle display, coolant temperature display, altimeter.
- **Mountainous terrain:** Steering angle display, altimeter, compass.

◁

Off-road driving situations

Introduction

You can also drive all-wheel drive vehicles offroad in addition to on normal roads. It is very important to read the contents of this section before driving offroad.

The examples stated in this chapter must be understood as general guidelines that are intended to help the driver to drive safely when driving off-road. However, it is not possible to predict whether these guidelines will be valid for all situations that could occur. Before driving in unknown terrain, it is crucial to obtain knowledge about the characteristics of the terrain ahead. This will enable you to assess potential danger in advance. The driver is responsible for deciding whether the vehicle is suitable for the terrain in question and whether it is possible to drive through the terrain.

Driving off-road demands different skills and driving styles in comparison to driving on roads.

The vehicle is not built for “expeditions”.

Switch off the driver assist and parking systems when driving off-road.

Checklist

Prior to driving offroad for the first time, please follow these steps to be able to operate and drive the vehicle offroad:

✓ Observe the basic safety notes ⚠.

✓ Adjust the seat position so that you have a good view to the front. Fasten seat belts.

✓ Always wear suitable, well-fitting shoes that provide good grip for your feet when using the pedals.

A responsible driver should respect the environment when driving offroad. Remember that driving through undergrowth and on meadows can destroy animal and plant habitats.

Leaking service fluids due to vehicle damage can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

Take suitable accessories and equipment with you when driving offroad. ◁

Safety notes for offroad driving

⚠ WARNING

The intelligent vehicle technology cannot overcome the laws of physics, and functions only within the limits of the system. Despite input from the ABS, adverse terrain can cause instability through locked wheels – e.g. if you brake hard when driving on a loose gravel road. The ESC system will have difficulty stabilising the vehicle in these circumstances.

WARNING

Driving offroad can be dangerous and could cause accidents, serious injury, damage to the vehicle and also a vehicle breakdown far from any assistance.

- Never select a dangerous route and never take risks that could endanger you and the vehicle occupants. If a route does not go any further, or if you have any doubts about the safety of the route, turn round and choose a different route.
- Even terrain that looks harmless can be difficult and dangerous, and can lead to difficult situations for driver and passengers alike. Explore the terrain ahead of you on foot.
- Think ahead and take extra care when driving offroad. If you drive too fast or if a driving manoeuvre is unsuccessful this could result in serious injuries and vehicle damage.
- Always adjust your speed and driving to match vehicle load levels and offroad, visibility, traffic and weather conditions.
- Never drive too fast over embankments, ramps or slopes. The vehicle may lose contact with the ground, which means you will no longer be able to steer it. This may cause you to lose control of the vehicle.
- Keep the front wheels pointing ahead if the vehicle should lose contact with the ground. The vehicle may roll over if the wheels are turned when they make contact with the ground.
- Terrain might look harmless, but there could be hidden dangers. Potholes, hollows, ditches, precipices, obstacles, shallows, soft and boggy surfaces are often not recognisable as such and can be covered either fully or partly by snow, water, grass or branches lying on the ground. Explore the terrain ahead of you on foot.

WARNING

Sports utility vehicles are subject to a considerably higher risk of rolling over than normal road passenger vehicles.

- In the event of an accident, vehicle occupants not wearing seat belts are subjected to a considerably higher risk of fatal injury than those wearing seat belts.
- The vehicle has a higher centre of gravity and is more prone to rolling over than a normal on-road vehicle which is unsuited for offroad driving.
- Never drive too fast, particularly around bends, and never perform extreme driving manoeuvres.
- Always adjust your speed and driving style to suit the terrain conditions.
- Luggage and other items transported on the roof of the vehicle raise the centre of gravity and will make the vehicle more likely to roll over.

WARNING

- Always avoid traversing a slope.
- Never exit the vehicle via the doors that are facing downhill when parked sideways on a steep hill. The combined centre of gravity of the vehicle and its payload (vehicle occupants and payload) can shift and cause the vehicle to roll over and roll down the incline. Always leave the vehicle slowly via the doors which open up the incline.

WARNING

The driver assist systems were designed for use on surfaced roads only. The driver assist systems are not suited to driving offroad and therefore may even be dangerous. Using the driver assist systems when driving offroad could cause you to lose control over the vehicle and sustain severe injuries.

- Never use the driver assist systems when driving offroad.

WARNING

Driving the vehicle when the fuel level is too low could lead to your vehicle breaking down offroad, accidents and serious injuries.

The steering and brake support systems will not function if the engine sputters or stops completely due to a lack of fuel or irregular fuel supply.

- Fill up with sufficient fuel before driving offroad.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

- Always keep the windows closed when driving the vehicle offroad.

Explanation of some technical terms

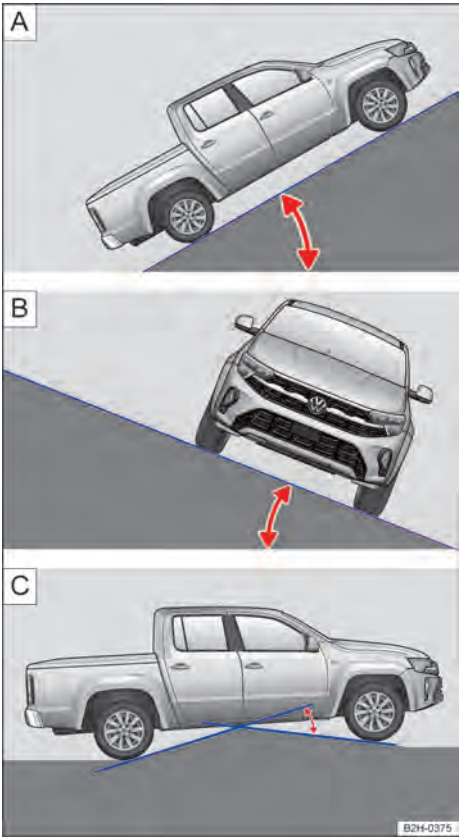

Fig. 111 Representation of maximum ramp A, inclination angle B and ramp angle C.

Gravity centre A vehicle's centre of gravity influences roll-over behaviour. The vehicle has a higher ground clearance for off- road driving and thus a higher centre of gravity than "normal" street vehicles. Therefore, due to the higher centre of gravity, there is a greater risk of the vehicle rolling over while driving. Always consider this fact when driving and observe the safety tips and warnings in this Instruction manual.

Ground headroom Distance between the paved street and the lowest point of the vehicle's bottom.

Maximum ramp The slope (ramp) exceeded in a 100 m journey is indicated in percentage or in degrees A. Indication of the point to which the vehicle can climb an incline under its own power. The maximum ramp that the vehicle can overcome depends, among others, on the surface of the public road and the engine power.

Side tilt angle Indication of the angle up to which the vehicle can be driven obliquely or transversely to the slope of a slope, without it tipping sideways (conditioned by the centre of gravity) B.

Ramp angle Indication of the angle at which the vehicle can negotiate a ramp at low speed without the vehicle touching the ground with its lower part C.

Attack and departure angles Transition from a horizontal surface to a slope or from a slope to a flat surface. Indication of the angle at which the vehicle can overcome a slope without the vehicle touching the ground with its lower part.

Slope line Vertical carriageway when descending the hill.

Torsion Torsional capacity of the vehicle when passing unilaterally over an obstacle. ◁

Checklist "Before driving offroad"

Checklist

To ensure your own safety and the safety of your passengers, observe the following points before driving offroad:

- ✓ Inform yourself sufficiently about the nature of the terrain ahead before you drive into the terrain.
- ✓ Fill the tank up to the maximum capacity. Fuel consumption is considerably higher offroad.
- ✓ Check that the tyre tread of all tyres and the tyre type are suitable for the planned offroad trip.
- ✓ Check the tyre pressure of all tyres and adjust as required.
- ✓ Check engine oil level and refill engine oil as necessary. Engine oil will be supplied to the engine when driving at an incline only if the engine oil level is high enough.
- ✓ Completely refill the washer fluid reservoir with water and washer fluid.
- ✓ Pack the load in the vehicle as evenly and as low as possible. Secure all loose items. ◁

General rules and driving tips

— Volkswagen Commercial Vehicles recommends never driving offroad alone. You should only drive offroad with at least two offroad vehicles driving as a team. Unexpected situations can always occur. We recommend that you carry equipment you can use for calling for help.

— Stop your vehicle when you reach difficult sections and check the route ahead on foot.

— Drive slowly over the crests of hills so the vehicle does not lose contact with the ground as this could cause damage, possibly leaving you unable to manoeuvre.

— Drive slowly when the route is difficult. Shift up a gear when on slippery ground and always keep the vehicle in motion.

— The ground is predominantly soft when driving offroad meaning the tyres could sink into the ground. This will reduce ground clearance and the wading depth. If possible, always drive on flat and firm ground.

— Even when driving at low speeds, always keep your distance from other vehicles. If the first vehicle suddenly gets stuck, the following vehicle can stop without getting stuck.

— MAN recommends never driving off-road alone. You should only drive offroad with at least two offroad vehicles driving as a team. Unexpected situations can always occur. We recommend that you carry equipment you can use for calling for help.

— Stop your vehicle when you reach difficult sections and check the route ahead on foot.

— Drive slowly over the crests of hills so the vehicle does not lose contact with the ground as this could cause damage, possibly leaving you unable to manoeuvre.

— Drive slowly when the route is difficult. Shift up a gear when on slippery ground and always keep the vehicle in motion.

— The ground is predominantly soft when driving offroad meaning the tyres could sink into the ground. This will reduce ground clearance and the wading depth. If possible, always drive on flat and firm ground.

— Even when driving at low speeds, always keep your distance from other vehicles. If the first vehicle suddenly gets stuck, the following vehicle can stop without getting stuck.

NOTICE

- Always ensure that there is enough ground clearance underneath the vehicle. Serious damage to the underbody could occur if the vehicle is scraped. This damage could cause the vehicle to break down and thus make it impossible to drive on.
- When driving off-road, never let the clutch slip and never leave your foot on the clutch pedal. When travelling over uneven ground, you could press the clutch by mistake, and lose control of the vehicle. A slipped clutch also prevents power being transferred from the engine to the gearbox. Driving with the clutch partially engaged causes premature wear to the clutch lining. ◁

Changing gear correctly

The choice of gear depends on the offroad terrain.

Before attempting to drive through difficult terrain it can be helpful to stop and consider which gear you should select. After some time driving off-road, you will learn which gear to select for different types of terrain.

Basic points

— With the correct gear or gear selector position selected, the vehicle will normally not have to be braked so much using the foot brake when driving downhill as the engine brake effect will be sufficient in most cases.

— You should only depress the accelerator as much as is required. If you accelerate too hard, the wheels could lose traction and you could lose control of the vehicle.

Manual gearbox

— If you are driving in difficult terrain **never** engage the clutch or change gear. As all tyres have increased grip, the vehicle could stop if you engage the clutch, e.g. in mud, deep sand or on a slope. It could be difficult or impossible to drive off from stationary in this situation.

— Select first or second gear for driving up or down steep gradients. Use Hill Start Assist or Hill Descent Control in vehicles fitted with Electronic Stability Control (ESC). Restrict the use of the differential lock to pulling away only and do not engage the differential lock when driving up or down slopes.

— Adjust your speed when driving on soft ground and select the highest suitable gear. Use the Hill Start Assist function or, in vehicles with ESC, the Hill Descent Control system. Restrict the use of

the differential lock to pulling away only if possible and do not engage the differential lock when driving up or down slopes.

Automatic gearbox

— Select position **D** when driving in normal, flat off-road terrain.

— Select Tiptronic if driving through mud, sand, water or on hilly terrain.

— On steep downhill or uphill gradients, select position **1** for the Tiptronic, engage the differential lock and use the Hill Start Assist function.

— Adjust your speed when driving on soft or slippery ground, and select the highest suitable position for the Tiptronic. ◁

Differential lock

Fig. 112 In the centre console: button for the differential lock (illustration).

The differential lock ensures a mechanically rigid connection between the wheels on the rear axle so that it is not possible for there to be a difference in the rotational speeds of the wheels. When driving off-road, the differential lock improves traction in difficult terrain conditions, e.g. holes or surfaces with poor grip and when the vehicle is driving uphill → ⚠.

The differential lock can be engaged manually. However, this is not necessary in most driving situations as, by using the EDL, the intelligent brake system will automatically make sure there is good traction and will maintain the offroad functions.

Engaging the differential lock manually

In vehicles with all-wheel drive, the differential lock can be activated only when the low gear (4X4 LOW) range is selected. The indicator lamps and light up in the instrument cluster.

As all of the brake assist functions are switched off when the differential lock is engaged, the differential lock must be engaged only when pulling away on difficult or very soft terrain, e.g. sand → ⚠.

1. Start the engine.
2. Engage the all-wheel drive low gear range (4X4 LOW).
3. When travelling at a speed of less than 30 km/h (18 mph), press the → Fig. 112 button → ⓘ.

The yellow indicator lamp lights up when the differential lock is engaged.

Troubleshooting

The yellow indicator lamp flashes.

1. Wait until the indicator lamp lights up permanently or goes out.
2. If the lamp continues to flash, go to a suitably qualified workshop.

Do not engage the differential lock

— If you are driving on surfaced roads, e.g. asphalt → ⚠.

— If the vehicle is being towed.

— When the drive wheels are spinning.

— If the brakes are being tested on a rolling road test bed.

— When driving down very steep hills.

— When the spare wheel is not the same as the other tyres mounted on the vehicle.

⚠ WARNING

The steering ability of the vehicle is very restricted when the differential lock is engaged. This could mean that you lose control over the vehicle and cause serious injuries.

- Never engage the differential lock when driving on well-surfaced roads or when the vehicle is being towed.
- Use the differential lock only when pulling away as all of the brake assist systems, including the offroad functions, will be switched off.

ⓘ *NOTICE*

Never engage the differential lock if you are driving on a paved road surface. If the differential lock is engaged, the axles, gearbox and drive shaft will be subjected to stresses, loading and damage during cornering.

If the differential lock is switched off when driving through a bend, this may cause a small shudder to pass through the vehicle. This is caused

by the release of tension forces in the drive train. This is normal and is not a indication of damage to the vehicle.

If you drive through bends with the differential lock engaged, the wheels "rub" on the road surface. You might be able to hear this. The "rubbing" of the tyres - especially on solid ground - will lead to increased wear on the tyres. ◁

Driving on rough terrain

1. Switch on the 4X4 LOW gear range or press the offroad button.
2. You should drive through rocky terrain at walking pace.
3. If you are not able to drive around a rock, drive carefully onto the rock with one front wheel and drive over it slowly → ⓘ.

Even obstacles that are smaller than the available ground clearance could come into contact with the underbody and thus cause damage which could lead to a vehicle breakdown. This applies in particular if there is a ditch or soft ground either in front of or behind the obstacle. This also applies in cases when you drive too quickly over the obstacle causing the vehicle to bounce.

NOTICE

Boulders or tree stumps. Obstacles which require more ground clearance than is available could damage vehicle components when driving over them and thus cause the vehicle to break down.

- Never drive straight over large obstacles or drive over them with one side of the vehicle. ◁

Driving through standing or flowing water

Driving through flooded terrain or bodies of water could damage the vehicle.

It is possible to carefully drive the vehicle through water levels up to the lower edge of the body.

1. Observe the maximum wading depth of the vehicle.
2. Switch on the 4X4 LOW gear range or press the offroad button.
3. When driving through water, always select a section where the ground is solid and where the depth of the water does not exceed the maximum permitted wading depth of the vehicle.
4. Observe further information on driving through water on roads. ◁

Driving in sand and mud

1. Switch on ASR.
2. Switch on the 4X4 LOW gear range or press the offroad button.
3. Engage the differential lock before starting off.
4. Select a suitable gear and remain in this gear until you have reached more solid ground.
5. Always drive at a steady speed through sand or mud, do not perform any manual gear changes and do not stop.
6. Switching off the differential lock after the driving situation.

If the tyres lose traction when driving through sand or mud

— Do not change speed or direction.

— If the vehicle slides, steer in the direction needed to get the vehicle under control.

— If the tyres have lost their grip, turn the steering wheel back and forth quickly. This will briefly give the front wheel tyres better grip for these ground conditions.

WARNING

Driving through sand and mud can be dangerous. The vehicle can slide uncontrollably. This increases the risk of injury.

- Always drive carefully through sand, mud and slush.
- Never select a dangerous route and never take risks that could endanger you and your passengers. If a route does not go any further, or if you have any doubts about the safety of the route, turn round and choose a different route.

WARNING

Incorrect tyre pressures can increase tyre wear, have an adverse effect on vehicle handling and can cause overheating and sudden tyre damage, including tyre bursts and detachment of the tread surface. This could cause you to lose control of the vehicle, resulting in a serious or fatal accident.

- However, if you have reduced the tyre pressure for driving through sand, you must always restore the correct tyre pressure before driving

on. Driving with reduced tyre pressure can lead to a loss of control over the vehicle and increase the risk of serious and fatal injuries. ◁

- Nobody may stand either in front or behind the vehicle, particularly if you are attempting to free a stuck vehicle. ◁

If your vehicle gets stuck

The vehicle is stuck if the wheels have sunk so deep into the ground that the vehicle can no longer drive forward or back under its own power.

Rocking a vehicle out of sand or mud requires a great deal of training and feeling for the vehicle. If you make a mistake when rocking the vehicle, it can sink deeper and you will need assistance to get the vehicle out.

Never allow the wheels to spin for long periods as this will cause the vehicle to sink deeper → ⚠.

Preparations

1. Carefully dig out all the wheels and check that no other parts of the vehicle are stuck in the sand or mud.
2. Select reverse gear.
3. Press the accelerator carefully and reverse back in your own tracks.

If this does not help, place brushwood, floor mats or sacking directly behind the wheels to increase grip and achieve improved traction → ⚠.

Rocking the vehicle free

1. Switch off TCS.
2. Select the 4X4 LOW gear range.
3. Engage the differential lock.
4. Position the steering wheel so that it is facing straight ahead.
5. Reverse until the point where the wheels just start to spin.
6. Immediately select first gear and drive forwards until the wheels start to spin again.
7. Repeat driving to and fro until you have enough momentum to free yourself.
8. Switch the TCS on again and switch off the differential lock after rocking the vehicle free.

⚠ WARNING

Spinning wheels can propel stones, undergrowth, pieces of wood or other objects that are in front or behind the wheels at high speed and cause potentially fatal injuries. People standing in front of or behind the vehicle could be run over if the stuck vehicle starts to move suddenly.

Driving in steep terrain

Driving up and down hills

1. Get out of the vehicle and assess the situation before you attempt to drive up or down a hill.
2. Walk along the section and check the firmness of the ground. Look out for obstacles and other hidden dangers → ⚠.
3. Check the section beyond the hill.
4. You should not follow the route if it is too steep, uneven or if the ground surface is too loose. Select another route.
5. Switch on the 4X4 LOW gear range or press the off-road button. Engage the differential lock when pulling away on difficult uphill gradients. Then switch the differential lock off again.
6. Drive slowly and at constant speed straight up or down a slope.

   Never attempt to stop or turn on a slope.
7. Accelerate only to the speed you need to climb the slope. Too much acceleration can cause the wheels to spin and lead to a loss of control of the vehicle. Too little acceleration increases the probability of stalling the engine.
8. Do not change gear or engage the clutch when climbing a slope.

If the engine stops or does not keep going

1. Stop the vehicle and press the brake pedal.

   Never turn the vehicle around on an incline.
2. Start the engine again.
3. Select reverse gear, release the brake pedal and use the engine braking effect to reverse in a straight line along the fall line at a low, constant speed.
4. Use the foot brake to keep a constant speed until you have reached a safe place.

Driving downhill

There is an increased risk of rolling over when driving downhill. Concentrate on steering the vehicle in particular when driving downhill.

— Drive down steep inclines in first gear.

— Use the foot brake sparingly in order not to lose control of the vehicle.

— Never exceed the tilt angle of the vehicle.

— If it is possible and not dangerous, drive straight down the slope on the maximum gradient (in the fall line).

— Avoid using the differential lock.

— Use Hill Descent Control on steep downhill stretches.

WARNING

The gradient or tilt angle must be no greater than the maximum permissible value for the vehicle. The vehicle could slide away, tip over or roll on steep terrain.

- Never try to drive up or down an incline if it is too steep for the vehicle.
- Always drive up and downhill along the fall line only.
- Never turn on an uphill or downhill slope. The vehicle could tip over or slide away sideways.
- If you are unable to start the engine, apply constant force to the brake pedal and allow the vehicle to roll back down the track you made when driving up the hill. Keep the vehicle speed low and constant.
- Never let the vehicle coast out of gear backwards down a slope. You could lose control of the vehicle.

Driving diagonally on the slope

Fig. 113 Schematic representation: driving on the slope line.

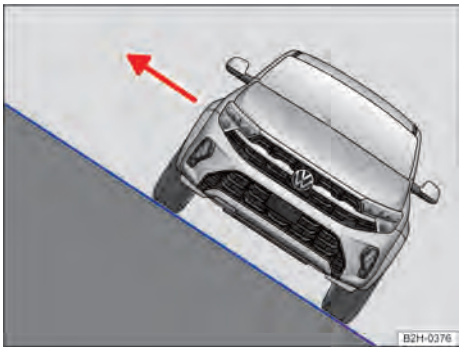

Fig. 114 Schematic representation: disembark on the side of the vehicle facing up the slope.

Driving diagonally on a slope is one of the most dangerous positions in off- road driving → ⚠.

Before driving, always check whether there really is no other safer route.

If it must be driven on an incline:

— The vehicle's centre of gravity must be at the lowest possible point. Larger or heavier people should sit on the side of the vehicle that is higher. Roof luggage must be removed and heavy objects secured, as the vehicle could tip over if objects suddenly slide off → ⚠.

— The soil should be as firm as possible. On slippery or unstable ground, the vehicle may slide on its side and tip over. Always ensure that the slope does not become too great due to irregularities in the ground. If the lateral inclination angle is too large, the vehicle may tip over and roll over.

— If the vehicle is on a steep slope, the wheels on the lower side must never enter hollows in the ground or ditches. The wheels on the higher side must never pass over elevations such as rocks, tree trunks or other obstacles.

— If the vehicle threatens to tip over, immediately manoeuvre on the slope and accelerate slightly → Fig. 113. If it is not possible to drive on the slope, drive uphill and accelerate slightly.

WARNING

Never attempt to drive obliquely along a slope when it is too steep for the vehicle. A vehicle positioned sideways to the slope can slide uncontrollably, tip over, overturn and roll down the hill. Please apply the following rules to avoid the risk of accidents:

- Never underestimate the difficulties and dangers when driving diagonally on a slope. Never choose a dangerous route or take the risk of en-

dangering the driver and occupants of the vehicle. If it is not possible to continue the journey or if there are doubts about the safety of the route, turn back or choose another route.

- Never drive with the wheels on the side of the vehicle that is in the lowest position, in deep spots in the ground or in cavities and never drive with the wheels on the side of the vehicle that is in the highest position over elevations, such as rocks, logs trees or other obstacles.
- Before driving diagonally on a slope, make sure you are able to drive on the slope. If this is not possible, choose another path. If the vehicle threatens to tip over, immediately manoeuvre onto the slope and accelerate slightly → Fig. 113. If you cannot drive on the incline, then go towards the uphill and accelerate slightly.
- Avoid sudden and uncontrolled movements of the vehicle if the vehicle is facing a strong side slope on the slope. The vehicle may, at this moment, lose support, slide sideways, overturn and roll down a hill.
- If the vehicle stops with a side slope on a slope, never exit the vehicle through the doors that face downhill. The vehicle's centre of gravity combined with its loading (vehicle occupants and cargo) can shift and cause the vehicle to tip over, which can then roll down a hill. Always exit the vehicle calmly through the doors facing uphill.
- When descending, make sure that the door open up the hill does not close due to its own weight or due to lack of attention and cause injury. ◁

Driving through ditches

1. Switch on the 4X4 LOW gear range or press the off-road button **before** driving through.
2. Check whether the ramp and tilt angles are small enough to drive through the ditch with the vehicle. The tilt angle must not get too large when driving through the ditch → page 120.
3. If possible, drive through the ditch at an acute angle.

⚠ WARNING

Never drive through a ditch if the entry/exit angle is too steep for the vehicle and the ditch is too deep. The vehicle could slide away, tip over or roll. ◁

After offroad driving

Checklist

- ✓ Clean the vehicle.
- ✓ Check the vehicle for damage.
- ✓ Check the tyres for damage and remove dirt, stones and other foreign bodies from the tyre tread.
- ✓ To clean the rear brake drums, check the brake system and, if necessary, go to a suitably qualified workshop after driving through mud.
- ✓ Inspect the vehicle underbody and remove all items that are jammed in the brake system, in the wheels, in the running gear, in the exhaust system and in the engine, such as branches, leaves or pieces of wood. Go to a suitably qualified workshop if you find any damage or leaks.
- ✓ Inspect the vehicle underbody and remove all items that are jammed in the brake system, in the wheels, in the running gear, in the exhaust system and in the engine, such as branches, leaves or pieces of wood. Go to a suitably qualified workshop if you find any damage or leaks.
- ✓ Check the engine compartment to see if any dirt is affecting engine operation ⚠.
- ✓ Switch off the offroad function and switch on TCS again.

⚠ WARNING

Objects caught underneath the vehicle underbody are a danger. The vehicle underbody must always be examined for trapped objects after every journey offroad.

- Never drive if objects are trapped in the underbody, in the brake system, the wheels, in the running gear, on the exhaust system and in the engine.
- Inflammable materials, such as dry leaves or twigs, can ignite on hot vehicle components. A fire can cause serious injuries.
- Trapped objects could damage the fuel lines, brake system, seals and other components. This could cause you to lose control of your vehicle and cause accidents. ◁

Driver assist systems

Cruise Control System (CCS)

Introduction

The cruise control system (CCS) helps to maintain a speed set by the driver.

Speed range

The CCS is available when driving forwards at speeds from around 30 km/h (20 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Display

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system:

Shown large or green: Speed stored, control active.

If no speed is stored, the instrument cluster display shows **---** instead of the speed.

Changing gear

Cruise control is interrupted as soon as you press the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

Use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance at a constant speed.

- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch cruise control off after use to avoid unintentional operation.
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

◁

Operating the cruise control system with the turn signal lever

Please refer to ⚠ at the start of the chapter on page 121.

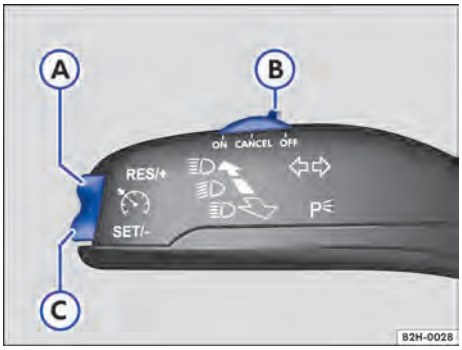

Fig. 115 On the left-hand side of the steering column: switch and buttons for operating the cruise control system.

Switching on

1. Move switch → Fig. 115 (B) to position **ON**.

   No speed has been stored yet and the speed is not yet controlled.

Starting control

1. While driving, press the **SET/–** → Fig. 115 (C) button.

   The CCS stores and regulates the current speed.

Adjusting the speed

You can set the stored speed using the buttons while the cruise control system is regulating:

+ 1 km/h (1 mph)**:** Briefly press the **RES/+** → Fig. 115 (A) button.

- 1 km/h (1 mph)**:** Briefly press the SET/− → Fig. 115 Ⓒ button.

Press and hold the corresponding button to continuously change the stored speed. The vehicle adapts the current speed by accelerating or reducing acceleration. The vehicle is not actively braked.

Cancelling control

1. Move switch → Fig. 115 Ⓑ to CANCEL position.

   Or: Depress the brake pedal.

   The speed is stored in the memory.

Restarting control

1. Press the RES/+ button → Fig. 115 Ⓐ.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

1. Move switch → Fig. 115 Ⓑ to position OFF.

   The cruise control system is switched off and the stored speed is deleted. ◁

Operating CCS via the multi-function steering wheel

Please refer to ⚠ at the start of the chapter on page 121.

Fig. 116 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed has been stored yet and the speed is not yet controlled.

Starting control

1. While driving, press the SET button.

   The CCS stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph)**:** Briefly press the + button.

- 1 km/h (1 mph)**:** Briefly press the − button.

+ 10 km/h (5 mph)**:** Hold down the + button.

- 10 km/h (5 mph)**:** Hold down the − button.

The vehicle adapts the current speed by accelerating or reducing acceleration. The vehicle is not actively braked.

Cancelling control

1. Briefly press the CNL or button.

   Or: Depress the brake pedal.

   The speed is stored in the memory.

Restarting control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

1. Press the button.

   The cruise control system is switched off and the stored speed is deleted. ◁

Troubleshooting

Please refer to ⚠ at the start of the chapter on page 121.

Fault in cruise control system

Malfunction. The indicator lamp lights up.

1. Switch off the CCS and go to a suitably qualified workshop.

Control is interrupted automatically

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— The driver has not selected a position for driving forwards.

— Brake support systems, e.g. TCS or ESC, have performed a control intervention.

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop. ◁

Parking and manoeuvring

Parking the vehicle

Stopping the vehicle

1. Stop the vehicle on a suitable surface → ⚠, → ⓘ.
2. Depress and hold the brake pedal until the engine has stopped.
3. On vehicles with a manual gearbox, either *fully* depress or disengage the clutch.
4. If the vehicle has an automatic gearbox, move the selector lever to position **P**.
5. Always pull up the handbrake as far as it will go and check the effect of the handbrake. The centre armrest is then considerably raised.
6. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
7. Stop the engine and switch off the ignition.
8. Take your foot off the brake pedal.
9. Turn the steering wheel slightly if necessary to engage the steering lock.
10. With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.
11. Get out and make sure that all occupants, in particular children, leave the vehicle → ⚠. Also watch out for other road users.
12. Take all vehicle keys with you when you leave the vehicle.
13. Lock the vehicle.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel, oil.

⚠ WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- When parking, observe the specified order.
- Make sure that the handbrake is applied securely.

- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could release the handbrake, move the selector lever or gearshift lever and thus set the vehicle in motion.
- Never leave children, people requiring assistance or animals in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.

NOTICE

The vehicle may be damaged if you leave and park the vehicle incorrectly.

- Always pull the handbrake up as far as it will go and check the effectiveness of the handbrake to prevent unexpected vehicle movements when the vehicle is parked.
- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle. Always exercise caution when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system could be damaged. Take care when driving over dips in the road, driveways, ramps, kerbs and other objects.

NOTICE

If the ground is uneven, sandy or muddy, the vehicle cannot be parked safely and can become damaged.

- Always park the vehicle on a stable, level surface.

Please adhere to relevant legislation when stopping and parking your vehicle. ◁

Handbrake

Using the handbrake

Fig. 117 Between the front seats: handbrake.

Applying the handbrake

Depending on the vehicle load or trailer load, pull up the handbrake lever with force and latch it. The maximum effect of the brake is achieved when the handbrake lever is pulled up as far as it will go. The centre armrest is then considerably raised.

Always check whether the maximum effect of the handbrake is reached.

1. Depress and hold the brake pedal.
2. Pull the handbrake lever up firmly with the lock button pressed → Fig. 117.
3. Remove your foot gradually from the brake pedal and be ready to apply the brake.
4. If the vehicle still moves, pull up the handbrake more and repeat the procedure.

When the ignition is switched on, the indicator lamp in the instrument cluster lights up red → ⚠.

Releasing the handbrake

1. Pull the handbrake lever up slightly and press the lock button.
2. Guide the handbrake lever down whilst the lock button is pressed.

WARNING

Incorrect use of the handbrake can cause accidents and serious injuries.

- Always apply the handbrake firmly when you park the vehicle. The red indicator lamp (!)

lights up as soon as the handbrake is applied lightly and does not hold the vehicle securely.

- Never use the handbrake to brake the vehicle, except in an emergency. The braking distance is considerably longer as only the rear wheels are braked in some cases. Always use the foot brake.
- Never drive the vehicle with the handbrake lightly applied. This can overheat the brakes and adversely affect the brake system. It can also cause premature wear to the rear brake pads.
- Never press the accelerator if a drive position or gear has been selected and the engine is running while the handbrake is applied. The vehicle could move even if the handbrake is applied.

WARNING

A handbrake that is not pulled up sufficiently may lead to undesirable vehicle movements and cause accidents or severe injuries.

- Always pull up the handbrake as far as it will go and then take your foot off the brake pedal in a controlled manner. If the vehicle or vehicle and trailer continue to roll away, pull the handbrake again to tighten it further.
- Do not rely only on the braking effect of the handbrake. In vehicles with an automatic gearbox, move the selector lever to the **P** position. In vehicles with a manual gearbox, switch off the engine and select first gear. This is particularly applicable at uphill or downhill gradients.

NOTICE

Failure to pull up the handbrake sufficiently may lead to unwanted vehicle movements and cause damage to the vehicle.

- Always pull up the handbrake as far as it will go and then take your foot off the brake pedal in a controlled manner. If the vehicle or vehicle and trailer continue to roll away, pull the handbrake again to tighten it further.
- Do not rely only on the braking effect of the handbrake. In vehicles with an automatic gearbox, move the selector lever to the **P** position. In vehicles with a manual gearbox, switch off the engine and select first gear. This is particularly applicable at uphill or downhill gradients.

NOTICE

The vehicle may move a few centimetres forwards or backwards if the handbrake is not applied fully when the vehicle is stationary and the brake pedal is released when the selector lever is in position **P**.

An acoustic warning is given if the vehicle is driven faster than approximately 6 km/h (4 mph) with the handbrake applied. ◁

General information about the parking systems

Safety information

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits → ⚠.

— The sensors or cameras may not detect some objects, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, and tailboards or boot lids that are open or being opened.

— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— It may be difficult or impossible to see objects such as narrow posts or railings on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Make sure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of view. The camera image can be inaccurate for estimating the distance from persons or obstacles and could cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

NOTICE

If an ultrasound sensor fails, the corresponding ultrasound sensor group area is switched off and cannot be reactivated until the fault has been rectified. Consult a suitably qualified workshop in the event of a system fault. Volkswagen Commercial Vehicles recommends a Volkswagen Commercial Vehicles dealership for this.

Volkswagen Commercial Vehicles recommends that drivers practise using the parking systems in a traffic-calmed area or car park to allow them to familiarise themselves with the systems and their functions. ◁

Prerequisites

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

✓ The doors and the tailboard are closed.
✓ Exterior mirrors are not folded in.
✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.
✓ The surrounding area has a flat surface.
✓ The vehicle does not have a heavy load at the rear or on one side.
✓ The engine is running.
✓ Brake support systems are switched on.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation. ◁

Displays in the Infotainment system

The range of possible settings depends on the country, the device and the vehicle's equipment.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached at the latest when the penultimate segment is displayed. **Do not drive on!**

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

General displays

Mute signal tones.

Adjusts brightness, contrast and colour.

Show display.

Hide display.

Close current display and end function.

The following also applies to vehicles with Park Distance Control

Switch to rear view camera system.

Red-coloured image area: Obstacle close to the vehicle. **Vehicle is at risk. Brake.**

Yellow-coloured image area: Obstacle in the vehicle's path. **Vehicle is at risk. Adjust the steering wheel angle.**

Grey-coloured image area: Obstacle outside the path of the vehicle or faulty sensor area.

! System fault in the monitored area (depending on equipment level). The colour may vary.

The following also applies to vehicles with rear view camera system

Switch to Park Distance Control.

Red line: boundary or safety clearance. The horizontal red line ends approximately 0.4 metres behind the vehicle on the road.

Green lines: Limitations.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

All of the reversing camera's guiding lines are hidden when the factory-fitted towing bracket is connected electrically to a trailer. The same applies when the tailboard where the camera is installed is open. ◁

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met.

— The sensors or the camera are dirty or iced-up.

— The camera lens is not clean and the camera image is unclear.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— Only the scanned area to the front of the vehicle is shown on the Infotainment system display in vehicles with a factory-fitted towing bracket and a trailer with an electrical connection to the vehicle.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the ! symbol and a grey image segment ❑ in the Infotainment system. The parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether one of the listed causes is present.
2. Switch the system on again once you have rectified the source of the fault.
3. If the problem persists, go to a correspondingly qualified workshop. ◁

Park Distance Control

Introduction

The Park Distance Control assists the driver when manoeuvring and parking.

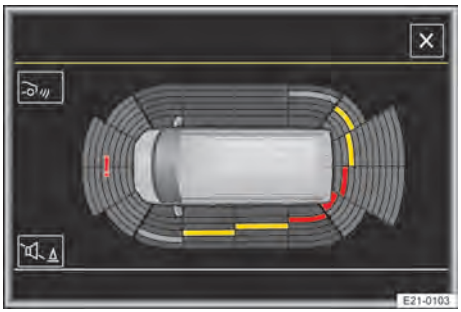

Fig. 118 In the Infotainment system: obstacle detection for Park Distance Control (illustration).

How the system works

Park Distance Control detects the distance from an obstacle by means of sensors in the rear and front areas of the vehicle.

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals → Fig. 118. The closer the vehicle drives towards an obstacle, the closer the segment will move towards the vehicle as shown on the display → ⓘ.

Also observe the information on the screen displays of the parking systems.

Acoustic signals

An intermittent acoustic signal is given if a sufficiently short distance between the vehicle and an obstacle is detected. The shorter the distance, the shorter the intervals. The acoustic signal will sound continuously if the obstacle is very close. **Do not drive on!**

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

ⓘ *NOTICE*

The collision area has been reached at the latest when the penultimate segment is displayed. **Do not drive on!**

ⓘ *NOTICE*

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed. ◁

Switching Park Distance Control on and off

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 127.

Fig. 119 In the centre console: button for switching the Park Distance Control on or off (with some equipment levels).

Switching on Park Distance Control

1. Press the P → Fig. 119 button.

The Park Distance Control switches on automatically if the reverse gear is engaged.

Switching off Park Distance Control

1. Press the P button.

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

Or: the selector lever is moved to position **P**. ◁

Rear view camera system

🕮 Introduction

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines support the view to the rear.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

You should practise parking with the rear view camera system in a traffic-calmed area or car park with good visibility and weather conditions, so that you can familiarise yourself with the system, orientation lines and guiding functions in a safer environment. ◁

Switching the rear view camera system on and off

Please refer to ⚠ at the start of the chapter on page 128.

Switching on the rear view camera system

1. Select reverse gear.

Switching off the rear view camera system

1. Select a forward gear. ◁

Parking perpendicular to the road

Please refer to ⚠ at the start of the chapter on page 128.

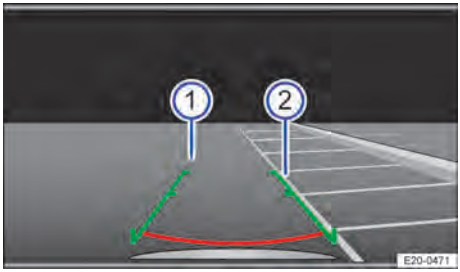

Fig. 120 Infotainment system screen display: Choose parking space.

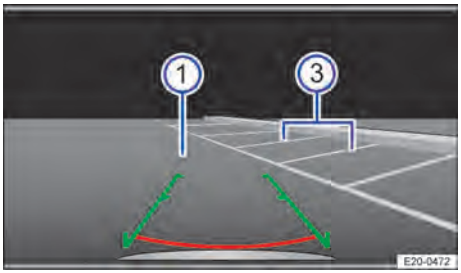

Fig. 121 Infotainment system screen display: Drive towards the selected parking space.

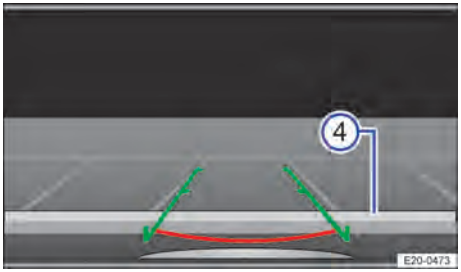

Fig. 122 Infotainment system screen display: Align the vehicle in the parking space.

① Road.
② Selected parking space.
③ Lateral boundaries of selected parking space.
④ Rear limit of the parking space.

Parking using the rear view camera system

1. Position the vehicle in front of the parking space → Fig. 120 ②.
2. Select reverse gear.
3. Reverse slowly and steer the vehicle so that the lateral lines lead into the selected parking space ②. The lines must correspond to the lateral boundary lines of the parking space → Fig. 121 ③.
4. Stop when the horizontal line reaches the rear limit → Fig. 122 ④.

The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space. ◁

Brake support systems

Information on brake support systems

The brake support systems can assist the driver in critical driving or braking situations. The driver is responsible for driving safety → ⚠.

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the systems. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if you are driving too close to the vehicle in front.
- Always use suitable tyres. The driving stability depends on the tyre grip.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the same tyres.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up continuously, there is a fault. Go to a correspondingly qualified workshop immediately.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to modifications made to the suspension and the use of non-approved wheel and tyre combinations.

- Have conversions and modifications to your vehicle carried out only by a correspondingly qualified workshop.
- Always use suitable tyres. The driving stability depends on the tyre grip.

Electronic Stability Control (ESC)

ESC control intervention to reduce the risk of skidding and improve driving stability → ⚠. The indicator lamp flashes yellow.

Adapting the ESC for use off-road

In order to adapt the ESC function for off-road driving, press the off-road button in the centre console or select four-wheel drive low (4X4 LOW).

— At speeds below 50 km/h, the ESC intervenes a little later if the vehicle is understeering.

— At speeds below 70 km/h, the ESC intervenes slightly later if the vehicle is oversteering.

Make sure that ESC is switched back on again once traction is sufficient.

Traction control system (TCS)

TCS control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills → ⚠.

The TCS will be adapted for off-road driving by pressing the off-road button in the centre console or by engaging the four-wheel drive low gear range (4X4 LOW). At speeds under 70 km/h, the TCS then reacts slightly later.

Anti-lock brake system (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can still be steered → ⚠.

Anti-lock brake system for offroad use (offroad ABS)

Offroad ABS improves the vehicle's braking performance on loose surfaces. When the offroad ABS is switched on, the indicator lamp lights up in the instrument cluster. Offroad ABS is part of the off-road function.

Switching offroad ABS on

1. Press the button in the centre console.

   Or: Switch on the all-wheel drive low gear range (4X4 LOW).

Switching offroad ABS off manually

1. Press the button in the centre console.

Switching offroad ABS off automatically

— The anti-lock brake system or ESC detects a critical driving situation.

Brake assist system (BAS)

BAS can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation.

If you reduce the pressure on the brake pedal, the brake assist system will switch off the brake servo function.

Electronic differential lock (EDL)

EDL brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

The EDL switches off automatically under unusually heavy loads to prevent the brake from overheating. The EDL switches back on again automatically as soon as the brake has cooled down.

The EDL is adapted for offroad driving in the all-wheel drive low gear range (4X4 LOW).

Automatic Post-Collision Braking System

In the event of a collision, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding, and the danger of secondary collisions, through automatic braking.

The Automatic Post-Collision Braking System functions only for collisions that are detected as a collision by the airbag control unit.

The vehicle is braked automatically if the required systems have not been damaged in the collision and have remained functional.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, for example by second stage manufacturers. On vehicles with add-ons or modifications, the correct operation of system can then be impaired or adjusted.

- Have the correct operation of the systems confirmed by the second stage manufacturer.

Switching the TCS on and off

Fig. 123 In the centre console: button for switching TCS on and off manually.

Driving situations

The traction control system (TCS) can be switched off in situations where insufficient traction is achieved:

— When driving in deep snow or on loose surfaces.

— When rocking the vehicle backwards and forwards to free it from mud.

When the driving situation no longer exists, the TCS should be switched back on fully.

Switching the TCS on and off

1. Press the button → Fig. 123 to switch the TCS on and off.

OFF TCS switched off manually. The indicator lamp lights up yellow.

Troubleshooting

Brake fluid level is too low

The indicator lamp lights up red.

STOP Do not drive on!

1. Seek expert assistance immediately.

Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

1. Go to a correspondingly qualified workshop.

   The vehicle can be braked without the anti-lock brake system.

Together with the TCS/ESC indicator lamp when all-wheel drive 4X4 LOW has been activated and the differential lock is engaged: ABS and TCS/ESC switched off.

TCS control intervention

Indicator lamp flashes yellow.

Together with the all-wheel indicator lamp : TCS deactivated.

Indicator lamp lights up yellow: On vehicles with manual gearbox, together with the ABS indicator lamp when all-wheel drive 4X4 LOW has been activated and the differential lock is engaged: ABS and TCS/ESC switched off.

ESC fault

Indicator lamp lights up yellow. ESC was switched off.

1. Switch the ignition on and off.
2. Drive a short distance at a speed of 15–20 km/h (9–12 mph) if necessary.
3. If the indicator lamp continues to light up, go to a suitably qualified workshop.

Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are regulating.

1. Continue to apply the necessary amount of brake pressure, and steer the vehicle when required.

Unexpected reduction in engine power

Faults can occur in the ESC and TCS systems if the four wheels have different types of tyres.

Any differences in the rolling radius of the tyres can cause the system to reduce engine power unexpectedly.

WARNING

The control function of the ABS may have failed if the brake warning lamp lights up together with the ABS indicator lamp . This can cause the rear wheels to lock quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest correspondingly qualified workshop in order to have the brake system tested.
- Avoid sudden braking and driving manoeuvres.
- The ABS is not working properly if the ABS indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without ABS). The protection provided by ABS is no longer available. Go to a correspondingly qualified workshop as soon as possible. ◁

Practical equipment

Stowage

Introduction

Only use stowage compartments to stow light or smaller objects.

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.

WARNING

An open glove box can increase the risk of serious injury in the event of an accident or sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

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

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

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or crack in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle. ◁

Stowage compartment in the centre armrest

Please refer to ⚠ and ⓘ at the start of the chapter on page 133.

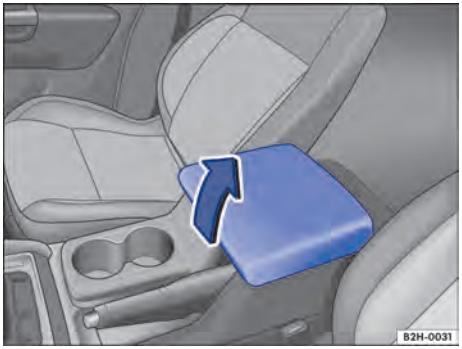

Fig. 124 Stowage compartment in the front centre armrest

The centre armrest may be fitted with a stowage compartment.

Opening the centre armrest

1. Pull the centre armrest all the way up in the direction of the arrow → Fig. 124.

Closing the centre armrest

1. Push the centre armrest down against the direction of the arrow → Fig. 124.

WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartments in the centre armrest closed while the vehicle is in motion.

WARNING

Transporting a person or a child on the centre armrest can lead to accidents and severe or fatal injury.

- Never transport an adult or child on the centre armrest. ◁

Storage compartment in the headliner (glasses compartment)

Please refer to ⚠ and ⓘ at the start of the chapter on page 133.

You can use the stowage compartment in the roof to store glasses or other items.

Opening the glasses compartment

1. Press and release the button.

Closing the glasses compartment

1. Push the cover upwards and engage it in position.

The stowage compartment must be closed when you lock the car to guarantee that the interior monitor will work properly. ◁

Other stowage areas

Please refer to ⚠ and ⓘ at the start of the chapter on page 133.

Other stowage areas:

— In the centre of the dash panel, at the top.

— If fitted, in the top of the dash panel on the front passenger side.

— In the front centre console.

— In the door trims (front and rear).

— **Coat hooks** on the rear roof grab handles and, if fitted, on the B pillars.

WARNING

Hanging up items of clothing can restrict the driver's field of vision and cause accidents and serious injuries.

- Always hang items of clothing on the coat hook in such a way that they do not restrict the driver's field of vision.
- Use the clothes hook in the vehicle only for transporting light items of clothing. Never leave any heavy, hard or sharp objects in the pockets. ◁

Ashtray and cigarette lighter

Introduction

WARNING

Improper use of the cigarette lighter or the ashtray could cause fires, burns and other serious injuries.

- The cigarette lighter must always be used properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other items that may cause a fire in the ashtray. ◁

Cigarette lighter

Please refer to ⚠ at the start of the chapter on page 134.

Fig. 125 In the lower part of the centre console: cigarette lighter (with some equipment levels).

A cigarette lighter is located in the lower part of the centre console.

1. With the ignition switched on, press in the knob on the cigarette lighter.
2. Wait for the button to pop out.
3. Pull out the cigarette lighter and use.
4. Insert the cigarette lighter back into the socket.

The cigarette lighter socket can also be used as a 12-volt socket.

Depending on the vehicle equipment, there may be a filler plug in the socket. If this is the case, the symbol will be different to that shown in the diagram → Fig. 125. You can still use the socket as a 12-volt socket. ◁

Sockets

Introduction

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers, to the 12-volt socket for charging.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine. When the start/stop system automatically switches off and restarts the engine, it is not necessary to switch off any connected electrical devices.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices!

Do not leave the engine to run when the vehicle is stationary.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics. ◁

12-volt sockets

Please refer to ⚠ and ⓘ at the start of the chapter on page 135.

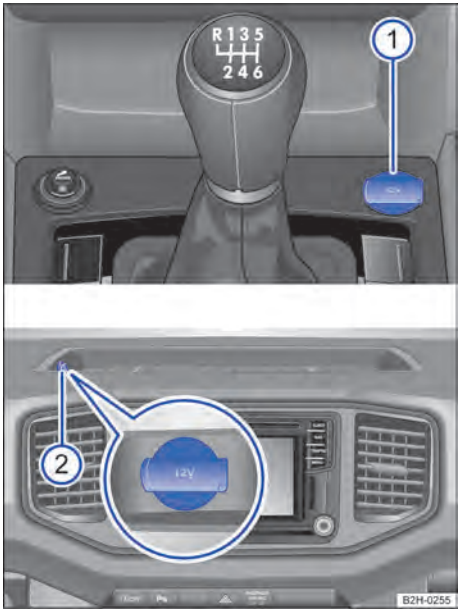

Fig. 126 12-volt sockets in the front.

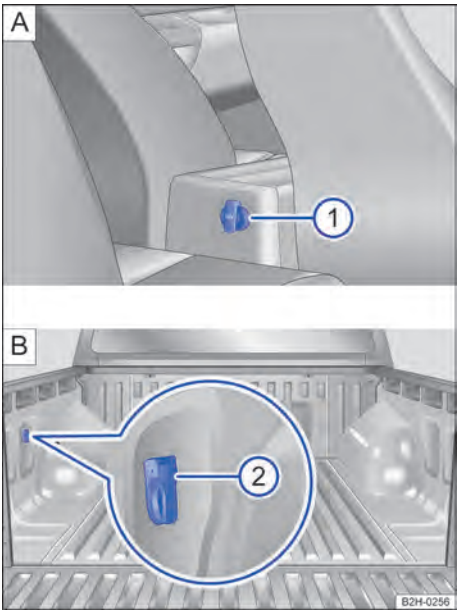

Fig. 127 12-volt sockets in the rear.

Maximum power rating

Electrical socket	Maximum power rating
12-volt	120 watts

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

If two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 190 watts → page 136.

12-volt socket

Electrical equipment can be connected to the 12-volt sockets in the vehicle.

Using electrical appliances with the engine switched off and the ignition switched on will drain the battery. Therefore only plug electrical consumers into the sockets when the engine is running.

To avoid damage from voltage fluctuations, switch off connected electrical equipment before switching the ignition on or off and before starting the engine.

Depending on the vehicle equipment level, 12-volt sockets can be found in the following locations in the vehicle:

— In the front centre console → Fig. 126 (1).

— In the stowage compartment in the dash panel → Fig. 126 (2).

— In the rear centre console → Fig. 127 (1).

— In the left-hand side panel of the loadbed → Fig. 127 (2).

NOTICE

- Observe the operating instructions of the connected devices.
- Never exceed the maximum power rating as this could damage the whole vehicle electrical system.
- Only use accessories that have been approved in accordance with valid guidelines concerning electromagnetic compatibility.
- Never feed electrical current into the 12-volt socket.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics. ◁

Electronic voice enhancer

Introduction

The Voice Enhancer makes communication between all vehicle occupants easier, even at high speeds. The driver can communicate with the occupants in the passenger compartment with out having to turn around or speak loudly.

The voice signals from the driver are recorded via a microphone in the roof. The signals are then amplified and mixed with the current radio or media playback before being output through the rear loudspeakers of the Infotainment system. Background noise is not transferred. ◁

Operating the voice enhancer

Fig. 128 Screen display in the centre console: Function button for opening the Voice Enhancer.

Switching on and off

1. Turn the volume control on the activated Infotainment system.
2. To access the **Sound settings** menu directly, tap the function button with the Voice Enhancer symbol in the top right of the screen → Fig. 128 (1).
3. To switch off the Voice Enhancer, select the **Voice Enhancer** menu option and move the volume slider all the way to the left.
4. To switch on the Voice Enhancer, move the slide control from the left position towards the right to the desired volume.

This setting is retained even after the ignition has been switched off and on.

Setting the volume

1. Turn the volume control on the activated Infotainment system.
2. To access the **Sound settings** menu directly, tap the function button with the Voice Enhancer symbol in the top right of the screen → Fig. 128 (1).
3. Select the **Voice Enhancer** menu option and set the slider to the required volume.

This setting is retained even after the ignition has been switched off and on. ◁

Mobile online services

Cyber security

Cyber security refers to measures designed to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units.

What are connectivity components?

Control units for data transmission, control units with data transmission with built-in interfaces, standalone interfaces and media and diagnostic connections are all connectivity components which are used to transmit information and data between the vehicle and external devices or the internet. Not all vehicles are fitted with connectivity components.

Connectivity components are the key locations for cyber security. Connectivity components are also equipped with security mechanisms designed to minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic socket.
— Mobile phone interface.
— Media Control.
— App-Connect.
— Wi-Fi hotspot.
— Bluetooth® interface.
— USB port.
— AUX-IN socket.
— CD and CD/DVD drive.
— SD card slot.
— SIM card slot.
— NFC radio technology.

Security mechanisms

The software and security mechanisms in the vehicle are subject to continuous further development. As with computers and mobile telephone operating systems, the software and security mechanisms in the vehicle can also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles.

⚠ WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units

and vehicle functions. This can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Go to the nearest suitably qualified workshop.

Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones.

Minimising risk

You can also take your own steps to minimise the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth devices and mobile telephones in the vehicle than do not contain manipulated data or malware.

— Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider. ◁

Composition Touch II

Unit overview

Fig. 129 Control overview

1. **Display:** touchscreen.
2. **Shortcuts:**
3. **Phone:** press to open the phone interface.
4. **Volume:** press to adjust the volume.
5. **Menu:** press to access function buttons.
6. **Function buttons:** press to execute the function.
7. **Status and clock icons:** press to set the date and time. If connected, status of the Bluetooth® connection, phone battery status, and mobile network signal information.

Depending on the vehicle version, the radio may not be available.

The unit is provided in different variations, distinguished by the unit's button functions and lettering. ◁

Radio

Introduction to the subject

Follow the national rules and legal provisions when using the radio.

Other additional electric devices connected to the vehicle may interfere with the receipt of the broadcast radio signal and cause noises in the speakers.

Parking lots, tunnels, tall buildings or mountains may interfere with unit signal reception.

Metal-coated stickers or films may hinder reception in vehicles with windscreen aerials. ◁

Unit operation

Fig. 130 Main menu: radio.

Open the main menu

Press the Radio button.

Tune into stations

Select a frequency range FM/AM.

To choose a station, press the ⏮ / ⏭ arrow buttons to browse through available stations.

Store stations

The currently tuned in radio station is displayed in the centre of the display.

To store a station, turn into the station and press the ♡ button. The stored station will appear in a position on the bottom of the display. Briefly press the button to access the station.

Delete stored stations

To delete a saved station, press ♡ button. ◁

Media

Introduction to the subject

"**Media sources**" are referred to as audio sources that contain audio data in different data storage units, such as external MP3 Players or audio files.

These audio files can only be played by the respective units or through the respective radio system's audio input ports/interfaces (USB port or Bluetooth® interface).

Copyrights

Audio and video files stored in data media may be subject to applicable national and international copyright and data protection laws. Legal provisions must be followed.

Volkswagen takes no responsibility for damaged or lost files. ◁

Database and file prerequisites

Supported listed file formats are simply referred to as "audio and video files".

Media source	File system	Playing requirements
Data storage unit specified as per USB 2.0	FAT16, FAT32, NTFS, exFAT, Ext3 and Ext4	– Audio files MP3 (mp3), WMA (.wma), WAV (.wav), FLAC (.flac), AAC (.aac), and M4a. – Video files MOV (.mov), MP4 (.mp4), and MKV (.mkv) (H.264). – At most 2,000 elements per folder level. – Max. 20,000 audio and video files per data storage unit. In FAT32, it supports up to 16GB of storage.
Audio file reproduction via Bluetooth®[a].		– External Media Player must support Bluetooth® A2DP profile.
External audio source playback via the USB port.		– External data media in the USB .

[a] Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

Volkswagen may not be held liable for damaged or lost files in data media. ◁

Media operation:

Fig. 131 Main menu: Media (schematic representation).

Select media

Press the desired media source button. The following media sources are available:

- **USB Music**: external data storage unit in the USB port.
- **Bluetooth media:** Bluetooth® audio.
- **USB Video**: external data storage unit in the USB port.

Basic functions

- To browse through media tracks, press the ⏮ / ⏭ buttons.
- To stop playing media, press ⏸.
- To resume playing, press the ▶ button.
- You can select artists, albums, and songs to access a catalogue of music stored on your device.

Random mode

Random audio playback.

Repeat mode

To repeat all tracks, select 🔁.

To repeat only the current track, select 🔂.

Advance

To rewind or advance the videos by 10 seconds, select the ⟲15 or ⟳15 button.

NOTICE

The screen is blocked for video playback and games while driving. ◁

Connect

Bluetooth®

Fig. 132 Connect via Bluetooh.

Fig. 133 Phone function.

Connection via Bluetooth®

- To connect Bluetooth®, press the Bluetooth Media button.
- Select the Connect Device button.
- The radio unit will automatically search for devices available (turn on Bluetooth® visibility in on your device). For more information, refer to the audio device's instruction manual.
- To establish a connection, select the name of the device to connect. Compare the code shown on the radio display and the code shown on the mobile phone. If the code matches, confirm the code to connect.
- To define the function on the device, select the phone button 📞 to use phone functions and select the media button ♫ to use media functions .

Bluetooth® audio function

To activate Bluetooth® audio mode; after connection, audio files from an audio source connected via Bluetooth® (e.g. mobile phone) will be played on the vehicle's loudspeakers.

After connecting to a Bluetooth® audio source, follow the functions in the Bluetooth Media menu.

Telephone function

Phone menu displays depend on the functions available on the used mobile phone model. There may be differences.

To enable Bluetooth® phone mode, the phone button must be active after connecting. In this mode, the user can access phone contacts, make and receive calls using the vehicle's loudspeakers.

Receiving phone calls:

— Press to receive a phone call.

Making phone calls:

— In the phone function, enter the number to call and press .

— Or access your contact book via the Contacts button and select the contact you want to make the call.

— To search through the contact list, press the Search button and in the top bar, type the name you want to search for.

During a phone call:

— Press to mute the microphone during a phone call. Press again to unmute the microphone.

— Press to open the keypad.

— To end a call on hold, press the hang up button .

Up to 1,000 contacts can be synchronized via Bluetooth® connection. ◁

Apple CarPlay™

Apple CarPlay™ Menu

Fig. 134 Apple CarPlay™ menu (schematic representation).

Establish connection

To use Apple CarPlay™ the mobile phone **must** support Apple CarPlay™.

Depending on the mobile phone used, it is only possible to connect via the USB cable.

End connection

— To finish the connection, remove the USB cable.

Features

During an active Apple CarPlay™ connection, the following features are enabled:

— When connected with a USB cable, Bluetooth connections between mobile devices and the radio are **not** possible.

— Phone functions are possible through Apple CarPlay™ and through the radio's phone function.

— Apple CarPlay™ functions may be limited while driving.

— An active Apple CarPlay™ device cannot be used as a media device.

— Navigation routes are not shown on the instrument cluster display.

NOTICE

Apple CarPlay™ is a software platform from Apple that allows you to access certain applications and features on your mobile phone through your car's Infotainment System touchscreen or mobile phone's voice assistants. Once connected, Apple CarPlay™ mirrors a simplified version of the mobile phone interface optimized for driving. All the generated image and displayed functionalities are controlled by the mobile phone itself in this situation. Therefore, any situation that influences the performance of the mobile phone will directly affect the performance on the Infotainment screen, causing the impression that the Infotainment is faulty, when in fact the functions controlled by the vehicle are operating normally.

For more information, refer to the mobile device's instruction manual. ◁

Android Auto™

Android Auto™ Menu

Fig. 135 Android Auto™ Menu.

Establish connection

To use Android Auto™ the mobile phone **must** support Android Auto™.

Depending on the mobile phone used, it is only possible to connect via the USB cable.

Depending on the mobile phone used, an adequate application must be installed to use Android Auto™ on the device.

Press the radio button to access Android Auto™ functions.

To access radio controls, press the home screen shortcut.

End connection

— Remove the USB cable.

— To return to the home screen, press.

Features

During an active Android Auto™ connection, the following features are enabled:

— Bluetooth connections between mobile devices and the radio are **not** possible.

— Telephone functions are possible via Android Auto™.

— Simultaneous phone calls via Android Auto™ and via the radio are **not** possible.

— An active Android Auto™ device cannot be used as a media device on the menu.

— Navigation routes are not shown on the instrument cluster display.

NOTICE

Android Auto™ is a software platform from Google that allows you to access certain applications and features on your mobile phone through your car's Infotainment System touchscreen or mobile phone's voice assistants. Once connected, Android Auto™ mirrors a simplified version of the mobile phone interface optimized for driving. All the generated image and displayed functionalities are controlled by the mobile phone itself in this situation. Therefore, any situation that influences the performance of the mobile phone will directly affect the performance on the Infotainment screen, causing the impression that the Infotainment is faulty, when in fact the functions controlled by the vehicle are operating normally.

For more information, refer to the mobile phone's Instruction manual. ◁

Settings

Introduction to the subject

The range of possible settings depends on the country, unit, and the vehicle's version. ◁

Audio

It is possible to adjust the sound coming from audio sources, to adjust the frequency gains, balance and effects on the speakers, access the Audio menu using the function buttons.

Equalizer

Adjust the sound characteristic. You can set a preset equalization (Rock, Pop, Classic, Jazz, Vocal and Flat) or manually adjust the equalization according to your preference.

Balance

Adjust sound distribution. The grid shows the current point of balance of the sound inside the vehicle. To change the sound distribution, touch the desired position in the vehicle interior view. To centralize the sound distribution in the vehicle interior view, touch the Centre button.

Effects

Enable or disable dynamic bass boost and distortion monitoring and limiting in the tab. ◁

System settings

Fig. 136 Settings menu.

Open the Settings menu

— Press the button.

— Select the function for the area for which the settings are to be set. Changes are automatically applied after closing a menu.

Function button: effect
Bluetooth: Bluetooth® settings.
Bluetooth Status: make the Bluetooth® device visible or hidden.
Paired devices: shows the paired devices. Disconnect and connect individual Bluetooth® devices and Bluetooth® profiles.
Display: display settings.
Brightness: to display brightness settings.
Automatic brightness: automatic display brightness level.
Sound settings: make volume adjustments.
Media: establish media volume.
Notifications: establish volume of notifications.
Keyboard tones: enable and disable keyboard tones.
Ringtone sounds: enable and disable ringtone sound
System settings: perform system adjustments.
Date: perform date settings.
FM band: search for available stations in the current frequency band.
Software update: update the infotainment system software.
About Infotainment: display system information (restore factory settings, close applications, device number, hardware and software status).

Reset system

To reset the system, press the **Settings** button and in the **System Settings** menu, access the **About Infotainment** menu and press the Restore button under **Restore Factory Defaults.**

WARNING

Accidents and injuries can occur if the driver is distracted.

- Never proceed with settings while driving.

WARNING

Never reset the system while driving.

To make the best of the radio's features and optimal operation it is important that the date and time be correctly set. ◁

Navigation

Introduction to the Navigation topic

The current vehicle position is determined by the GPS (Global Positioning System) satellite. Vehicle sensors calculate driving routes and lengths. All measured values are equalized with the detailed material of the maps and in accordance with the stored way guide. With all available data, the radio works out an ideal route to the chosen destination.

Special destinations or addresses may be provided as travelling destinations (e.g. gas stations or hotels).

Voice navigation warnings and graphic illustrations on the navigation device and instrument cluster guide the driver to the selected destination.

Depending on the country, some functions of the radio are no longer selectable on the display as of a certain speed threshold. This is not a functional fault, but rather a legal obligation. ◁

Main navigation menu

To access GPS navigation, press the icon on the main screen or in the application menu.

Due to security regulations, whenever you launch the application, you will find a security message. It is important that you know these recommendations, read them and press "Yes" to use the GPS navigation function.

Navigation functions are only accessible when navigation data is available for the region currently travelled.

Search

— Enter address or name

Add house

— Choose location of the house

Recent destinations

Shows recent destinations made.

Current route

My locations

Add house

Recent destinations

Add job

Marked locations

My routes

Shows saved routes

Parking

Shows map with parking near your current location.

Gas station

Shows a map with a gas station near your location at the moment. ◁

Settings

Appearance

Screen

— Theme colour

— Switch to night colours when it gets dark

Route bar

— Arrival information

— Show remaining distance

— Show remaining time

— Switch between distance and time automatically

— *Show arrival information for*

— Final destination

— Next stop

— Route information

— Show current time

— Display large route bar if possible

Guidance view

— Show current street name

Orientation view style

— 3D

— 2D (in direction of travel)

Auto zoom

— Zoom in on the next turn

Based on road type

None

— Toggle for automatic map view

— Shows views for freeway exits

Voices

Choose a voice

Maps

Plan routes

If there is a faster route

— Always use the fastest route

— Ask me and I can choose

— Don't ask

Always plan this type of route

— Fastest route

— Shortest route

— More ecologically correct route

— Avoid highways

Avoid on every route

— Ferries/round trip car service

— Toll roads

— “Carpool” tracks

— Unpaved roads

Sounds and warnings

Type of notice

— Listen to

— Sounds

— Visual only

Warnings

— Traffic jam ahead

Units

Distance

— Kilometres (km)

— Miles & yards(mi/yd)

— Miles & feet (mi/p)

— Automatic

System
Your information and privacy

Help
About ◁

Transporting items

Stowing a load

Always observe legal requirements.
Depending on equipment, you can transport a load in the load compartment or on the loadbed , on a trailer , and on a load carrier system for the loadbed .

Stowing a load securely

— Always distribute any loads in the vehicle as evenly as possible.

— Stow luggage and heavy items in the load compartment or on the load bed and position them as far forward as possible → ⚠.

— Observe gross axle weight ratings and the gross vehicle weight rating.

— Secure items in the luggage compartment and on the loadbed to the fastening rings using suitable lashing, fixing and securing straps.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— Adjust the tyre pressure to suit the load. Observe the tyre pressure sticker.

— If necessary, adapt the tyre monitoring system to the new load level.

Using securing straps

— Follow the instructions for the securing straps.

— Observe specifications for maximum load rating.

— The securing straps must be long enough for the item you wish to secure.

Damaged securing straps

Never use the securing straps if:

— Damage to the warp and weft of the webbing (cuts or fraying) accounts for more than 10 % of the webbing.

— The seams are damaged.

— The webbing is deformed by friction or heat.

— The securing straps are cracked, especially if cracked across the strap, or if the straps have notches.

— The securing straps have splits or corrosion damage.

— There is damage to the tightening device and connection elements.

⚠ WARNING

Objects that are not secured or are attached incorrectly can cause serious injuries in the event of a sudden driving or braking manoeuvre or in an accident. This applies particularly if objects are struck by the airbag when activated and then flung through the vehicle interior. To reduce the risk of accidents, observe the following guidelines:

- Always stow all items securely in the vehicle.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface of the rear seat backrest when it is folded down, the load compartment cover or the dash panel.
- Always stow heavy objects directly on the load compartment floor.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never overload the vehicle. Both the payload and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the load compartment as far as possible in front of the rear axle.
- Loose objects in the load compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

WARNING

Securing straps that are incorrectly fastened, unsuitable or damaged may become detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing straps or securing straps.
- Attach securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never fix lashing straps or securing straps between the fastening rings in the side panel and the fastening rings in the vehicle floor.
- Never fix lashing straps or securing straps between opposite side walls.
- Never load the lashing straps and securing straps beyond their load rating.
- If necessary, observe the information sign on the side trim.
- Never use elastic straps or nets to tie down loads.
- Ensure that the load retains its form and position once it has been secured. Use sturdy packaging and anti-slip underlay for your load.

WARNING

When the vehicle is not in use or is not being supervised, always lock the doors to reduce the risk of severe or fatal injuries.

- Never leave children unattended, especially when the tailboard is open. Children could make their way into the load compartment, close the tailboard and be unable to get out. This can cause severe or fatal injuries.
- Never let children play in or around the vehicle.
- Never transport people on the loadbed.

WARNING

The styling bar and sports bar are not suitable for securing loads. Loads could fly around and cause accidents or serious injuries.

- Never secure objects to the styling bar or the sports bar.

NOTICE

Items that rub against the rear windows can damage or destroy the heating wires.

Appropriate retaining straps, securing straps and load securing systems are available from correspondingly qualified workshops.

The screw connections on the hardtop should be regularly checked at a qualified workshop, and retightened to the specified torque when necessary. ◁

Load compartment equipment

Fastening rings in rail system

Depending on the equipment level, there may be fastening rails on the side walls as well as on the floor of the loadbed.

Fastening rings (fittings) for buckle straps are provided.

Observe the maximum load rating of the fastening rings.

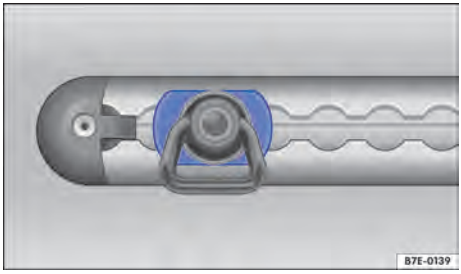

Fig. 137 In the luggage compartment: Fastening rail with fastening ring (illustration).

Inserting fastening rings in the fastening rails

1. Grasp the fastening ring at the side.
2. Insert the fastening ring into one of the round openings in the fastening rail and push up the sides of the fastening ring slightly.
3. Push the fastening ring into the fastening rail by applying gentle pressure.
4. Please ensure that the fastening ring has engaged securely. The sides of the fastening ring must be horizontal → Fig. 137.

Removing fastening ring from the fastening rail

1. Hold the sides of the fastening ring and lift the sides up slightly.
2. Push the fastening rings to an opening in the fastening rails so that it can be removed.

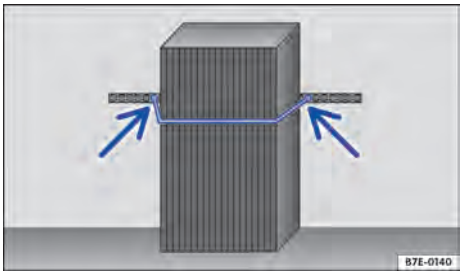

Fig. 138 In the luggage compartment: Securing the load to the side panels (illustration).

Secure the load on the fastening rails

Pass the buckle strap around the load → Fig. 138 so that the load cannot slip.

WARNING

Incorrect use of fastening rails on the side panels can cause severe or fatal accidents.

- The weight of the load secured to the side panel must not exceed 150 kg.
- Use only buckle straps with a maximum load rating of 150 daN (150 kg).
- Never use ratchet straps to secure loads to the side panels or partition walls.
- Secure the load to the fastening rails using only the appropriate fastening rings. Only these fastening rings can be securely engaged in the fastening rails.
- Secure the fastening rings to the fastening rails as close as possible to the load.
- Never fix a tensioning strap between the side panels or between a side panel and the load compartment floor or the partition panel. Only shoring beams may be fitted between the left and right-hand fastening rails. Observe the operating instructions provided by the manufacturer.
- Never use fastening rails with fastening rings to secure the load across the vehicle.

NOTICE

Remove the securing straps from the fastening rings before moving the rings. The fastening rings could otherwise be damaged.

Appropriate retaining straps, securing straps and load securing systems are available from correspondingly qualified workshops. ◁

Maximum load capacity of the fastening rings

Fastening rings	Permissible nominal tensile load
Fastening rings in rail system	150 daN

1 daN (decanewton) corresponds to 10 newtons. Varying country-specific requirements are met.

NOTICE

Observe the details on the maximum load capacity of the individual fastening points. In the event of full braking, forces act that can be many times higher than the weight of the load being transported. Always use multiple fastening points in order to distribute absorption of these forces and to ensure equal stress on each fastening point. ◁

Buckle straps

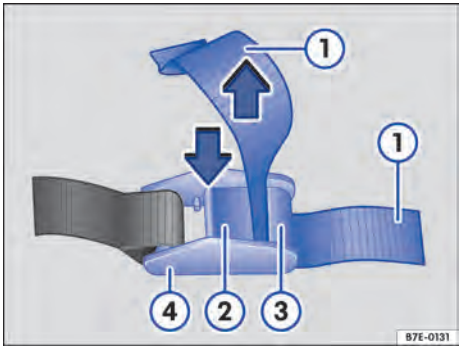

Fig. 139 Fastening the buckle strap.

Fastening the buckle strap

1. Check before tightening: The lever → Fig. 139 (2) must not be in contact with the load, any edges or protruding objects.
2. Press and hold the lever → Fig. 139 (2) on the buckle (4).
3. Feed the buckle strap → Fig. 139 (1) from the back to the front between lever (2) and rib (3).

4. Tighten the buckle strap → Fig. 139 (1) and release the lever (2).

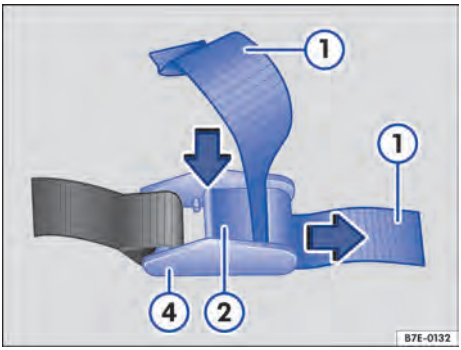

Fig. 140 Releasing the buckle strap.

Releasing the buckle strap

1. Before releasing the buckle strap, make sure the load cannot fall over.
2. Press the lever → Fig. 140 (2) and pull the buckle strap (1) out of the buckle (4).
3. Feed the buckle strap → Fig. 140 (1) from the back to the front between lever (2) and rib (3).
4. Tighten the buckle strap → Fig. 140 (1) and release the lever (2). ◁

Ratchet straps

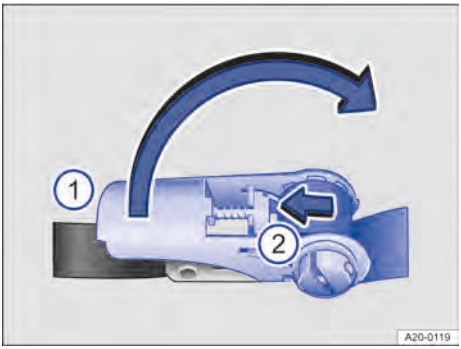

Fig. 141 Releasing and tightening the lever on the ratchet strap.

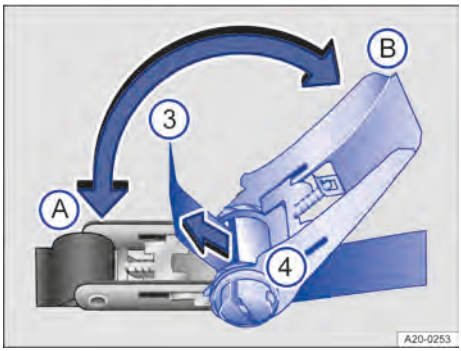

Fig. 142 Releasing and tightening the lever on the ratchet strap.

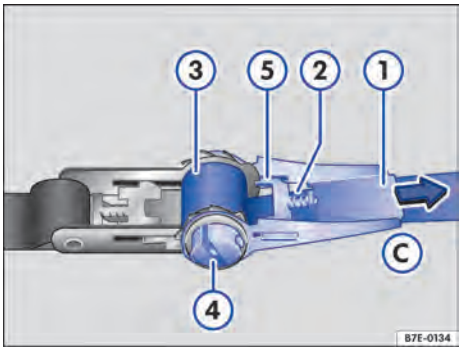

Fig. 143 Tightening the ratchet strap.

Tightening the ratchet strap

1. Press the slider → Fig. 141 (2) outwards in the direction of the arrow.
2. Pivot the lever → Fig. 141 (1) to position → Fig. 142 (B).
3. Pull the belt → Fig. 142 (3) from the rear through the slot in the spool (4) and tighten the belt.
4. Pivot the lever → Fig. 141 (1) back and forth alternately between positions → Fig. 142 (A) and (B) until the belt has wound itself around the spool two to three times → ⚠.
5. Press the slider → Fig. 141 (2) outwards and pivot the lever → Fig. 141 (1) to position → Fig. 142 (A). The ratchet is now closed and locked in position.

Releasing the ratchet strap

1. Before releasing the ratchet strap, make sure the load cannot fall over.
2. Press the slider → Fig. 143 (2) outwards.
3. Pivot the lever → Fig. 143 (1) to position (C) until the slider (2) engages in the end position (5). The spool (4) now rotates freely.
4. Pull the ratchet strap → Fig. 142 (3) out of the ratchet.

WARNING

Incorrectly fastened ratchet straps may get detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Wind the strap around the spool 2 - 3 times.
- Never use ratchet straps to secure loads to the side panels. ◁

Load space divider

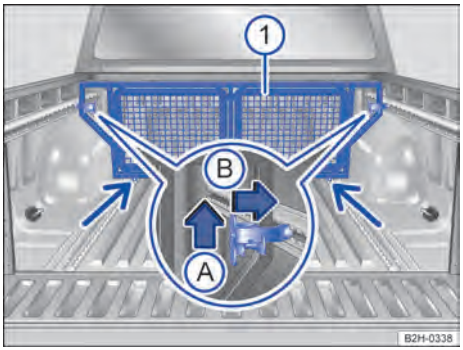

Fig. 144 On the load bed: Installing the load space divider.

The load space divider can help to prevent the payload from sliding around. The divider is secured to the side and bottom fastening rails → ⚠.

Installing the load space divider

1. Carefully place the load space divider → Fig. 144 (1) in the desired installation position → ⚠.
2. Align it vertically and at right angles to the longitudinal vehicle axis.
3. Insert the load space divider into the lower fastening rings → Fig. 144 (thin arrows).
4. Position the upper retaining pins above the corresponding opening in the side fastening rail.
5. Pull each locking lever upwards → Fig. 144 (arrow (A)) and press it outwards as far as it will go (arrow (B)).
6. Check to ensure that the load space divider is properly secured.

The maximum load capacity of the load space divider is 350 daN[1]. It can prevent slippage of payloads of up to 500 kg.

Removing the load space divider

1. Unlock the side retaining pins and carefully remove the load space divider.

WARNING

Incorrect use of the load space divider can cause serious or fatal accidents.

- Always install the load space divider as close to the load as possible.

NOTICE

To avoid damage to the vehicle, the load space divider should always be installed and removed with the help of a second person. ◁

Load carrier system for the loadbed

Loads can be attached securely only when the load carrier system is fitted correctly → ⚠.

Always secure the payload securely on the load carrier system. Always use suitable securing straps with the fastening rings to secure heavy items. Never exceed the vehicle's maximum payload. Both the payload and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle → ⚠.

Fastening the carrier system

Mount the carrier system in accordance with the supplied installation instructions.

Maximum permitted load

The maximum permitted load is **100 kg**.

Always find out the weight of the load to be transported and weigh it if necessary. Never exceed the maximum permitted load.

[1] 1 daN (decanewton) corresponds to 10 newtons.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

Checking the fittings

After the load has been attached, check the bolted connections and fastenings once you have travelled a short distance and then at regular intervals.

⚠ WARNING

Accidents and significant vehicle damage can occur if the maximum permitted load is exceeded.

- Never exceed the specified load, the maximum gross axle weight rating and the gross vehicle weight rating for the vehicle.
- Do not exceed the load rating of the load carrier system, even if the maximum load has not been reached.
- Secure heavy objects as far forward as possible and always distribute the load evenly.

⚠ WARNING

When transporting heavy or bulky objects on the load carrier system, the vehicle handling will change due to a shift in the centre of gravity and increased susceptibility to crosswinds.

- Always secure loads correctly using suitable and undamaged securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

NOTICE

- Always remove the load carrier system before driving through an automatic car wash.
- The height of the vehicle is changed by the installation of a load carrier system and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.

Driving with a load carrier system fitted increases air resistance and fuel consumption. ◁

Loadbed equipment

Fastening rings on the load bed

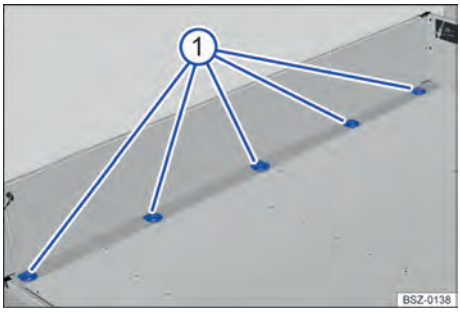

Fig. 145 On the load bed: fastening rings.

There are several fastening rings on the loadbed which can be used to secure loads → Fig. 145 (arrows). Depending on the vehicle equipment, folding fastening rings may be fitted.

Always secure the lashing net or the tarpaulin using all available fastening points. Ensure that the fastening hooks cannot open accidentally.

⚠ WARNING

Unsuitable or damaged lashing or securing straps could rip in the event of a braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing straps or securing straps.
- Attach securing straps securely to the fastening rings.
- Loose objects in the load compartment can suddenly slide and change the way the vehicle handles.
- Small and light objects should also be secured.
- Never secure a child seat using the fastening rings.

Suitable lashing, retaining or securing straps and load securing systems are available from qualified workshops. ◁

Maximum load capacity of the fastening rings

The maximum permissible nominal tensile load on the fastening rings is 400 daN.

1 daN (decanewton) corresponds to 10 newtons. Varying country-specific requirements are met.

Observe the values shown on the tailboards where applicable.

NOTICE

Observe the details on the maximum load capacity of the individual fastening points. In the event of full braking, forces act that can be many times higher than the weight of the load being transported. Always use multiple fastening points in order to distribute absorption of these forces and to ensure equal stress on each fastening point. ◁

Roof load carrier

Introduction

Depending on the model, the vehicle may be designed for fitting a roof load carrier.

Roof load carriers can be used to transport bulky items on the roof of the vehicle.

Please contact a qualified workshop if you are unsure whether a roof load carrier can be fitted to your vehicle.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.

Do not use or retrofit a roof load carrier if the vehicle is *not* approved for use with a roof load carrier.

Roof carriers *cannot* be fitted on vehicles that also have additional lighting factory-fitted on the vehicle roof.

WARNING

When transporting heavy or bulky objects on the roof load carrier, the way the vehicle handles will change due to a shift in the centre of gravity and increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

Fitting a roof load carrier that has not been approved for the vehicle or fitting a roof load carrier to a vehicle that is *not* approved for use with a roof load carrier can cause accidents and injuries.

- Use only roof load carriers that have been approved for the vehicle.
- Never fit a roof load carrier on a vehicle that has not been approved for use with a roof load carrier.
- If you fit a roof load carrier to such vehicles, it may work loose whilst the vehicle is in motion and fall off the vehicle roof.

NOTICE

Securing a roof load carrier of any kind to a vehicle that is not approved for use with a roof load carrier can seriously damage the vehicle. ◁

Securing roof load carriers

Please refer to ⚠ and ⓘ at the start of the chapter on page 153.

Special roof load carriers must be used to transport loads, bicycles, surfboards, skis and boats safely.

Securing the base carrier bars and load carrier system

Install the base carrier bars in accordance with the supplied installation instructions.

Your vehicle has points on the right and left on the roof for fitting the base carrier bars. Depending on the vehicle equipment level, either the points are visible or covered with the rain channel cover.

Use the vehicle key to turn the lock on the rain channel cover 90° anticlockwise. Then carefully pry the cover out of the rain channel.

Once you have fitted the base carrier bars, you can then secure the respective roof load carrier on them.

⚠ WARNING

Incorrectly attaching and using the mounts or roof bars and roof load carrier can cause the whole roof load carrier to fall off the roof. This can cause accidents and injuries.

- Use base carrier bars or roof bars and roof load carriers only when they are undamaged and fitted correctly.
- Always fit base carrier bars or roof bars and roof load carriers properly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carrier bars or roof bars only at the specified mounting points.
- Special roof load carriers for items such as bicycles, skis, surfboards, etc. must always be installed properly. Always observe the installation instructions provided by the manufacturer.
- Check that the roof load carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to base carrier bars, roof bars or the roof load carrier.

Loading the roof load carrier

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 153.

Maximum permissible roof load

The maximum permitted roof load is **100 kg**.

The roof load limit refers to the combined weight of the roof load carrier and the load carried on the roof → ⚠.

Make sure you are aware of the weight of the roof load carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof load carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the load carrier system which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof load carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof load carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

Notes on use

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 153.

Remove the roof load carrier in the following situations

— The roof load carrier is no longer needed.

— Before entering an automatic car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

ⓘ *NOTICE*

- Always remove the roof load carrier before driving through a car wash.
- Installing a roof load carrier and securing a load to it changes the height of the vehicle. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof load carrier and its load must not interfere with the roof aerial, glass roof and boot lid, depending on equipment.

When the roof load carrier is fitted, consumption increases due to the increased air resistance.

Towing a trailer

🕮 Introduction

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Swivel in or remove the ball coupling if there is no trailer, bicycle carrier or similar equipment mounted on it. This applies in particular if the number plate or the lighting on the rear of the vehicle are obscured by the unused ball coupling. Observe the country-specific regulations on the use of a ball coupling.

Vehicles with a start/stop system

If towing brackets that were **not** retrofitted by Volkswagen Commercial Vehicles are used, or if a towing bracket retrofitted by Volkswagen Commercial Vehicles is not detected for system-related reasons, the start/stop system must be deactivated manually using the button in the centre console **before** starting to tow a trailer and must remain deactivated for as long as a trailer is being towed → ⚠.

Trailer with lighting function check

You must not use any trailer equipped with a tail light or brake light that requires a function check of these lights for its approval. Please contact the trailer manufacturer for information on the type of approval that applies to your trailer.

Tachograph

Use of a tachograph is required by law for vehicles with a gross vehicle weight rating in excess of 3,500 kg, including trailer, and used commercially to transport goods. This is irrespective of whether the vehicle or the trailer or both are used for commercial transportation of goods.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.
- Remove the ball coupling when not towing a trailer to reduce the risk of injury in rear-end collisions and to pedestrians and cyclists when the vehicle is parked.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

⚠ WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Reduce your speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and ensure that you think ahead. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take extra care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted. Always obey national speed limits. In some areas, speed limits for vehicles towing trailers may be lower than for vehicles without trailers.
- Observe any applicable national regulations when towing a trailer and using a towing bracket.
- Never try to stop a trailer from snaking by increasing your speed.

⚠ WARNING

The start/stop system must always be deactivated manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen Commercial Vehicles. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

Always switch off the anti-theft alarm before hitching or unhitching a trailer. The tilt sensor could otherwise trigger an alarm unnecessarily.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km.

Depending on the equipment, the removable ball coupling is required for towing. ◁

Technical prerequisites

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

Engine cooling system

There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be able to cope with the extra load added by the trailer.

Overrun brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Retrofitting a towing bracket

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership. Always check and follow the data provided by the towing bracket manufacturer.

Towing brackets fitted to the rear bumper

Do not carry out any alterations to the exhaust or brake systems. Check that the towing bracket is properly secured at regular intervals.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

⚠ WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Do not carry out any alterations to the exhaust or brake systems.

NOTICE

- The vehicle electronics may be damaged if the trailer's power consumption is too high.
- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other power sources. Use only suitable connections to supply power to the trailer.

We recommend additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer. ◁

Assemble the removable trailer hitch

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

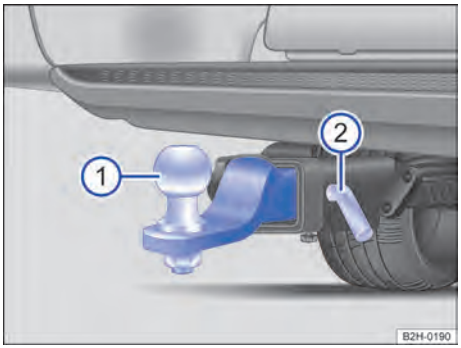

Fig. 146 Under the rear bumper: mount the tow hitch.

① Tow hitch.
② Locking pin.

The removable tow hitch is located behind the rear seat backrest.

— If applicable, remove the protective cover from the housing.

— Check that the trailer hitch housing is clean and undamaged → ⓘ. If necessary, clean.

— Push the trailer hitch → Fig. 146 ① into the housing as far as it will go.

— Push locking pin → Fig. 146 ② into the housing and lock with the locking pin → ⚠.

⚠ WARNING

Improper use of the towing device can cause injuries and accidents.

- Only use the tow hitch if it is correctly secured.
- Never use the towing device if the smallest diameter of the ball joint is less than 49 mm.
- If it is not possible to secure the towbar, have the towbar checked by a specialized company qualified for this purpose.
- Always store and secure the removed towbar safely in the vehicle.

NOTICE

- The housing in the vehicle as well as the trailer hitch must be clean and undamaged. Otherwise, the trailer hitch could possibly not lock securely.
- Do not direct the high pressure washer or steam jet directly onto the tow hitch housing. As a consequence, the grease required for lubrication could be removed from the intake. ◁

Remove the trailer hitch

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

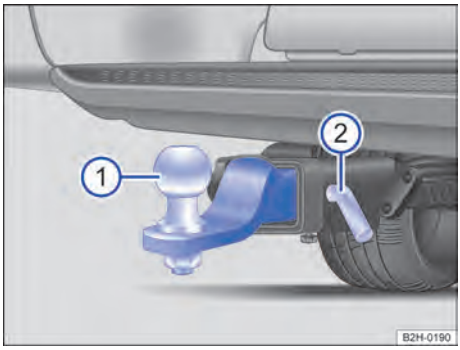

Fig. 147 Under the rear bumper: mount the tow hitch.

① Tow hitch.
② Locking pin.

1. Uncouple the trailer.
2. Remove the locking pin from the locking pin.
3. Remove locking pin → Fig. 147 ② from the housing.
4. Pull the tow-bar → Fig. 147 ① from the housing.
5. If necessary, place the protective cover on the housing.
6. Securely store the tow hitch, locking pins and securing clip behind the rear seat backrest → ⚠.

WARNING

The removable trailer hitch is heavy. Upon removal, the trailer hitch could fall out and cause crushing.

- Only unlock the tow hitch with the trailer uncoupled.

WARNING

A poorly secured trailer hitch can be thrown around the interior of the vehicle in a sudden steering or braking maneuver, as well as in an accident and cause injury.

- Always store the tow hitch in a safe place behind the rear seat backrest and place the rear seat backrest securely in an upright position while driving. ◁

Guidelines for driving with a trailer

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

Trailer socket

The electrical connection between the towing vehicle and the trailer is via a 7-pin socket on the trailer.

If there is any doubt about the correct electrical connection of the trailer to the towing vehicle, consult a specialized company qualified in this case.

Break cable

Always secure the trailer break cable correctly to the towing vehicle. In this case, leave some slack for the breakaway cable to allow curves. However, while driving, the breaking cable must not drag on the ground.

Integration with the anti-theft alarm system

The trailer is integrated with the anti-theft alarm system according to the following assumptions:

— If the vehicle is factory equipped with an anti-theft alarm system and a towing device.

— If the trailer is electrically connected to the towing vehicle via the trailer socket.

— If the electrical system of the vehicle and trailer is working perfectly without malfunctions or damage.

— If the vehicle is locked with the vehicle key and the anti-theft alarm system is active.

With the vehicle locked, the alarm goes off as soon as the electrical connection to the trailer is interrupted.

Integration with the anti-theft alarm system (trailer with LED taillights)

Trailers with LED taillights cannot be connected to the anti-theft alarm system for technical reasons.

With the vehicle locked, the alarm will not trigger as soon as the electrical connection to the trailer with LED tail lights is interrupted.

⚠ WARNING

Unsuitable or incorrectly connected electrical conductors may power the trailer, cause operating faults in the vehicle's electronics and cause severe injuries.

- Services on the vehicle's electrical installation must only be carried out by a specialized company qualified for this purpose.
- Never connect the trailer's electrical system directly to the towing vehicle's taillight electrical connections or other current sources.

⚠ WARNING

Contact between the trailer socket pins can cause short circuits, overload of electrical systems or failure of the lighting system, and thus cause accidents and serious injuries.

- Never connect the trailer socket pins together.
- Bent pins must be repaired by a qualified specialist company.

NOTICE

A trailer parked over the support wheel or over the trailer supports must not be connected to the vehicle. For example, the vehicle rises and lowers due to changes in load or a tyre failure. In this case, major forces act over the trailer bracket and over the trailer, which may damage the vehicle and the trailer.

In the event of faults in the vehicle's or trailer's electrical system, as well as faults in the anti-theft alarm system, the vehicle must be checked by a specialist company qualified for this purpose.

If there is an electrical connection through the trailer socket with the engine off and accessories connected on the trailer, the vehicle's 12-V battery will discharge.

If the charge of the 12-V vehicle battery is too low, the electrical connection to the trailer is automatically interrupted. ◁

Loading the trailer

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

Basic information

Always make sure that the vehicle and trailer are well balanced. Do not overload the front or rear of the trailer. Always stow heavy objects directly over the axle, or as close as possible to it. Always secure loads to the trailer properly → ⚠.

Trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull → ⚠.

The drawbar load is the weight that the towing bracket exerts on the ball coupling neck vertically from above.

The figures for trailer weights and draw bar weights that are given on the data plate of the towing bracket are for certification purposes only. The correct values for your specific model, which may be *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents take precedence over these data.

The maximum permissible drawbar load should always be utilised. The response of the trailer on the road will be poor if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load level as a result.

Gross combination weight rating

The combination weight is made up of the actual weight of the loaded towing vehicle and of the loaded trailer.

In some countries, trailers are divided into different classes. We recommend that you contact a qualified workshop to find out about suitable trailers.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers properly.
- Always secure loads using suitable and undamaged lashing and securing straps.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the stated values.
- Never exceed the maximum gross axle weight rating with the current weight on the front and rear axles.
- Never exceed the maximum permissible gross weight with the front and rear weight of the vehicle.

Driving with a trailer

🕮 Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

Headlight adjustment

Towing a trailer can raise the front end of the vehicle enough for the dipped beam to blind other road users. Use the headlight range control to lower the light cone as required. If you do not have headlight range control, the headlights should be adjusted by a qualified workshop.

Things to note when driving with a trailer

— If the trailer has an **overrun brake**, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— Select a low gear before driving down a slope. This enables you to use the engine braking effect to slow down the vehicle. The brake system could otherwise overheat and fail.

— The vehicle's centre of gravity and in turn the vehicle's handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on slopes when towing a trailer

Depending on the steepness of the slope and the total weight of the trailer and vehicle, a vehicle towing a trailer could roll back a short distance when moving off on a hill.

When towing a trailer, pull off on slopes as follows:

1. Depress and hold the brake pedal.
2. In vehicles with a manual gearbox: Fully depress the clutch pedal.
3. 1st Select a gear or the **D** position.
4. Unlock handbrake and carefully release while holding down lock button.
5. Gently depress the accelerator and, in a manual vehicle, release the clutch pedal until you feel the vehicle moving forwards. If necessary, observe the information on Hill Start Assist.
6. Only let go of the handbrake lever when the engine has sufficient power to move off.
7. Pull away slowly.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious personal injury.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and ensure that you think ahead. Brake earlier than usual.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce your speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take extra care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Always obey maximum speed limits. In some areas, speed limits for vehicles towing trailers are lower than for vehicles without trailers.

Fitting a bicycle carrier on the ball coupling of the towing bracket

🕮 Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.

Mount the bicycle carrier according to the manufacturer's installation instructions.

A maximum of three bicycles may be mounted on the bicycle carrier → ⓘ. Position heavy bicycles as close to the vehicle (ball coupling) as possible.

Maximum load

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is **75 kg**. However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

⚠ WARNING

Incorrect use of a bicycle carrier mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Always read and follow the installation instructions provided by the bicycle carrier manufacturer.
- Never exceed the specified load and overhang.
- Never attach a bicycle carrier to the ball coupling below the coupling ball. The bicycle carrier could slip out of position due to the shape of the ball coupling.

ⓘ *NOTICE*

Considerable vehicle damage could occur if the maximum permitted payload specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values stated in the installation instructions.

Remove as many add-on parts as possible from the bicycles before setting off. This includes, for example, bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity. ◁

Trailer stabilisation

🕮 Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide counter steering assistance.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion using counter steering assistance. The trailer stabilisation function may be deactivated in some countries.

Requirements for trailer stabilisation

- ✓ The vehicle is a factory-fitted towing bracket or a compatible towing bracket is fitted.
- ✓ Electronic Stability Control and traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.
- ✓ The vehicle speed is higher than approximately 60 km/h (37 mph).
- ✓ Trailers with brakes must have a mechanical overrun system.

⚠ WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving – this can cause accidents.

- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator if one of the systems is performing a control intervention.

⚠ WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer. ◁

Retrofitting a towing bracket

Please refer to ⚠ and ⚠ at the start of the chapter on page 154.

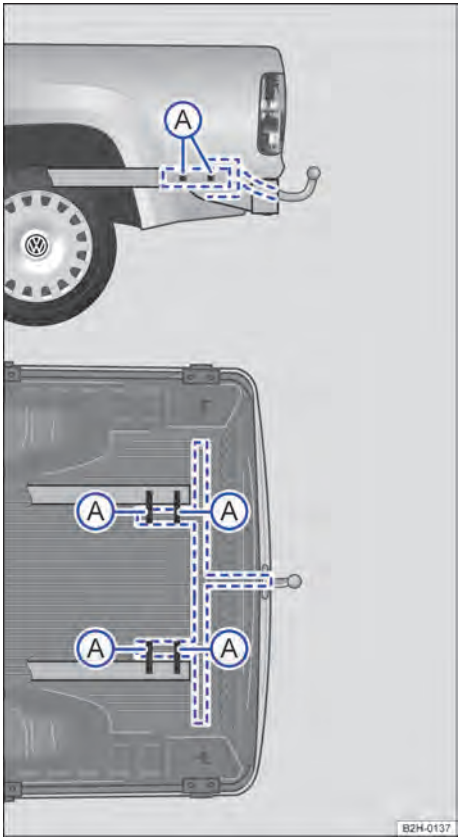

Fig. 148 Vehicles without a bumper: Attachment points for retrofitting a towing bracket.

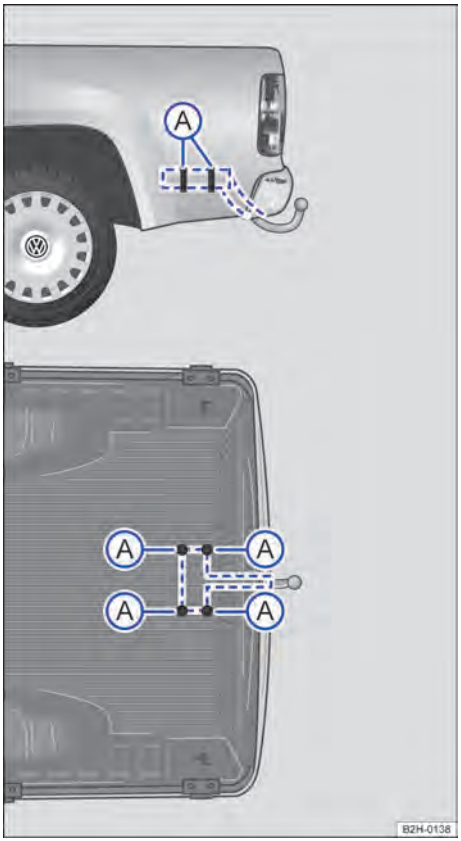

Fig. 149 Vehicles with a bumper: Attachment points for retrofitting a towing bracket.

The distance dimensions → Fig. 148 (vehicles without bumper) or → Fig. 149 (vehicles with bumper) must always be observed when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball coupling to the surface of the road. The values refer to the maximum loaded vehicle including the maximum drawbar load.

Volkswagen Commercial Vehicles recommends having the towing bracket retrofitted by a correspondingly qualified workshop. The cooling system may need to be modified or heat shields may need to be fitted, for example. Install the towing bracket in accordance with the installation instructions provided.

⚠ WARNING

Electrical accessories that are not connected properly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources. Only a suitable connector may be used to connect the trailer.
- When retrofitting a towing bracket on the vehicle, have the work carried out by a correspondingly qualified workshop.

WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries. ◁

Fuel and emission control

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Switch off the engine, ignition, your mobile phone and other radio equipment before refuelling.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen Commercial Vehicles approved additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may run out of the spare fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly. ◁

Fuel types and refuelling

Introduction

The fuel cap is located on the left-hand side of the vehicle. ◁

Fuel identification and fuel standards

Fuel reference label

The type of fuel to be filled depends on the vehicle's engine. On the tank door you will find the factory fuel information label stating the type of fuel required for the vehicle. The vehicle must not be fuelled with other fuels → ⓘ.

Fuel standards

The fuel to be filled must correspond to one of the following standards. If there is no fuel meeting the aforementioned standards, information can be obtained from a specialized company about which fuels are suitable for the vehicle.

Diesel oil

Diesel oil must correspond to resolution 69218, determinations for air pollution control, from the ANP, in order to contribute to improving the quality of the environment and the well-being of the population.

Volkswagen recommends filling with S10 diesel with a maximum sulphur content of 10 mg/kg. A list of gas stations that offer S10 diesel oil with low pollutant emissions can be found on the ANP website (www.anp.gov.br).

Fuel standard

— ANP° 69 /2014 Diesel A S10 or B S10[1].

NOTICE

Fuel supply that is not compliant and not released can cause reduced performance and significant damage to the engine and fuel system.

- Before refuelling, check that the fuel identification on the fuel pump corresponds to the vehicle's requirements.
- Only fill fuel with the mentioned standard and identification to avoid damage to the fuel system and engine failure. ◁

Diesel

Always refuel diesel with a low sulphur content or with sulphur-free diesel in order to avoid damage to the engine and particulate filter.

Fill vehicles with a diesel engine only with diesel or diesel with a maximum biodiesel content of 7% → ⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Qualified workshops can provide information on countries that use diesel with a high sulphur content.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable additives → ⚠.

Winter-grade diesel fuel and filter preheater system

During the winter season, you have to use diesel with improved flow characteristics under cold conditions (winter diesel). You can avoid operational faults by refuelling winter diesel. Winter diesel is offered at filling stations during the winter season.

There may be different classes of cold depending on the climate and time in the national fuel standards.

Diesel vehicles are equipped with a filter preheater system. The cold flow characteristic of the diesel is ensured while driving by the filter pre-heating function. Information on the cold properties of diesel is provided by the filling stations in the respective country and any other qualified workshop.

In order to ensure that the vehicle can also be started at low outside temperatures, it should be parked in a location that is sheltered from the weather, e.g. in a garage.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only additives that have been approved by the manufacturer in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue. ◁

[1] ANP = National Agency for Petroleum, Natural Gas and Biofuels.

Refuelling

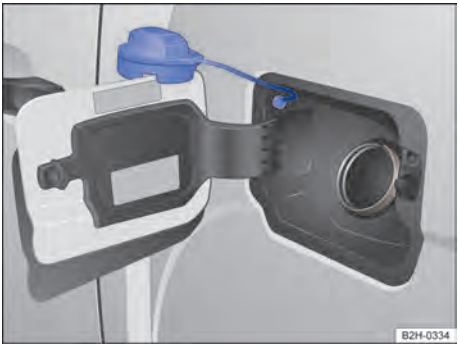

Fig. 150 On the left-hand side of the vehicle: tank flap with open tank cap.

Refuelling process

You must refuel the vehicle only with the fuel grades specified on the fuel information label in the tank flap.

1. *Vehicles with central locking:* Unlock the doors.
2. Open the tank flap.
3. *Vehicles without central locking:* Hold the tank cap firmly and unlock it with the vehicle key.
4. Unscrew the tank cap and insert it into the tank flap.
5. Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.

   The fuel tank is full when the properly operated automatic filler nozzle clicks off for the first time → page 164.
6. Turn the tank cap onto the tank filler neck until it clicks into place.
7. *Vehicles without central locking:* Hold the tank cap firmly and lock it with the vehicle key.
8. Close the tank flap.

WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling after the filler nozzle switches off for the first time. ◁

Diesel oil aging

Compared to other fuel types, fuels with a high proportion of RME fuel (> 7 vol.%) may have a higher water absorption capacity and the tendency for the fuel to age (decompose) due to lower resistance to oxidation. Water and dirt encourage microbial activity and accelerate fuel aging, which can lead to damage to the vehicle's fuel system.

Carry out the following measures to prevent damage to the vehicle's fuel system.

When the vehicle stops **after two weeks**:

1. Fill the fuel tank to the maximum level.
2. Start the vehicle at least once a week for approximately 5 minutes.

In case of vehicle downtime, **after 45 days**:

— The diesel fuel in the fuel tank may be old → ⓘ.

— The diesel oil in the fuel tank and fuel filter must be replaced before the engine is started again. Volkswagen recommends that diesel oil and fuel filter replacement be carried out by a specialized company qualified in this case.

NOTICE

If the diesel fuel contains water or has deteriorated and the engine is started, serious damage to the fuel system may occur.

- If water deposits on the fuel filter, it must always be dried.
- Always fill up with high quality S10 diesel oil that meets the specifications defined by the ANP[1)].

Water and diesel oil can never be disposed of in gardens, forests, in the sewage system, on streets or roads and in rivers or running water. To avoid environmental pollution, disposal must be carried out by a specialized company.

A list of filling stations that offer S10 diesel oil with lower pollutant emissions can be found on the Internet at the ANP[1)] website (www.anp.gov.br). ◁

[1)] ANP = National Agency for Petroleum, Natural Gas and Biofuels.

Drain diesel oil filter

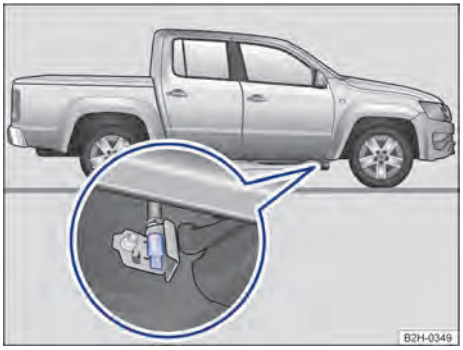

Fig. 151 At the bottom of the vehicle, on the side member: diesel oil filter drain plug (depending on version).

Water in diesel fuel

If diesel fuel of unsatisfactory quality is filled, water may enter the fuel system and accumulate in the diesel filter. Excess accumulated water causes engine damage → ⚠.

The diesel oil filter must be drained.

If there is water in the diesel oil filter, the following warnings will be displayed (depending on the equipment):

— A warning stating will be displayed for 18 seconds and an acoustic signal will sound. The fault will be displayed approximately every 20 seconds until the fault is cleared.

Or: A warning stating will be displayed for approximately five seconds in the vehicle status. The driver will be periodically alerted via a pop-up and an acoustic signal until the fault is eliminated.

Drain diesel oil filter

Depending on the equipment, draining the diesel oil filter can be carried out on your own. To do this, a drain hose must be installed in the vehicle, with a drain plug for the diesel oil filter.

The drain plug is located on the front right side, on the side member, at the bottom of the vehicle → ⚠.

1. Park the vehicle in a flat surface.
2. Set the parking brake and secure the vehicle against rolling.
3. Switch off the ignition.
4. Use a firm container with a cover, with a diameter of at least 8 cm and a minimum capacity of 500 ml.
5. Position the container centrally under the drain plug.
6. Remove the protective cover from the drain plug.
7. Use a 13mm wrench to loosen the drain plug.
8. Loosen the drain plug by approximately 1 turn.
9. Turn on the ignition for 5 seconds until at least 200ml of the mixture has drained. The water in the diesel oil filter is automatically eliminated by the system pressure.

   The water in the diesel oil filter is automatically eliminated by the system pressure.
10. Tighten the drain plug manually, and give the final tightening with the 13-mm wrench.
11. Start the engine and check the system for leaks (visual inspection).

    Engine starting may be delayed by a few seconds once due to automatic system ventilation.
12. Place the protective cap back over the drain plug.

If the yellow control light (depends on the equipment) continues to light up, have the system checked by a specialized company.

⚠ WARNING

Improper handling of diesel fuel can cause burns and serious injuries.

- Drain the diesel oil filter in a place where there are no flammable materials.
- The high pressure of the diesel and water mixture can cause injuries during the draining procedure. Never leave your hand or other parts of your body in contact with the drainage jet.
- Always wear protective glasses when handling the diesel and water mixture.
- In case of eye contact with the diesel and water mixture, wash immediately and thoroughly with water. If necessary, seek medical assistance.
- Diesel fuel is toxic and must be stored out of the reach of children.
- Never use food cans, bottles or other empty containers to store the drained liquid, as there is a risk that people could ingest the diesel and water mixture contained.
- Regular contact with diesel fuel can damage the skin. If your skin comes into contact with diesel fuel, wash it carefully with soap and water.

NOTICE

Make sure that no diesel oil comes into contact with other components or the environment. If this is the case, clean it immediately.

Observe the disposal instructions in accordance with valid regulations! If applicable, dispose of the fuel and water mixture at the next gas station or a specialized company.

When refuelling, ensure that the fuel quality is satisfactory. ◁

Troubleshooting

Irregular engine running and malfunctions

Irregular engine running or faults when driving may be a sign of poor fuel quality:

1. Reduce speed immediately.
2. Drive to the nearest suitably qualified workshop at moderate engine speeds and low loads on the engine.
3. If the symptoms occur immediately after refuelling, switch off the engine straightaway to avoid any subsequent damage.

   Seek assistance from a suitably qualified workshop.

Water in the diesel

Vehicles with a water drain plug:

The indicator lamp lights up yellow.

1. Drain the diesel fuel filter using the water drain plug.

   Or: Seek assistance from a suitably qualified workshop.

You can expect engine faults and increased fuel consumption if the indicator lamp is lit up. ◁

Emission control

Introduction

Checklist

The components relevant to emission control reduce harmful emissions. Observe the following points to ensure that the components relevant to emission control work in the long term:

- ✓ Never allow the fuel tank to run completely dry.
- ✓ Only refuel with fuels that are suitable for the vehicle.
- ✓ Only use engine oil suitable for the vehicle.
- ✓ Do not refill too much engine oil.
- ✓ Do not tow-start the vehicle. Use jump leads.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a suitably qualified workshop. If this happens, unburnt fuel can enter the exhaust system and escape into the atmosphere. The components relevant to emission control can also be damaged by overheating.

WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

WARNING

The components of the exhaust system become very hot. This can cause fires.

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filters or the heat shields.

The emissions may have a sulphur-like smell even if the emission purification system is working properly. ◁

AdBlue®

Please refer to ⚠ at the start of the chapter on page 166.

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications which affect emission control by AdBlue® may be made to the emission control system.

Only operation with AdBlue® that complies with ISO-22241-1 is approved by Volkswagen and corresponds to the Certificate of Conformity issued for this vehicle type.

Operating the vehicle without AdBlue® that complies with ISO-22241-1 may be a criminal offence.

If the emission control system is not operated as intended, the exhaust emissions may become worse.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature.

You can check the remaining range and refill quantity on the instrument cluster display.

Because AdBlue® freezes at temperatures below -11 °C (+13 °F), there may be limitations when filling at very low temperatures. While the vehicle is in motion, the system is heated to ensure effective emission control even at very low temperatures. During prolonged spells of cold weather with temperatures below -11°C (+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Stop the vehicle in a warm place.
2. Wait until the AdBlue ® becomes liquid again.
3. If necessary, have refilling performed by a suitably qualified workshop.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty → ⓘ.

Warning and prompting system with low fill level

Always add AdBlue® when a prompt to add it appears in the instrument cluster display.

AdBlue® in normal operating range. Remaining range of over 2,000 km (1,200 miles) or over 2,400 km (1,500 miles) (depending on equipment). AdBlue® can be added, but it is not necessary.

As of a **remaining range of 2,000 km (1,200 miles) or 2,400 km (1,500 miles)** (depending on equipment), a prompt will be shown on the instrument cluster display to indicate that AdBlue® must be refilled. The respective remaining range at that time is indicated in this prompt.

If this prompt is ignored, the yellow indicator lamp → ⓘ lights up from a **remaining range of 1,000 km (600 miles)**. A message informing you that it will no longer be possible to restart the engine in XXX km appears in the instrument cluster display.

It will no longer be possible to restart the engine if the yellow indicator lamp is still ignored and the displayed **remaining range is 0 km (0 miles)**. The red warning lamp → ⓘ lights up.

Warning and prompting system in the event of faults

If there is a fault in the emission control system or if the tank has not been filled with standard-compliant AdBlue® in accordance with ISO-22241-1, the white or yellow indicator lamps light up [1]. The **remaining range is 1,000 km (600 miles)** when the white or yellow indicator lamps light up.

If the yellow indicator lamps are ignored, the red warning lamps light up . There is a **remaining range of 0 km (0 miles)** and it is no longer possible to restart the engine.

⚠ CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. Compliance with the instructions usually prevents users from coming into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.

[1] Displayed in colour only on an instrument cluster with colour display.

- If AdBlue® gets into the eyes, immediately rinse your eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® comes into contact with the skin, immediately rinse your skin with plenty of water for at least 15 minutes and consult a doctor in the case of skin irritations.
- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining range reaches approximately 1,000 km (600 miles).
- Never allow the AdBlue® tank to run empty.
- Observe the remaining range displayed in the instrument cluster display.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Only use and add AdBlue® that complies with the standard ISO-22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® into the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior. ◁

Refilling AdBlue®

Please refer to ⚠ at the start of the chapter on page 166.

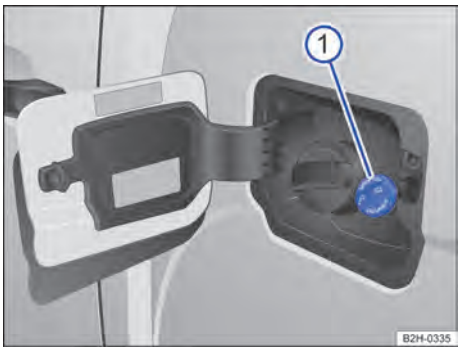

Fig. 152 Behind the tank flap: Cap for the AdBlue filler neck.

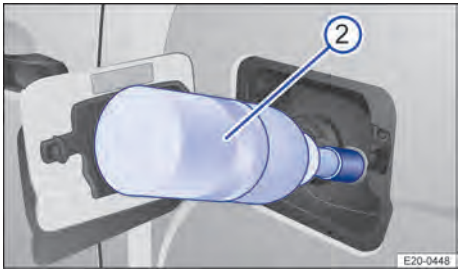

Fig. 153 Refilling AdBlue with a refill bottle.

Fig. 154 Refilling AdBlue with a nozzle.

① Cap for the AdBlue® filler neck.
② Refill bottle.
③ AdBlue® nozzle.

Preparing for filling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel → Fig. 152 (1).

1. Park the vehicle on a level surface and switch off the ignition.
2. Open the tank flap.
3. Remove the cap from the AdBlue® filler neck.
4. Insert the cap into the corresponding recess on the tank flap.
5. If a message about the AdBlue® level appears on the instrument cluster display, add at least the minimum refill quantity. A smaller refill amount is insufficient.
6. Use **only** AdBlue® that complies with the standard **ISO-22241-1**.

Filling with the refill bottle

Observe the expiry date and the manufacturer's instructions and information on the refill bottle.

1. Remove the screw top of the refill bottle.
2. Place the refill bottle on the AdBlue® filler neck and tighten the bottle hand-tight → Fig. 153 (2).
3. Do not squeeze the refill bottle to prevent it from being damaged.
4. Press the refill bottle towards the filler neck and hold it in this position.
5. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full when AdBlue® no longer flows out of the refill bottle → (!).
6. To avoid overfilling the tank, do not squeeze the refill bottle.
7. Unscrew the refill bottle.

Filling with the filler nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill fuel and AdBlue® at the same time.

The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

1. To ensure optimum filling, hold the AdBlue® filler nozzle so that the handle is facing down → Fig. 154 (3).
2. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full as soon as the filler nozzle clicks off for the first time → (!).
3. Do not continue to fill. This will prevent the AdBlue® tank from being overfilled.

Filling with the canister

1. Remove the cap from the canister.
2. Use the integrated spout to refill the AdBlue® tank.
3. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full when AdBlue® is filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank → (!).

Preparing to continue the journey

1. Screw in the cap on the AdBlue® filler neck until it engages.
2. Close the tank flap.
3. Switch on the ignition **only** for at least 30 seconds so that refilling can be detected by the system.
4. Then start the engine afterwards.

NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of water.
- Remove any crystallised AdBlue® with water and a sponge.

Dispose of the refill bottle in an environmentally friendly way.

When filling with an AdBlue® filler nozzle, you may notice an odour.

Suitable AdBlue® refill bottles are available from any qualified workshop. ◁

Particulate filter

Please refer to ⚠ at the start of the chapter on page 166.

Regeneration function

During regeneration of the particulate filter, the accumulated soot inside the particulate filter is burnt to ash so that it does not become clogged. Regeneration takes place at periodic intervals at high tem-

peratures. To achieve the high temperatures in the particulate filter, additional diesel is injected into the engine where it is burnt in the diesel oxidation catalytic converter to enable regeneration.

Depending on the driver's driving profile and the load placed on the engine, the amount of diesel fuel injected is continuously adjusted to maintain a high temperature in the particulate filter during regeneration. During post-injection of diesel fuel, small amounts of fuel may enter the oil circuit of the engine. During regular driving, this fuel evaporates again from the engine oil. If the engine oil temperatures are not high enough due to the driving profile or if a lot of short distances are driven, the fuel cannot evaporate from the engine oil and oil dilution can occur.

An indicator light may light up in the instrument cluster display.

Automatic regeneration

The soot in the particulate filter is burnt off at high temperatures on a periodic basis.

Volkswagen Commercial Vehicles recommends that you avoid making only short journeys to assist the regeneration of the particulate filter.

The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

Regeneration is interrupted automatically when the vehicle is driven in the reserve range and the yellow indicator lamp lights up.

NOTICE

Aborted regeneration and the associated oil dilution may damage the engine.

- Do not switch off the engine unnecessarily while the indicator lamp is active.
- Avoid frequent short-distance driving and driving cycles at permanently low engine speeds or stationary operation.

Noises, slight smells and increased engine speeds may occur during regeneration. ◁

Troubleshooting

Please refer to ⚠ at the start of the chapter on page 166.

Fault in the SCR system

The red warning lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is therefore no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine.
2. Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

A text message may also be displayed.

It is not possible to start the engine because the AdBlue® level is too low.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue®.

or SCR system fault

The yellow or white indicator lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

1. Drive immediately to a suitably qualified workshop.
2. Have the system checked.

Or:

During prolonged spells of cold weather with temperatures below -11°C (+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Drive the vehicle to a warmer environment with an ambient temperature higher than -11°C (+13°F) within the stated range, e.g. a garage.

The error message disappears if there is sufficient AdBlue® and it has defrosted.

or AdBlue® level low

The yellow or white indicator lamp lights up.

A text message may also be displayed.

1. Refill AdBlue® before the displayed remaining range drops to zero.

Particulate filter clogged with soot

The yellow indicator lamp lights up.

The particulate filter is saturated with soot and must be regenerated.

1. Driving at speeds between 50 – 120 km/h (31 – 75 mph) will help with regeneration.
2. Observe the relevant speed limits and the vehicle's gear-change indicator.

The indicator lamp goes out automatically when the particulate filter has been regenerated.

1. If the indicator lamp is still lit up after driving for approx. 30 minutes, seek assistance from a suitably qualified workshop immediately.

The particulate filter may become completely clogged if you ignore the indicator lamp. If the particulate filter is clogged, a service regeneration must be carried out by a qualified workshop.

Particulate filter clogged

The yellow indicator lamps light up together.

Self-regeneration of the particulate filter is no longer possible.

1. Contact a suitably qualified workshop immediately to have a service regeneration carried out.

The particulate filter will become damaged and will have to be replaced by a suitably qualified workshop if the indicator lamps are ignored.

Emissions-relevant fault

The yellow indicator lamp **lights up**.

Fault in an emissions-relevant component that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

Misfiring

The yellow indicator lamp **flashes**.

Misfiring that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing. ◁

If and when

Vehicle tool kit

Introduction

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle tools container, breakdown set and spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel are always properly secured in the vehicle.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit. ◁

Stowage

Please refer to ⚠ at the start of the chapter on page 171.

Vehicle toolkit

The vehicle toolkit is stored in a bag behind the rear seat backrest.

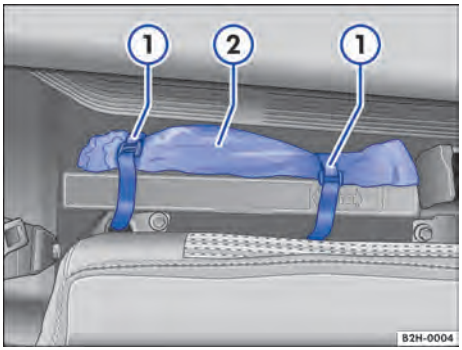

Fig. 155 Behind the rear seat backrest: Bag containing vehicle toolkit.

1. Fold down the rear seat backrest.

2. Undo the Velcro fasteners → Fig. 155 ① and remove the bag ②.

Jack (on vehicles with a spare wheel)

The jack is stored in a mount behind the rear seat backrest.

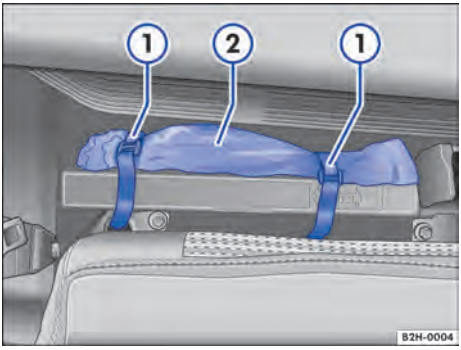

Fig. 156 Behind the rear seat backrest: Jack.

1. Fold down the rear seat backrest.
2. Undo the Velcro fasteners → Fig. 156 ① and remove the jack ②.

After using the jack, crank it back to its original position so that it can be stowed safely. ◁

Contents of the vehicle toolkit

🕮 Please refer to ⚠ at the start of the chapter on page 171.

The scope of the on-board tool kit depends on the country and equipment. In some countries, there may also be a tyre pressure gauge in the vehicle. The following section describes the maximum scope:

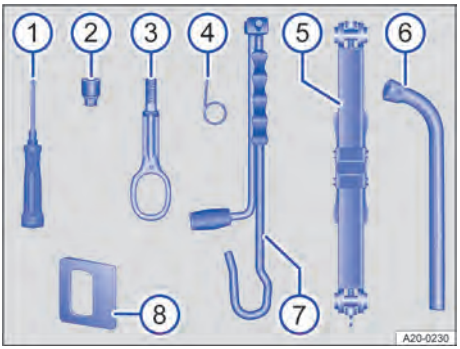

Fig. 157 Contents of the toolbox (illustration).

① Screwdriver with hexagon socket in the handle for unscrewing or screwing tight slackened wheel bolts. The screwdriver has two reversible blades.

② Adapter for the anti-theft wheel bolt. Carry the wheel bolt adapter in the vehicle toolkit at all times. The **code number** of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.

③ Screw-in towing eye.

④ Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.

⑤ Jack. Before you return the vehicle jack to the toolbox, fully wind in the jack.

⑥ Box spanner for wheel bolts.

⑦ Crank.

⑧ Tool for removing tail light clusters.

Servicing the jack

There are no maintenance cycles for the jack. Grease it with universal lubricant when necessary. ◁

Wiper blades

Service position

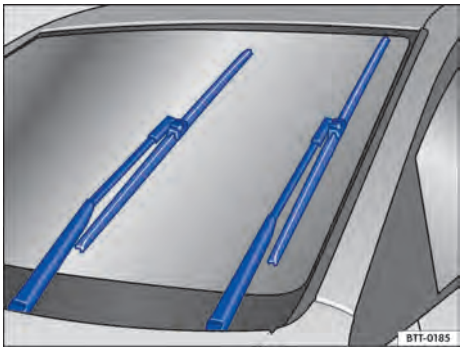

Fig. 158 On the windscreen: wipers in service position (illustration).

The wiper arms can be lifted off the windscreen when in the service position → Fig. 158. Carry out the following steps to move the wipers to the service position:

1. Park the vehicle.
2. Close the bonnet.
3. Switch the ignition on and then off again.
4. Push the wiper lever downwards briefly.

   Wipers move to service position.

Activating the service position via the Infotainment system

1. Park the vehicle.
2. Close the bonnet.
3. Switch on the ignition.
4. Tap the function button.
5. Select and tap function button Mirrors and wipers.
6. Tap the Wipers in service position function button to activate or deactivate the service position.

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

Lifting the wiper blades

1. Move the wiper arms to the service position before lifting → ⓘ.
2. When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever down to bring the wiper arms back to the original position.

NOTICE

To avoid damage to the bonnet, windscreen and wiper arms:

- Lift the wiper arms only when in service position.
- Always place the wiper arms back on the windscreen before starting a trip. ◁

Cleaning and replacing wiper blades

The factory-fitted wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the windscreen. If the graphite coating is damaged, the windscreen wiper will become louder.

Check the condition of the wiper blades on a regular basis. **Rubbing wiper blades** should be changed if damaged or cleaned if dirty → ⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop.

Cleaning wiper blades

1. Move the wiper arms to the service position before lifting.
2. When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.
3. Clean the wiper blades carefully using a damp sponge → ⓘ.
4. Carefully place the wiper arms back onto the windscreen.

Changing the windscreen wiper blades

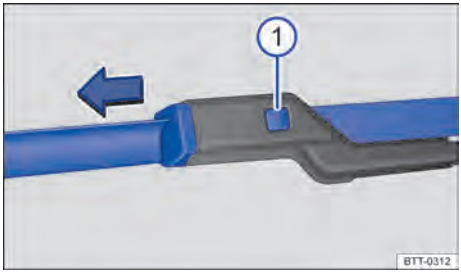

Fig. 159 On the windscreen: Changing the windscreen wiper blades.

① Release button.

1. Move the wiper arms to the service position before lifting.
2. When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → Fig. 159 (1).
4. Insert a new wiper blade with the **same length and design** onto the wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Damaged or dirty windscreen wipers can scratch the windscreen.

- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use nail varnish remover, paint thinner or similar products to clean the windows. ◁

Changing lights

Introduction

Before changing bulbs, check whether a bulb or an LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology (depending on model and vehicle equipment), it is not possible for you to change the LED light units or individual LEDs yourself. If some LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the light units checked and renewed if necessary at a suitably qualified workshop.

You should keep a box with spare light bulbs for the lights that ensure the vehicle is roadworthy in the vehicle at all times. Spare light bulbs are available from a suitably qualified workshop. In some countries it is a legal requirement to have these spare bulbs in the vehicle.

It may be illegal to drive with a defective bulb in the exterior lighting.

Additional bulb specification

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

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

WARNING

Changing the bulb incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before carrying out work in the engine compartment. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs and gas discharge bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a suitably qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to dim.
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic caps on the headlight housing are not properly mounted after a bulb has been changed. ◁

Changing the bulbs in the tail light cluster

Please refer to ⚠ and ⓘ at the start of the chapter on page 174.

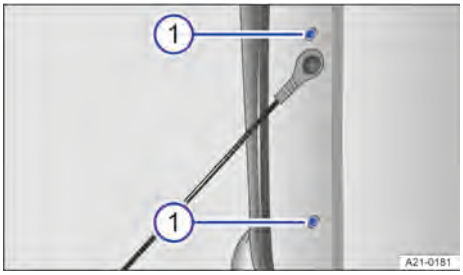

Fig. 160 On the side of the loadbed: removing the tail light cluster.

① Tail light screws.

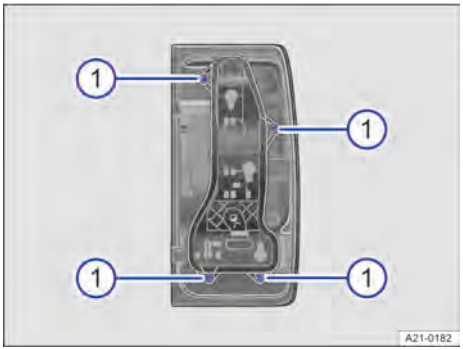

Fig. 161 On the tail light cluster: releasing the bulb holder.

① Bulb holder screws.

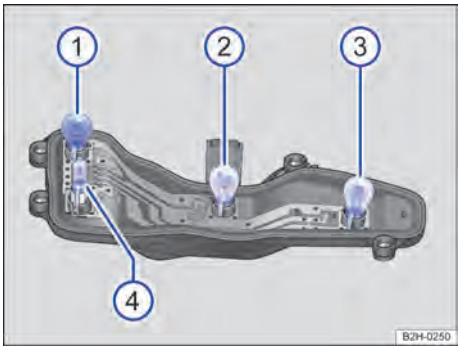

Fig. 162 Bulb holder with bulbs.

① Turn signal.
② Tail light.
③ Brake light
④ Depending on the equipment, two bulb holders with reversing lights or with one reversing light and one rear fog light.

The actions should only be carried out in the specified order:

1. Follow the instructions in the checklist.
2. Take the screwdriver from the vehicle toolkit.
3. Open the tailboard.
4. Use the screwdriver to unscrew two screws → Fig. 160 ①.
5. Push the tail light cluster out and take it carefully to the rear to remove it from the body.
6. Release and disconnect the connector and place the rear light cluster on a clean, flat surface.
7. Use the screwdriver to unscrew four screws from the bulb holder → Fig. 161 ①.
8. Remove the bulb holder from the tail light cluster.
9. Replace the defective bulb with a new bulb of the same type.
10. Insert the bulb holder into the tail light cluster and screw tight → Fig. 161 ①.
11. Fit the connector on the bulb holder.
12. Carefully insert the tail light cluster into the body.
13. Use the screwdriver to tighten two screws → Fig. 160 ①.
14. Check that the tail light cluster is correctly installed and seated securely.
15. Replace the screwdriver in the vehicle toolkit.

Due to different versions of the tail light cluster, the location of the bulbs may differ slightly to that shown in the illustrations. ◁

Changing the turn signal repeater bulb

Please refer to ⚠ and ⓘ at the start of the chapter on page 174.

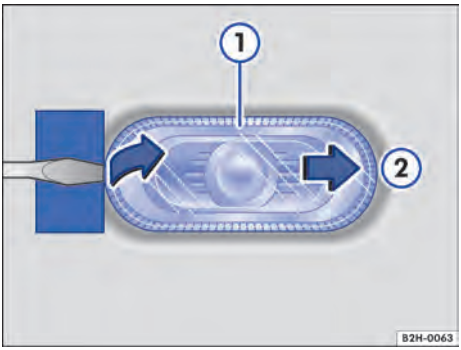

Fig. 163 On the side of the vehicle: removing the turn signal repeater.

① Turn signal repeater.
② Direction of movement.

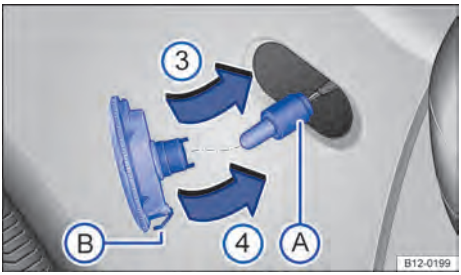

Fig. 164 Side turn signal: changing the bulb.

③ Front of the vehicle.
④ Fitting direction.
Ⓐ Bulb holder
Ⓑ Spring.

The actions should only be carried out in the specified order:

1. Follow the instructions in the checklist.
2. Place the flat blade of the screwdriver from the vehicle toolkit against the side of the turn signal repeater facing in the direction of travel → ⓘ. Slide the turn signal repeater → Fig. 163 ① backwards against the spring force → Fig. 163 ②.
3. Manually lever the side turn signal out of the vehicle body.
4. Pull the bulb holder with the bulb straight out → Fig. 164 Ⓐ.
5. Pull the bulb straight out of the bulb holder.
6. Replace the defective bulb with a new bulb of the same type.
7. Replace the bulb holder.
8. Insert the turn signal repeater into the body with the side facing the front of the vehicle → Fig. 164 ③ and push it into the body → Fig. 164 ④ until you hear that the spring → Fig. 164 Ⓑ has engaged.

NOTICE

To avoid damaging the paintwork when removing the turn signal repeater:

- Before applying the screwdriver, place some matting such as a piece of cardboard between the screwdriver and the body. ◁

Changing the bulb in the number plate light

Please refer to ⚠ and ⓘ at the start of the chapter on page 174.

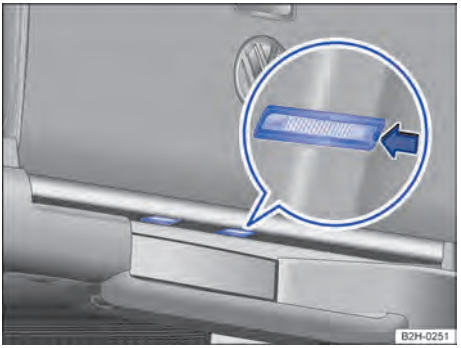

Fig. 165 In the rear cross panel under the tailboard: Number plate lights.

Fig. 166 Number plate light: Removing the bulb holder.

1. Follow the instructions in the checklist.
2. Insert a screwdriver into the recess on the number plate light in the direction of the arrow → Fig. 165.
3. Pull the number plate light out slightly.
4. Remove the connector and pull it off the bulb holder.
5. Turn the bulb holder in the direction of the arrow → Fig. 166 and pull it out together with the bulb.
6. Replace the defective bulb with a new bulb of the same type.
7. Insert the bulb holder into the number plate light and turn it as far as it will go in the opposite direction to the arrow → Fig. 166.
8. Fit the connector on the bulb holder.
9. Carefully insert the number plate light into the opening in the bumper. Ensure that you put the number plate light in the right way round.
10. Push the number plate light into the bumper until it clicks into place. ◁

Changing a bulb for the additional lighting on the vehicle roof

🕮 Please refer to ⚠ and ⓘ at the start of the chapter on page 174.

Additional lighting may be factory-fitted on the vehicle roof. The additional lighting comprises four main beam headlights. Due to the height of the vehicle, you may need to open the rear door on the relevant side to access the additional lights when changing a bulb. Make sure you keep a firm grip.

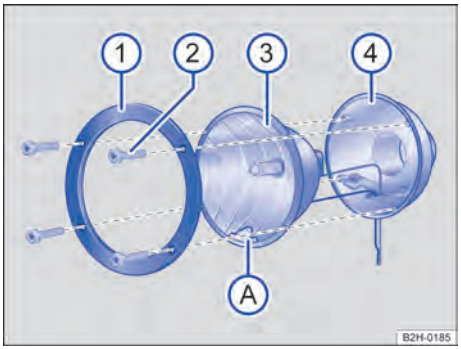

Fig. 167 Additional light on the vehicle roof: replacing the lens.

① Retaining ring.
② Screw.
③ Reflector.
④ Headlight housing.
Ⓐ Marking.

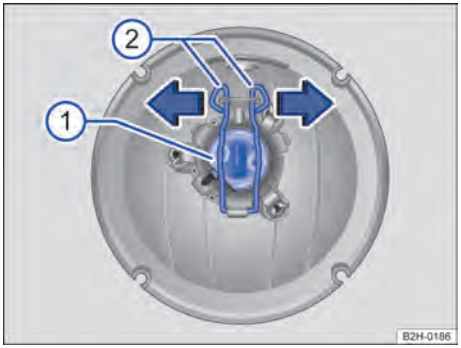

Fig. 168 Additional light on the vehicle roof: changing the bulb.

① Bulb holder
② Catch.

The actions should only be carried out in the specified order:

1. Follow the instructions in the checklist.
2. Use the screwdriver from the vehicle toolkit to undo the screws → Fig. 167 ②.
3. Remove the retaining ring → Fig. 167 ① from the reflector → Fig. 167 ③.
4. Take the reflector → Fig. 167 ③ out of the headlight housing → Fig. 167 ④.

5. Pull the connector off the bulb holder.
6. Push the catches downwards and unhook in the direction of the arrow → Fig. 168 ②.
7. Pull the bulb holder out of the reflector housing → Fig. 168 ①.
8. Replace the defective bulb with a new bulb of the same type.
9. Replace the bulb holder.
10. Push the catches downwards and hook them in against the direction of the arrow → Fig. 168 ②.
11. Fit the connector on the bulb holder.
12. Insert the reflector housing → Fig. 167 ③ into the headlight housing → Fig. 167 ④. The marking → Fig. 167 Ⓐ must face downwards → ⓘ.
13. Place the retaining ring on the reflector → Fig. 167 ①.
14. Use the screwdriver to tighten the screws → Fig. 167 ②.

NOTICE

If the reflector is not installed correctly, moisture can become trapped and damage the headlight.

- Always install the reflector in the correct position. ◁

Changing fuses

Introduction

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a Volkswagen Commercial Vehicles dealership.

Several pieces of electrical equipment can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse protection limit.
- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

To avoid damage to the electrical system in the vehicle, switch off the ignition, the lights and all electrical consumers before changing a fuse.

- Make sure that it is not possible to switch on the ignition when changing a fuse.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.

NOTICE

To avoid damage to the vehicle:

- Carefully remove the fuse box covers and fit them correctly again after completing work.

This chapter does not refer to all the fuses located in the vehicle. These should be changed only by a correspondingly qualified workshop. ◁

Fuses in the dash panel

Please refer to ⚠ and ⓘ at the start of the chapter on page 178.

Folding down the fuse box under the dash panel

In right-hand drive vehicles, the fuse box is located underneath the dash panel on the right-hand side of the vehicle.

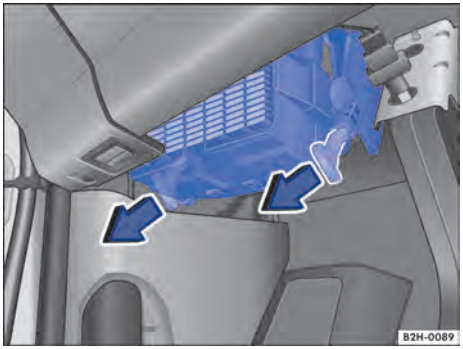

Fig. 169 Fuse box underneath the dash panel.

1. Pull the release lever down in the direction of the arrow to unlock the fuse box → Fig. 169.
2. Pull the fuse box down.
3. To lock, fold the fuse box up and push the release lever in the opposite direction to the arrow.

Opening the fuse box behind the dash panel trim

Fig. 170 On the driver side, left-hand drive vehicle: Fuse box behind the dash panel trim.

In right-hand drive vehicles, the fuse box is located behind the dash panel trim on the right-hand side of the vehicle.

1. Remove the vehicle key from the ignition lock.
2. Swivel down the lever for adjusting the steering wheel → Fig. 170 ②.
3. Pull the dash panel trim ① on the left and right next to the steering column trim forward in the direction of the arrow.
4. To install, press the trim back into the mounts until it audibly clicks into place on both sides.
5. Push the lever for adjusting the steering wheel up firmly until it is flush with the steering column. ◁

Replacing blown fuses

Please refer to ⚠ and ⓘ at the start of the chapter on page 178.

Preparations

1. Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

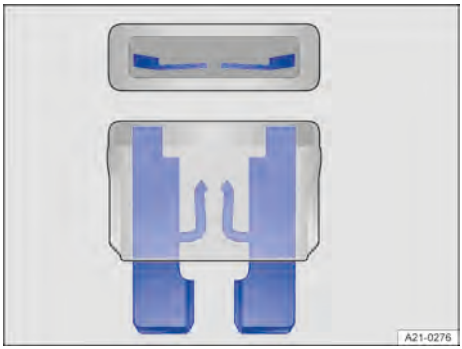

Fig. 171 Blown fuse (illustration).

1. Shine a torch onto the fuse.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip → Fig. 171.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour Amp rating

Black 1 amp

Purple 3 amps
Orange 5 amps
Brown 7.5 amps
Red 10 amps
Blue 15 amps
Yellow 20 amps
White or clear 25 amps
Green 30 amps
Light green 40 amps

Changing a fuse

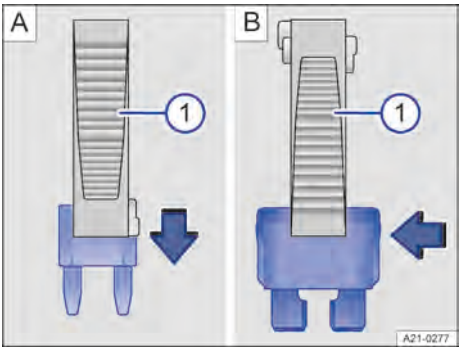

Fig. 172 Removing or inserting fuse (illustration).

① Plastic pliers.

1. If applicable, take the plastic pliers → Fig. 172 ① out of the fuse box cover .
2. Insert the plastic pliers ① from above for *small fuses* → Fig. 172 A or push the plastic pliers ① onto the fuse from the side for *larger fuses* → Fig. 172 B.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size → ⓘ.
5. Replace the cover.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating. ◁

Jump starting

Introduction

For technical reasons, your vehicle must not be tow-started → ⓘ.

If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt vehicle battery of another vehicle to start the engine.

Suitable jump leads are required to provide and receive jump starts. The cable cross-sections of the vehicle providing power must not be less than the values stated below.

— *Vehicles with a petrol engine:* For jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section of the jump lead must be at least 25 mm^2 (0.038 in^2).
— *Vehicles with an electric drive or hybrid drive:* For jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section of the jump lead must be at least 25 mm^2 (0.038 in^2).
— *Vehicles with diesel engine:* For jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross-section of the jump lead must be at least 35 mm^2 (0.054 in^2).

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the battery to explode, which can lead to severe injuries. Please observe the following in order to reduce the risk of the battery exploding:

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery.
- Please note that the battery providing assistance must also have the same voltage of 12 volts and approximately the same capacity as the flat 12-volt vehicle battery. Refer to the label on the battery for information on the capacity.
- Please note that the vehicles must not touch each other, as any contact could mean that current could flow as soon as the positive battery terminals are connected.
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.
- Use only jump leads with fully insulated terminal clamps.

- Position the jump leads so that they never come into contact with any rotating parts in the engine compartment.
- Observe the operating instructions provided by the jump lead manufacturer.
- Observe the Owner's Manual of the vehicle providing jump starting assistance.

⚠ WARNING

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

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Never use a mobile telephone when the jump leads are being connected or disconnected.

NOTICE

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

NOTICE

Tow-starting the vehicle can cause damage. ◁

Jump-start connection point (earth connection)

Please refer to ⚠ and ⓘ at the start of the chapter on page 180.

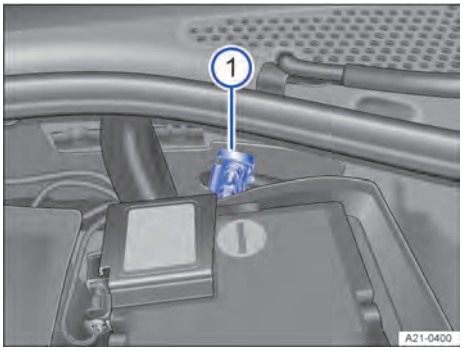

Fig. 173 In the engine compartment: jump-start connection point (earth connection).

① Jump-start connection point (earth connection) for connecting the *black* jump lead.

Jump starting assistance must be provided and received only using this earth connection jump-start connection point → Fig. 173. ◁

Jump-start connection point (positive battery terminal)

Please refer to ⚠ and ⓘ at the start of the chapter on page 180.

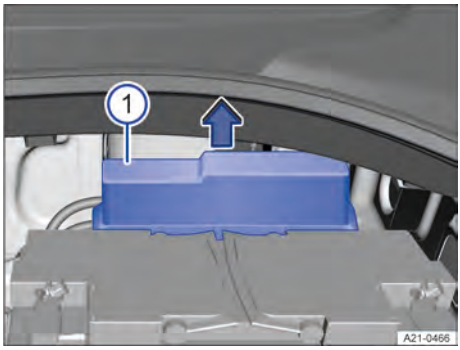

Fig. 174 Under a cover on the left-hand side of the engine compartment: jump-start connection point (positive terminal).

① Jump-start connection point (positive battery terminal) for connecting the *red* jump lead.

1. Pull the cap off the jump-start connection point in the direction of the arrow → Fig. 174.

   The vehicle can only be jump started or be used to jump start another vehicle via the positive terminal jump-start connection point.
2. Fit the cap again after jump starting. ◁

Jump starting the vehicle

Please refer to ⚠ and ⓘ at the start of the chapter on page 180.

The discharged 12-volt vehicle battery must be properly connected to the vehicle's electrical system.

The vehicles must not touch. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

Comply with the information on jump starting contained in the Owner's Manual for the other vehicle.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Do not allow the uninsulated parts of the terminal clamps to touch each other.
- Do not allow leads attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not perform jump starting if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

Attaching the jump leads

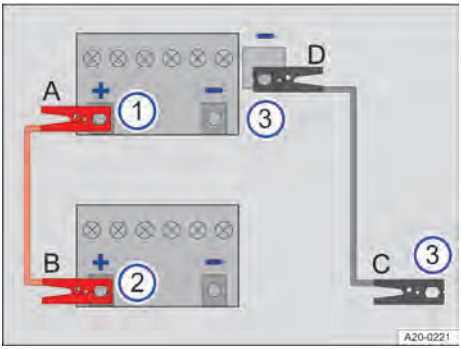

Fig. 175 How to connect the jump leads.

① Vehicle with discharged 12-volt vehicle battery that is being jump started.

② Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.

③ Suitable earth connection: preferably the jump lead connection point (earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The jump leads should be connected only in the order **A – B – C – D** → Fig. 175.

The *black* jump lead should never be connected to the negative terminal (**–**) on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

1. Switch off the ignition in both vehicles.
2. Remove the cover from the positive terminal on the 12-volt vehicle battery → Fig. 175 ① → ⚠.
3. Connect one end of the *red* jump lead **A** to the positive terminal **+** of the battery on the vehicle with the discharged 12-volt vehicle battery.
4. Connect the other end of the *red* jump lead **B** to the positive terminal **+** of the vehicle battery providing assistance → Fig. 175 ②.
5. Connect one end of the *black* jump lead **C** preferably to a suitable jump start connection point (earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance → Fig. 175 ③.
6. On the vehicle with the flat 12-volt battery, connect the other end of the *black* jump lead **D** preferably to the jump lead connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → Fig. 175 ③ → ⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

1. Start the engine of the vehicle providing assistance and let it run at idle.
2. Start the engine of the vehicle with the discharged 12-volt vehicle battery and wait two or three minutes until the engine is running "smoothly".

If the engine does not start immediately, switch off the starter after about 10 seconds and try again af-

ter about 1 minute. If the engine still does not start, seek expert assistance.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the low beam headlamps.
2. Turn on the Climate Control system or the heating and fresh air system blower and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. When the engines are running, the jump leads should be removed only in the order **D – C – B – A** → Fig. 175.
4. Fit the cover to the positive terminal on the 12-volt vehicle battery.
5. Go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked. ◁

Towing

Introduction

Towing requires some experience, especially when using a tow rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope. The gearbox is not lubricated sufficiently at higher speeds and over long distances:

— The maximum permitted towing speed is 50 km/h (30 mph).

— The maximum permitted towing distance is 50 km.

It is easier and safer to tow a vehicle with a tow bar. Only use a tow rope if you do not have a tow bar.

The tow rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If you need to raise your vehicle on one axle for towing, you must do so only on the following axles, depending on the gearbox/drive combination:

Front-wheel drive

Manual gearbox Front axle

Automatic gearbox Front axle

All-wheel drive (4Motion)

Manual gearbox Front axle

Automatic gearbox Front axle

WARNING

If a vehicle is being towed, the vehicle handling and braking effect will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never remove the vehicle key from the ignition lock during towing. Otherwise, the mechanical steering column lock or steering lock could suddenly engage. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and go to a correspondingly qualified workshop.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle transported by a recovery vehicle.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window or large panels can be damaged and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.

NOTICE

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing. ◁

Notes on towing

Please refer to ⚠ and ⓘ at the start of the chapter on page 183.

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing automatically as soon as the turn signal lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The 12-volt vehicle battery is discharged.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (around 31 miles).

— *In vehicles with a manual gearbox*: In vehicles with a manual gearbox, the clutch cannot be depressed *fully* and neutral selected.

— *In vehicles with an automatic gearbox*: The selector lever of the automatic gearbox cannot be moved to neutral (N position).

— The handbrake cannot be released.

— The steering column lock cannot be released.

— The vehicle's gearbox is damaged or does not contain any lubricant.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek assistance from a correspondingly qualified workshop and have the vehicle transported on a recovery vehicle if necessary. ◁

Towing

Please refer to ⚠ and ⓘ at the start of the chapter on page 183.

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— *On vehicles with a ball coupling*: Ball coupling.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye may become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. *In vehicles with a manual gearbox*: Engage the clutch very smoothly when driving off.

Pulled vehicle (rear)

Make sure that the ignition is switched on so that the steering wheel is not locked and you can indicate and operate the wipers if necessary.

1. Release the handbrake.
2. Ensure that the tow-rope is always taut.
3. *In vehicles with a manual gearbox*: Disengage the gear.
4. *In vehicles with an automatic gearbox*: Select the **N** selector lever position.

The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.

⚠ WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- Seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

NOTICE

The vehicle can be towed only if the charge level of the 12-volt vehicle battery is sufficient and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the steering column lock. ◁

Install the tow eye at the rear

Please refer to ⚠ and ⓘ at the start of the chapter on page 183.

Depending on the country and equipment, the housing for the towing eye is located under the bumper protector.

1. Before towing, check whether a housing with a threaded hole for the towing eye or a fixed towing eye is available.
2. Otherwise, seek technical towing assistance and have the vehicle transported using a tow vehicle.

The towing eye must always be kept in the vehicle.

Follow proper towing instructions.

Vehicles with factory towing device

If the vehicle is equipped with a factory towing device, it will be used to tow vehicles, → ⓘ

Vehicles without factory towing device

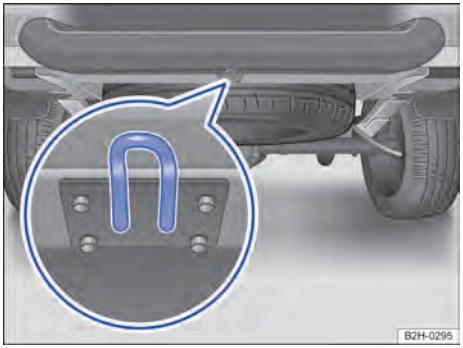

Fig. 176 Below the bumper: towing eye on vehicles without factory towing device.

Vehicles with rear bumper: The fixed tow eye is located in the rear centre, under the bumper → Fig. 176.

Vehicles without a rear bumper: the towing eye is securely installed on the guide frame at the rear on the right.

NOTICE

The towing eye must be firmly screwed into the housing. Otherwise, the towing eye may be ripped off during the towing process.

NOTICE

The tow eye is not designed to tow stuck vehicles.

NOTICE

Vehicles with a factory-installed towing device must **only** be towed with a tow bar specially suitable for installation on a ball joint. If an unsuitable tow bar is used, the coupling ball joint and the vehicle may be damaged.

- Instead, use a tow rope to tow the vehicle. ◁

Assembling the right-hand side towing eye

Please refer to ⚠ and ⓘ at the start of the chapter on page 183.

Depending on the country and equipment, the housing for the towing eye is located behind the bumper protector.

1. Before towing, check whether a housing with a threaded hole for the towing eye is available.
2. Otherwise, seek technical towing assistance and have the vehicle transported using a tow vehicle.

The towing eye must always be kept in the vehicle.

Follow proper driving instructions for towing.

Assembling the right-hand side towing eye

Remove the towing eye from the tool box.

Removing the cover, variant 1

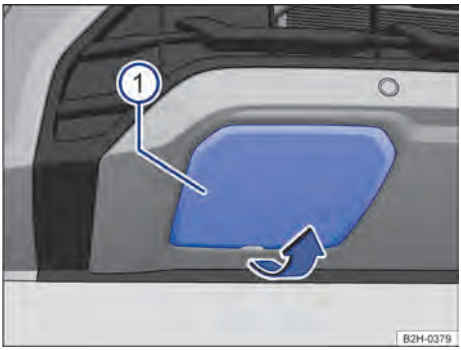

Fig. 177 On the front bumper on the right: cover, variant 1.

① Cover.

1. Hold the recess in the cover and remove the cover in the direction of arrow → Fig. 177 ①.

Removing the cover, variant 2

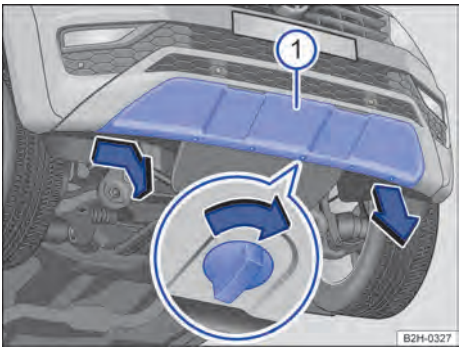

Fig. 178 On the front bumper on the right: cover, variant 2.

① Cap

1. Turn the locking screws approximately 90 degrees in the direction of the arrow → Fig. 178.
2. Turn the cover slightly downwards and remove a locking tab from the bumper on the right side of the vehicle ①.
3. On the left side of the vehicle: remove a locking tab from the bumper.
4. Remove the remaining fastening straps from the bumper and place the cover securely on the vehicle ①.

Thread the towing eye

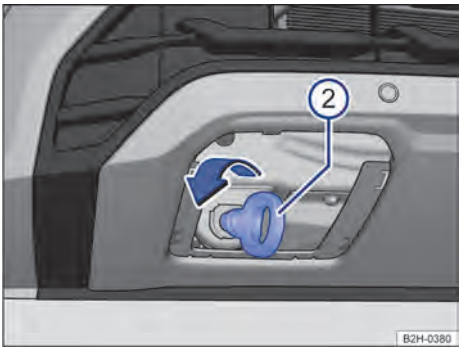

Fig. 179 On the right-hand side of the front bumper: screw in the towing eye.

① Towing eye.

1. Turn the towing eye as tightly as possible **in the direction of the arrow** on housing → Fig. 179 ②.
2. Use an appropriate object to tightly screw the towing eye into the housing → ⓘ.
3. After the towing process, remove the towing eye by turning it **counterclockwise** and install the cover again in the reverse sequence.
4. If necessary, clean the towing eye and replace it with the on-board tools in the cargo compartment.

NOTICE

The towing eye must be firmly screwed into the housing. Otherwise, the towing eye may be ripped off during the towing process. ◁

Checking and refilling

In the engine compartment

Safety notes on working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work on the engine and in the engine compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Carrying out work incorrectly can cause serious injuries. Have all work carried out by a correspondingly qualified workshop if necessary.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface, the wheels must be blocked and the ignition switched off.
- If you intend to work underneath the vehicle, you must use suitable stands to provide support for the vehicle. The vehicle jack is not sufficient for this task and can fail, which can lead to serious injuries.
- Switch off the start/stop system.

⚠ WARNING

The engine/motor compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- Always work with extreme care and caution and observe the general safety precautions. Never take any personal risks.
- Never perform any work on the engine and in the engine compartment unless you know exactly how to do so. If you are uncertain of what to do, have the work carried out by a correspondingly qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open or close the bonnet as long as steam or coolant is escaping. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can burn the skin.
- Observe the following points before opening the bonnet when the engine has cooled down:
  - — Apply the handbrake fully and move the selector lever to position **P** or move the gear lever to the neutral position.
  - — Switch off the ignition.
  - — Always keep children away from the engine compartment and never leave children unsupervised.
- 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 of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards 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 onto engine components or onto the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotary blades can result in serious injuries. The fan is temperature-controlled and could start automatically - even when the ignition is switched off.
- If any work has to be performed when the engine is started or is running, there is an additional, potentially fatal, safety risk from the rotating parts, such as the drive belts, alternator, radiator fan, etc., and from the high-voltage ignition system. Always take extreme care.
  - — Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair get caught up in rotating engine components. Always remove jewellery and ties before starting work. Tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.

— Always take due care and attention when depressing the accelerator. The vehicle could move even if the handbrake is applied.

- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

WARNING

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.

- Never cover the engine with blankets or other insulating materials.

WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and hence cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - — Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - — Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

Service fluids leaks are harmful to the environment. For this reason, you should regularly check the ground underneath your vehicle. If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a correspondingly qualified workshop. Any spilt service fluids must be disposed of properly. ◁

Preparing the vehicle for working in the engine compartment

The following steps should always be carried out in the specified order before working in the engine compartment → ⚠:

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the engine has stopped.
3. Automatic gearbox: Move the selector lever to position **P**.
4. Manual gearbox: Move the gear lever into the neutral position.
5. Apply the handbrake firmly.
6. Switch off the ignition.
7. If necessary, remove the vehicle key from the vehicle and keep it in a separate location so that the vehicle cannot be started accidentally.
8. Allow the engine to cool sufficiently.
9. Children and other people should be kept well away from the engine compartment.
10. Ensure that the vehicle cannot roll away unexpectedly.

WARNING

Ignoring the instructions important for personal safety can lead to severe injuries.

- Always follow the actions and observe the generally valid safety precautions. ◁

Opening and closing the engine compartment cover

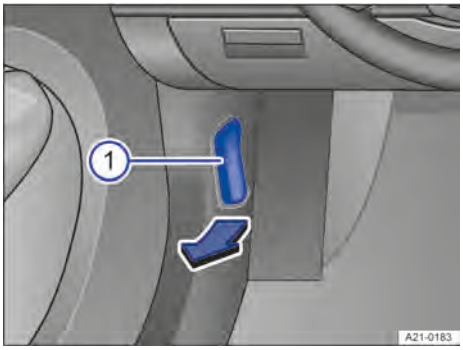

Fig. 180 In the footwell on the left: engine compartment lid release lever (schematic representation).

① Unlocking lever in the footwell.

Fig. 181 Above the radiator grille: operating lever for the engine compartment lid.

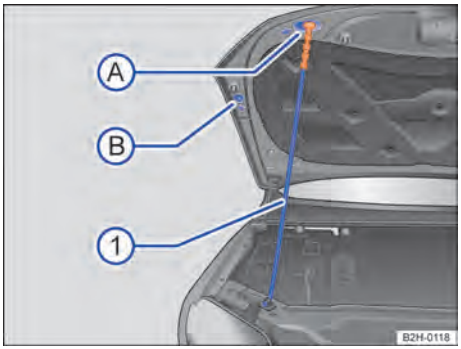

Fig. 182 Secure the engine compartment cover with the support rod (schematic representation).

① Support rod.
Ⓐ Support for the support rod, variant 1.
Ⓑ Support for the support rod, variant 2.

Opening the engine compartment cover

1. Ensure that the windscreen wiper arms are positioned on the windscreen before opening the bonnet → Ⓘ.
2. Open the driver door and pull the release lever in the direction indicated by the arrow → Fig. 180 ①.

   The bonnet is released from the bracket lock due to spring force → ⚠.
3. Lift the engine compartment lid using the unlocking lever and open it completely → Fig. 181 ①.
4. Keep the engine compartment cover open.
5. Unclip the support rod from the contrasting colour handle, on the right side of the front panel→ Fig. 182 ①.
6. Insert the support rod into the coloured handle, into support → Fig. 182 Ⓐ or Ⓑ.

Closing the engine compartment cover

1. Lift the engine compartment cover slightly and hold.
2. Disconnect the support rod from the coloured handle from the opening and fit it into the support on the right side of the front panel → Fig. 182 ①.
3. Allow the engine compartment lid to fall onto the front panel latch from a height of approximately 20 cm – *do not* press afterwards!

If the bonnet is not closed properly, lift it up again and close it.

The engine compartment cover sits flush with the body parts → ⚠ around it when it is closed properly.

⚠ WARNING

If the engine compartment cover is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This could lead to accidents and severe injuries.

- After closing the engine compartment cover, check that the lock has engaged correctly on the front panel. The engine compartment cover must be flush with the surrounding body parts.
- If, while driving, you notice that the engine compartment lid is not closed properly, stop the vehicle and close it.
- Open or close the engine compartment cover only when you are sure that nobody is in its path.

NOTICE

Incorrect opening and closing can cause damage to the engine compartment cover or windshield wiper arms.

- Only open the engine compartment lid with the window washers out of operation and the windshield wipers folded inwards.
- Always ensure that the wiper arms are flush to the windscreen before driving. ◁

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → Fig. 183.

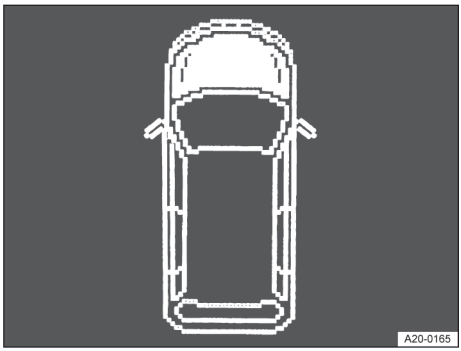

Fig. 183 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

1. **Do not drive on!**
2. If necessary, lift the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

⚠ WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as it is possible and safe to do so.

The symbol can differ depending on the version of the instrument cluster. ◁

Service fluids and equipment

All service fluids and consumables, e.g. coolant, vehicle batteries and engine oils, are being constantly developed. For this reason, service fluids and consumables should be replaced by a correspondingly qualified workshop.

⚠ WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original con-

tainers as people finding these containers could drink them.

- Keep children away from all service fluids and consumables.
- Always observe 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. They are toxic and highly flammable. They could cause fires and explosions.

NOTICE

- Refill only appropriate service fluids. Do not mix up the service fluids under any circumstances. Failure to observe this warning can result in serious malfunctions and engine damage.

Leaking service fluids can pollute the environment. Collect any service fluids that escape or are spilled in suitable containers and dispose of them correctly and with respect for the environment. ◁

Windscreen washer fluid

Fig. 184 In the engine compartment: cap of washer fluid reservoir

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

A filter can be found in the feed throat of the washer fluid reservoir. The strainer keeps larger dirt particles away from the washer jets when refilling. The filter should only be removed for cleaning. If the filter is damaged or cannot be found when refilling, dirt particles will reach the system and will block the washer jets.

1. Open the bonnet ⚠.

   The washer fluid reservoir is identified by the symbol on the cap → Fig. 184.
2. Check whether there is enough washer fluid in the reservoir.
3. To add fluid, mix clear water, but not distilled water, with suitable windscreen washer fluid → ⚠. Observe the dilution instructions on the packaging.
4. At low outside temperatures, add a special antifreeze agent so that the fluid cannot freeze → ⚠.

WARNING

If coolant additive or similar unsuitable additives are mixed with the washer fluid, this can result in an oily film on the window that considerably impairs visibility.

- Use clean, clear water, but not distilled water, with a suitable windscreen washer fluid.
- Add a suitable antifreeze agent to the washer fluid if necessary.

NOTICE

Mixing cleaning agents incorrectly can cause the ingredients to separate and block the washer jets.

- Never use unsuitable cleaning agents. ◁

Engine oil

Introduction

Engine oils are matched to the requirements of the engines, the emission purification systems, and the fuel quality. Due to the operating principle of combustion engines, engine oil always comes into contact with combustion residues and fuel, which has corresponding effects on the ageing process of the engine 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.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter.

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. Always keep engine oil out of the reach of children.
- Store engine oil only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil 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. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment. ◁

Engine oil standards

Please refer to ⚠ at the start of the chapter on page 191.

Vehicles with an engine oil sticker

If you need to top up the engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity → Fig. 185.

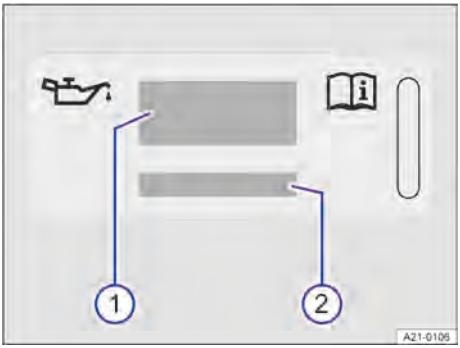

Fig. 185 Sticker showing engine oil standard and engine oil viscosity (illustration).

① Information about the engine oil standard.
② Information about the engine oil viscosity.

The sticker showing the prescribed standard is located at the front of the engine compartment, on the side next to the bonnet release → Fig. 186 ①.

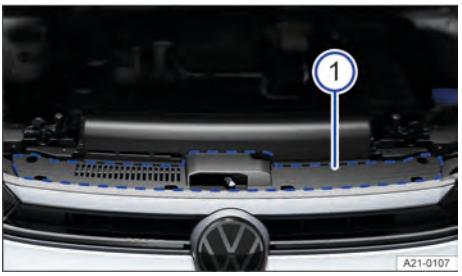

Fig. 186 Installation location of the sticker for engine oil standard and engine oil viscosity (illustration).

① On the side next to the bonnet release mechanism.

If the prescribed engine oil → Fig. 185 is used, the engine oil level can be corrected as often as necessary.

Vehicles without an engine oil sticker

Information on the prescribed engine oil standard and engine oil viscosity can be obtained from a correspondingly qualified workshop. If the engine oil needs to be topped up, use an engine oil with the prescribed engine oil standard and engine oil viscosity. If the prescribed engine oil is used, the engine oil level can be corrected as often as necessary, as follows.

If no engine oil is available according to the prescribed standard, in an emergency you may top up once with a maximum of 0.5 l of the following, deviating standards until the next regular oil change:

— Diesel engines: standards VW 507 00 and ACEA C3, viscosity 0 W-30.

We recommend having the work carried out by a correspondingly qualified workshop.

NOTICE

The use of approved engine oils in accordance with the relevant VW standard is recommended. The use of engine oils that do not meet these quality requirements can cause engine damage. ◁

Changing engine oil

Please refer to ⚠ at the start of the chapter on page 191.

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

The engine oil and filter change should be carried out by a correspondingly qualified workshop due to the special tools and knowledge required. This also applies to the disposal of used oil.

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 note the following:

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.
- 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.

Dispose of old oil in accordance with regulations governing the protection of the environment. Never dispose of old oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and waterways. ◁

Engine oil consumption

Please refer to ⚠ at the start of the chapter on page 191.

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

The vehicle may consume up to 1 l of engine oil per 2,000 km, depending on how you drive and the conditions in which the vehicle is used. In new vehicles, consumption is likely to be higher for the first 5,000 km. The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long trips.

When the engine is working hard, the engine oil level must be in the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes ◁

Checking the engine oil level and refilling engine oil

Please refer to ⚠ at the start of the chapter on page 191.

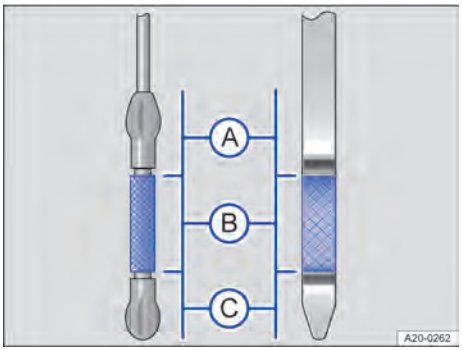

Fig. 187 Oil dipsticks with engine oil level markings (variants).

Ⓐ Engine oil level too high – observe the messages on the instrument cluster display or seek expert assistance.

Ⓑ Engine oil level within normal range.

Ⓒ Engine oil level too low – follow the messages in the instrument cluster display or add engine oil, if necessary.

Fig. 188 In the engine compartment: engine oil filler opening cap (illustration).

Carry out the steps in the specified order → ⚠, → ⓘ:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠.
4. Identify the engine oil filler cap and oil dipstick. The oil filler neck is indicated by the → Fig. 188 symbol on the cap, and the dipstick by its coloured handle. If you cannot find the cap and oil dipstick, please contact a correspondingly qualified workshop.
5. Pull the dipstick out of the guide tube and wipe it off with a clean cloth.
6. Re-insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
7. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → Fig. 187:

   Ⓐ Engine oil level too high. Observe the messages on the instrument cluster display or seek expert assistance as necessary → ⓘ.

   Ⓑ Engine oil level within normal range. Engine oil can be topped up to the upper limit of this range, e.g. when the engine is working hard. Continue to step 8 or 16.

   Ⓒ Engine oil level is too low. Where applicable, follow any messages that are shown on the instrument cluster display and make sure you add engine oil. Continue to step 8.
8. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go.
9. Unscrew the engine oil filler opening cap → Fig. 188.
10. Gradually add engine oil in small quantities, no more than 0.5 l (0.5 qt) in total, or follow the recommendation in the instrument cluster. The use of approved engine oils in accordance with the relevant VW standard is recommended.
11. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the oil sump up to the marking on the engine oil dipstick.
12. Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil → ⓘ.
13. After filling, the engine oil level should be in the middle of the area → Fig. 187 Ⓑ. The engine oil level must not be in area → Fig. 187 Ⓐ → ⓘ.
14. If too much engine oil has been added unintentionally and the engine oil level is in area → Fig. 187 Ⓐ, do not start the engine. Seek expert assistance.
15. After refilling, screw the engine oil filler cap back on.
16. 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 in the corresponding groove at the top end of the guide tube when inserting.
17. Close the bonnet ⚠.

⚠ WARNING

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

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

ⓘ *NOTICE*

- If the engine oil level is in area → Fig. 187 Ⓐ, do not start the engine. Seek expert assistance.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct open-

ings. The use of incorrect service fluids could result in serious malfunctions and engine damage. ◁

Troubleshooting

🕮 Please refer to ⚠ at the start of the chapter on page 191.

Engine oil pressure too low

The warning lamp flashes red.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level.
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. Seek expert assistance.

Engine oil level too low

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level.
4. If required, top up the engine oil gradually in small quantities, using no more than 0.5 l (0.5 qt) in total.
5. Do not drive on or leave the engine running if the indicator lamp is lit even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Fault in engine oil system

The indicator lamp flashes yellow.

1. Go to a correspondingly qualified workshop. ◁

Coolant

🕮 Introduction

You should carry out work on the cooling system only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. Have all work carried out by a correspondingly qualified workshop if necessary.

⚠ WARNING

Coolant is toxic.

- Keep coolant only in the sealed original container and 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.
- Keep the coolant out of the reach of children.
- 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. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment. ◁

Coolant specification

🕮 Please refer to ⚠ at the start of the chapter on page 195.

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and coolant additive provides anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the engine 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% G12evo coolant additive must

be used in order to obtain the optimum corrosion protection → ⚠.

⚠ WARNING

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

- 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

If the liquid in the coolant expansion tank is not purple, the correct coolant has been mixed with another, unsuitable coolant additive. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

- In this case, have the coolant changed immediately.
- Never mix genuine coolant additives with other coolants that have not been approved.

Coolant and coolant additives can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment. ◁

Checking the coolant level and refilling coolant

Please refer to ⚠ at the start of the chapter on page 195.

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down → ⚠.
3. Open the bonnet ⚠.

   You can identify the coolant expansion tank by the symbol on the cap → Fig. 189.

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

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.

- 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 anticlockwise while exerting some downward pressure on the cap.
  - — Always protect your face, hands and arms from hot coolant or steam by placing a large, thick cloth on the cap of the coolant expansion tank.

Warning lamp

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

1. **Do not drive on!** Stop the vehicle as soon as possible and when safe to do so.
2. Seek expert assistance immediately.
3. Check coolant level and add coolant if the coolant level is too low and there is no correspondingly qualified workshop in the near vicinity.

Checking the coolant level

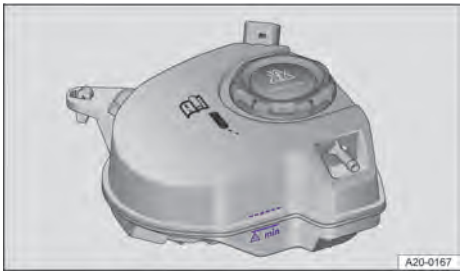

Fig. 190 In the engine compartment: mark on the coolant expansion tank (illustration).

The engine coolant may be above the marked area when a new vehicle is delivered. This is normal. The coolant does not have to be sucked off.

1. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank → Fig. 190.

   The coolant level must be between the markings.
2. 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 upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank → ⚠.

Refilling coolant

1. Unscrew the lid carefully → ⚠.
2. Only refill with new coolant that is compliant with the specifications.
3. Add coolant up to the upper level marking.
4. The coolant level must be between the markings on the coolant expansion tank → Fig. 190.
5. Close the cap tightly.
6. Check the coolant level after one day.
7. If the level drops below the minimum marking "min" again, visit a correspondingly qualified workshop and have the cooling system checked.
8. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive → ⓘ.

NOTICE

- Do not fill coolant above the top edge of the marked area. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a correspondingly qualified workshop as soon as possible.
- 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 qualified professional assistance. Failure to do so can result in engine damage.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage. ◁

Emergency top-up of the cooling system in the Amarok V6 TDI

🕮 Please refer to ⚠ at the start of the chapter on page 195.

Work on the cooling system should always be carried out by a correspondingly qualified workshop.

The cooling system can be topped up if it is not possible to visit a correspondingly qualified workshop.

The vehicle must not be moved if large quantities of coolant have been lost. Failure to observe this can lead to engine damage → ⓘ.

Also see.

Prerequisites for filling the cooling system

✓ The vehicle must be stopped on a firm and level surface.

✓ The engine must have cooled down.

✓ The cooling system is not damaged (water loss).

✓ A sufficient quantity of coolant is available, in an emergency water filtered through a clean cloth.

Emergency filling of the cooling system

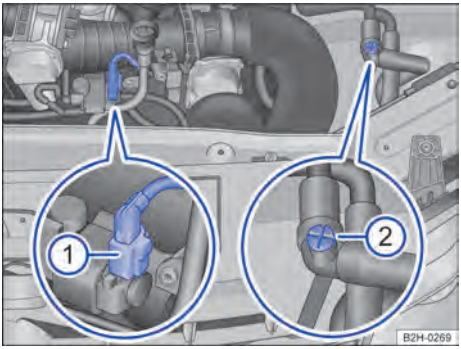

Fig. 191 In the engine compartment: connector and manual bleed valve.

① Connector.
② Manual bleed valve.

The actions should only be carried out in the specified order:

1. Open the bonnet ⚠.
2. Pull the oil dipstick out of the guide tube and place it on a clean cloth.
3. Carefully pull the engine cover panel off in upward direction and put down safely.
4. Open the coolant tank.
5. Open the manual bleed valve by around three turns anticlockwise → Fig. 191 ②.
6. When filling the cooling system, observe the manual bleed valve and close the valve when coolant emerges at the valve.
7. Pull off the connector next to the oil dipstick and secure it → Fig. 191 ①. Do not fit the connector again before going to the workshop.
8. Fill the cooling system up to the upper edge of the coolant tank until the coolant level no longer falls.
9. Wait for about 5 minutes.
10. Start the engine and, depending on the vehicle equipment, set the heater control or air conditioning system to maximum temperature.
11. Increase the engine speed to 2,500 rpm with the vehicle stationary and maintain this engine speed for around 2 minutes.
12. Switch off the engine.
13. \Wait for around two minutes and then fill the cooling system again up to the upper edge of the coolant tank.
14. Repeat steps 10 to 12 as often as necessary until the coolant level in the coolant tank no longer falls.
15. If no coolant has emerged yet from the manual bleed valve, close the manual bleed valve by turning clockwise.
16. Place the engine cover panel on the mounting points and carefully press by hand on the engine cover panel in the area of the mounting points until the engine cover panel has engaged → ⚠.
17. Re-insert the oil dipstick into the guide tube as far as it will go.
18. Drive the vehicle at an engine speed greater than 3,500 rpm for approximately 5 minutes. Then drive the vehicle at an engine speed greater than 2,000 rpm for approximately 30 minutes. Do not exceed a vehicle speed of 100 km/h during this time.
19. Park the vehicle, allow to cool down and adjust the coolant level to around 3 cm above the "max" marking after the vehicle has cooled down.
20. Adjust the heater control or air conditioning system to the desired temperature.
21. Have the engine cooling system checked, repaired and filled with engine coolant of the correct specification by a correspondingly qualified workshop immediately.

⚠ CAUTION

The engine cover panel may be damaged if force is used.

- Never hit the engine cover panel with your fist or a tool.

NOTICE

- Do not fill coolant above the top edge of the marked area. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a correspondingly qualified workshop as soon as possible.
- 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 qualified professional assistance. Failure to do so can result in engine damage.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct open-

ings. The use of incorrect service fluids could result in serious malfunctions and engine damage. ◁

Brake fluid

Fig. 192 In the engine compartment: brake fluid reservoir cap.

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

Brake fluid specification

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

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

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

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir → ⚠.

The brake fluid level cannot be checked accurately in all models as the brake fluid reservoir may be partially concealed. If the brake fluid level cannot be read exactly, please seek assistance from a correspondingly qualified workshop.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

1. STOP Do not drive on!
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Brake fluid change

Have the brake fluid changed regularly. Information on the change interval for the brake fluid can be obtained from a correspondingly qualified workshop. 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.

- Have the brake system and brake fluid level checked or the brake fluid changed on a regular basis.
- The refilled brake fluid must be new.
- Make sure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality one can affect the functioning of the brakes and reduce their effectiveness.

- If you do not have any brake fluid that is compliant with VW standard 501 14, use a high-quality brake fluid compliant with DIN ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6, but only in exceptional circumstances.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. These containers could encourage other people to drink out of them, even if they are labelled otherwise.
- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment. ◁

12-volt vehicle battery

Introduction

The 12-volt vehicle battery is a component of the electrical system in the vehicle.

Never carry out any work on the electrical system if you are not familiar with the necessary procedures and the general safety requirements and only unsuitable tools are available → ⚠. Otherwise, have all work carried out by a correspondingly qualified workshop if necessary. Serious injuries can be caused if work is carried out incorrectly.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter.

Number and 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!

No fires, sparks, naked lights or smoking!

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

Always keep children away from electrolyte and the 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 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 spillage.
- Never smoke and work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

NOTICE

The 12-volt vehicle battery housing can be damaged by ultraviolet radiation.

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

NOTICE

The 12-volt vehicle battery can "freeze" and be destroyed if the outside temperature is very low and the vehicle is stationary for a long time.

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

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings e.g. 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

Please refer to ⚠ and ⓘ at the start of the chapter on page 200.

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

Preparations

1. Preparing the vehicle for working in the engine compartment.
2. Open the bonnet ⚠.

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

Fig. 193 Battery window on the top of the 12-volt vehicle battery (general guide).

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose.

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery → Fig. 193.

The colour indicator in the round 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.

For technical reasons, you cannot check the electrolyte level of 12-volt vehicle batteries marked with **AGM**. Go to a correspondingly qualified workshop to have the 12-volt vehicle battery checked.

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.
- Never use naked flames or glowing objects as a light source.
- 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 spillage.
- 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 sprayed into your eye or onto your skin, rinse the affected area 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

Please refer to ⚠ and ⓘ at the start of the chapter on page 200.

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

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should always be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging → ⚠.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side. The ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only correspondingly qualified workshops have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries can render the type approval invalid.

Disconnecting the 12-volt vehicle battery

Please note the following if the vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch off all electrical consumers and the ignition.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm (if fitted).
3. First disconnect the negative cable and then the positive cable → ⚠.

Connecting the 12-volt vehicle battery

1. Switch off all electrical consumers and the ignition before reconnecting the vehicle battery.
2. First connect 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 if you drive a short distance at a speed of 15 km/h to 20 km/h (10 – 12 mph). If the indicator lamps continue to light up, have the vehicle checked by a suitably qualified workshop.

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

Automatic switch-off for electrical consumers

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging.

— For example, when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

To prevent the 12-volt vehicle battery from discharging, the intelligent onboard supply management system automatically implements certain measures when the 12-volt vehicle battery is subjected to heavy loads:

— The idling speed is increased so that the alternator provides more electricity.

— The performance 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.

12-volt vehicle battery is discharged

The 12-volt vehicle battery will discharge if you use electrical consumers when the engine is switched off.

⚠ WARNING

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

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same

properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

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

- Charge 12-volt vehicle batteries only in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

WARNING

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, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as a solar panel or a battery charger, to the 12-volt sockets or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

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

Electrolyte can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment. ◁

Troubleshooting

Please refer to ⚠ and ⓘ at the start of the chapter on page 200.

12-volt vehicle battery

The indicator lamp lights up red.

1. **Do not drive on!** Stop the vehicle as soon as possible and when safe to do so.

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

1. Switch off any electrical consumers that are not required.
2. Seek expert assistance.
3. Have the electrical system checked.

There is a fault in the 12-volt vehicle electrical system.

1. Seek expert assistance.
2. Have the electrical system checked.

The start/stop system cannot start the engine. ◁

Wheels and tyres

Tyre monitoring systems

Introduction

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

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Monitoring System

— Monitors the tyre pressure by means of pressure sensors on each tyre valve (direct measurement). Tyre valves made of metal.

Reference pressure

The reference pressure for the tyre monitoring system is the tyre pressure of cold tyres with maximum load for the factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker.

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 the tyre pressure regularly and always maintain the specified 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 tyre pressure sticker.
- 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.
- 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 Commercial Vehicles 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 Monitoring System

Please refer to ⚠ at the start of the chapter on page 204.

Functional description

The Tyre Pressure Monitoring System (TPM) monitors the tyre pressure of the four wheels while the vehicle is in motion using tyre pressure sensors on the tyres. The system warns the driver in the event of a pressure loss.

Tyre pressure display on the instrument cluster

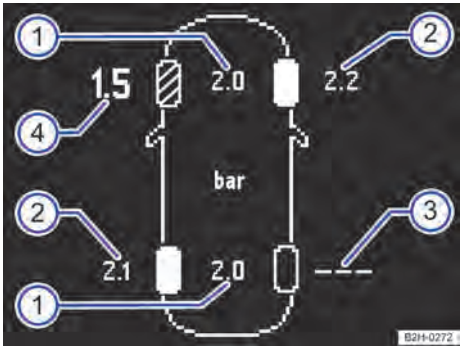

Fig. 194 Illustration of display in the instrument cluster: current tyre pressures.

① Target tyre pressure in bar.
② Actual tyre pressure in bar.
③ System malfunction for rear right tyre.
④ Loss in pressure at front left.

1. Open the menu **Vehicle status** in the instrument cluster display.

   The vehicle is displayed with the target and actual tyre pressures of all the wheels → Fig. 194. The graphical illustration may differ depending on the equipment level.

When you first switch on the ignition, the last received tyre pressures are displayed at first. This display is updated to show the current tyre pressure values at the start of each journey. If the tyre pressure is too low, the relevant actual tyre pressures are highlighted → Fig. 194.

If the tyres are in rest state, the tyre pressure sensors will not transmit any tyre pressures. This stops the tyre pressure sensor batteries discharging.

The last received tyre pressures are shown in grey if no tyre pressures are transmitted.

Switching the Tyre Pressure Monitoring System on and off

The system cannot be switched off manually. Observe any country-specific legal requirements for the Tyre Pressure Monitoring System.

Countries where ECE regulations apply: If a set of tyres, e.g. winter tyres, is fitted to the vehicle that does not have wheel sensors or has wheel sensors that are not compatible with the Tyre Pressure Monitoring System, the yellow indicator lamp (!) will flash for approximately 1 minute and then light up continuously. An acoustic signal may also be given. The tyre pressures will not be monitored.

Countries where ECE regulations do not apply: If a set of tyres is fitted to the vehicle, e.g. winter tyres that do not have wheel sensors or have wheel sensors which are not compatible with the Tyre Pressure Monitoring System, the system will be switched off automatically once you start driving. The tyre pressures will not be monitored. As soon as the Tyre Pressure Monitoring System receives suitable sensor signals again while you are driving, it is switched on automatically.

Calibrating the Tyre Pressure Monitoring System in vehicles without a display in the instrument cluster

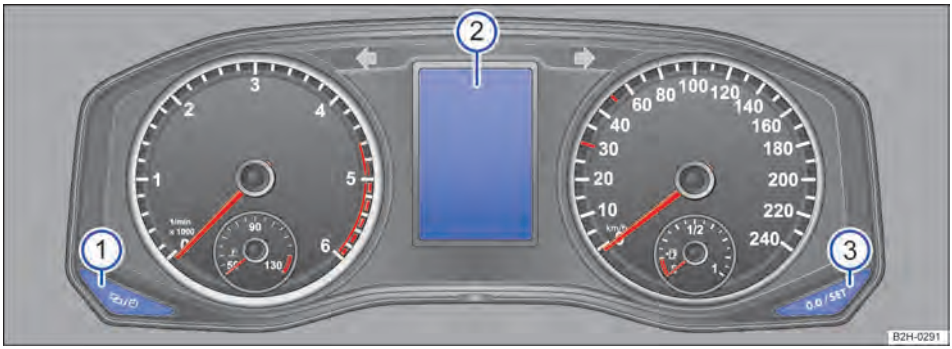

Fig. 195 Buttons in instrument cluster in the dash panel.

In vehicles without a display in the instrument cluster → Fig. 195, the Tyre Pressure Monitoring System must be calibrated whenever changes are made to the tyres, e.g. when tyre pressure sensors or tyre sets are replaced.

1. Press the [⊡/⏲] → Fig. 195 ① button in the instrument cluster as often as necessary until **TPMS**

Tyre pressure calibration appears on the display → Fig. 195 (2).

2. Press and hold the 0.0/SET → Fig. 195 (3) button for longer than 3 seconds until an acoustic signal sounds.

Adjusting the tyre pressure

Following any relevant change in the load level, the tyre pressure must be checked and altered as necessary. The tyre pressures recommended for the vehicle are listed on a sticker on the inside of the driver door.

If the tyre pressure has to be altered on a warm tyre, you should inflate the tyre with 0.2 – 0.3 bar (2.9 – 4.4 psi / 20 – 30 kPa) more than the value shown on the tyre pressure sticker.

The readings on the manometer when filling the tyres and the reading on the tyre pressure sensors may be different. The TPM is more precise.

Selecting target tyre pressures for partial and full loads

The driver must select the appropriate target tyre pressure depending on the vehicle load level:

Operation takes place exclusively via the menu in the instrument cluster.

1. Open the main menu.
2. Open the Settings menu.
3. Select Tyre pressure.

After selecting the menu option Tyre pressure, you can choose between the load states Standard or Fully loaded.

Selecting tyre type

If the tyres are changed to a different tyre size, the correct tyre type must be selected in the vehicle and system settings.

Operation takes place exclusively via the menu in the instrument cluster.

1. Open the main menu.
2. Open the Settings menu.
3. Select Tyre type.

The correct tyre dimensions can be selected after selecting the menu option Tyre type.

If the size of the fitted tyres does not correspond to the factory-specified tyres, the corresponding target tyre pressure can be entered by a correspondingly qualified workshop.

Synchronising the tyre pressure sensors

Manual synchronisation is not necessary after tyre pressure sensors have been replaced or tyres have been changed. The Tyre Pressure Monitoring System automatically recognises new tyre pressure sensors and synchronises them within a few minutes of starting a journey.

Spare wheel or temporary spare wheel

The tyre pressure of the spare wheel or the temporary spare wheel is not monitored.

Storing tyres

If the tyres are in rest state, the tyre pressure sensors will not transmit any tyre pressures. This stops the tyre pressure sensor batteries discharging.

NOTICE

- The pressure sensors are secured to special aluminium valves that are screwed rigidly in place. When inflating the tyres and checking the pressure, do not bend the valves "into position".
- Missing valve caps could lead to damage to the valve and the sensors. You should therefore always make sure that all valve caps are fully screwed on while driving. Do not use metallic valve caps.
- Do not use "convenience" valve caps as they do not form a proper seal. This can cause damage to the sensors. ◁

Troubleshooting for Tyre Pressure Monitoring System

Please refer to ⚠ at the start of the chapter on page 204.

Low tyre pressure

The indicator lamp lights up yellow.

Text message: **Flat tyre!** The tyre pressure of one or more tyres is below 1.4 bar (20 psi/140 kPa) or there is a critical loss of tyre pressure → ⚠.

1. **Do not drive on!**
2. Check all wheels for exterior damage or foreign bodies that have entered the tyres.
3. Check the tyre pressure for all tyres.
4. Change the wheel or drive at a low speed to the nearest correspondingly qualified workshop.

Text message: **Tyre pressures too low!** The warning indicates at least one tyre with a critical tyre pressure → ⚠.

1. Check and adjust the tyre pressure for all tyres.
2. Change the wheel or drive at a low speed to the nearest correspondingly qualified workshop.

Text message: **Please check tyre pressures.** The warning indicates at least one tyre with a reduced tyre pressure → ⚠.

1. Avoid long journeys and high speeds as long as the warning is displayed.
2. Check and adjust the tyre pressure for all tyres.

Fault in the Tyre Pressure Monitoring System

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

One or more wheels with a tyre pressure sensor have been fitted but have not yet been detected by the system.

1. Drive for a few minutes until the indicator lamp goes out.

One or more wheels without a tyre pressure sensor have been fitted or a tyre pressure sensor is defective.

1. Fit wheels with functional tyre pressure sensors.

There is a system fault.

1. Switch the ignition off and then back on again. If the fault persists, go to a correspondingly qualified workshop.

There is a transmission fault between the sensor and the system. The function of the system may be temporarily impaired if there is interference from signals in the same frequency range as these transmitters.

1. Switch off or avoid any disruptive sources, e.g. wireless devices, remote controls or children's toys.

⚠ 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 immediately and check all tyres.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker.
- The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Always inflate all tyres to the correct tyre pressure before every journey.
- 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 correspondingly qualified workshop and have the tyre pressure checked and corrected. ◁

Information about wheels and tyres

Introduction

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

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting. Volkswagen Commercial Vehicles recommends that all work on tyres and wheels is carried out by a correspondingly qualified workshop. They are familiar with the procedure and have the necessary special tools and spare parts and the proper facilities for disposing of the old tyres.

WARNING

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

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

- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always observe 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.
- Check the tyres regularly for damage and wear.
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in blown tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- 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. Use tyres that are more than 6 years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

WARNING

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

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest correspondingly qualified workshop.

For technical reasons, it is not generally possible to use the wheels from other vehicles. This can also apply to wheels of the same vehicle type. Refer to the official vehicle documents or ask a suitably qualified workshop. ◁

Handling wheels and tyres

Please refer to ⚠ at the start of the chapter on page 208.

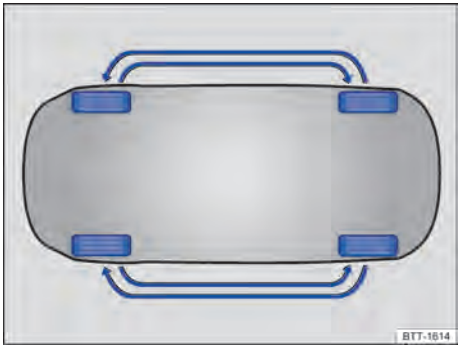

Fig. 196 Diagram showing how to swap wheels

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

Rotating wheels

Regularly rotating the wheels as shown in the illustration → Fig. 196 is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen Commercial Vehicles recommends having the wheels changed by a suitably qualified workshop.

Avoiding damage to wheels and tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure on a regular basis.
- Regularly check tyres for damage, e.g. holes, slits, punctures and blisters.
- Never exceed the maximum speed and load permitted for the tyres that are fitted.
- Damaged or worn tyres must be replaced immediately.
- Protect the tyres from contact with aggressive substances, including grease, oil, fuel and brake fluid → ⚠.
- Replace missing valve dust caps immediately.
- Remove foreign bodies that have not yet penetrated to the inside of the tyre.
- Observe all warnings of the tyre monitoring system.

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 quicker than tyres that are used all the time.

Volkswagen Commercial Vehicles recommends replacing tyres that are more than 6 years old with new tyres. This also applies for 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 on the basis of the manufacturing date.

Storing tyres

- Always store tyres in a cool, dry and dark place if possible. Do not store tyres mounted on the 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).

All-terrain tyres

Some vehicles can be fitted at the factory with "all-terrain tyres". These tyres have a deep-tread profile that alters the vehicle's driving properties such as comfort, consumption, braking distance, cornering behaviour, rolling noise → ⚠.

New tyres

- Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip → ⚠ and braking effect → ⚠.
- All four wheels must be fitted with radial 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 only be replaced by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.
- Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles.

In vehicles with a Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be resynchronised after changing one or more wheels.

This also applies if the wheels have been swapped, e.g. from the front to the rear.

Vehicles fitted with a Tyre Pressure Monitoring System

If you wish to replace factory-fitted wheels, make sure that the new wheels are equipped with sensors that are compatible with the Tyre Pressure Monitoring System.

1. Drive the vehicle at a speed of over approx. 25 km/h (15 mph) for an extended period so that the new wheels can be detected.

Volkswagen Commercial Vehicles recommends that a new valve set and set of seals be used every time the sensors are replaced or modified.

Further information on the Tyre Pressure Monitoring System.

WARNING

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

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

WARNING

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

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

WARNING

The deep-tread profile of all-terrain tyres can considerably increase the braking distance or cornering behaviour and thus cause accidents and serious injuries.

- Always remember that the vehicle handling may have been altered, and drive with appropriate caution.

WARNING

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

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

NOTICE

Avoid heavy impacts and drive around obstacles if possible. Tyres can be deformed by potholes and curb edges especially. This can cause damage to the tyres and wheels.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Tyres that have been approved by Volkswagen Commercial Vehicles 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. Store the certificate in a safe place and keep it in the vehicle. ◁

Wheel rims and wheel bolts

Please refer to ⚠ at the start of the chapter on page 208.

Wheel rims, tyres and wheel bolts have be adjusted 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. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

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

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

Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque.

Wheel 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 and trim elements must be replaced and must always be repaired by a correspondingly qualified workshop.

Wheel rims 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 rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

⚠ WARNING

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

- Never loosen the bolts on wheel rims with bolted-on rings.
- Have all work on wheel rims with bolted-on rings carried out by a correspondingly qualified workshop.

◁

Tyre pressure

🕮 Please refer to ⚠ at the start of the chapter on page 208.

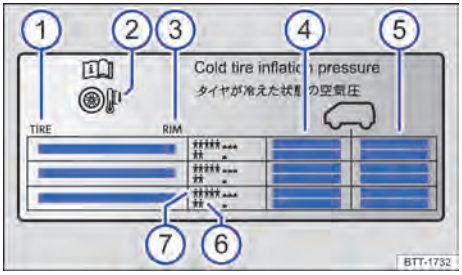

Fig. 197 Information on the tyre pressure sticker.

① Tyre size.
② Note: Check the tyre pressure when the tyres are cold.
③ Rim size.
④ Tyre pressure for the tyres on the front axle.
⑤ Tyre pressure for the tyres on the rear axle.
⑥ Tyre pressure for partial load.
⑦ Tyre pressure for full load.

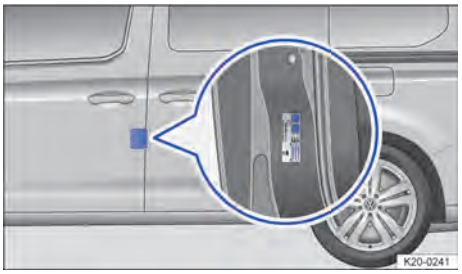

Fig. 198 On the driver door: tyre pressure sticker (alternatively on the inside of the tank flap).

The sticker shows the correct tyre pressure for approved tyres.

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

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

Checking the tyre pressure

The tyre pressure should be checked regularly, at least once a month and before every long trip. Al-

ways check all the tyres, including the spare if fitted. The tyre pressure should be checked more frequently in colder regions, but only if the vehicle has not been moved beforehand. The tyre pressure tester must function correctly.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

⚠ WARNING

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

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, which may result in you losing control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month and before every long trip.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

! 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 that all valve caps are fully screwed on while driving.

Underinflated tyres will result in increased fuel consumption. ◁

Tread depth and tread wear indicators

🕮 Please refer to ⚠ at the start of the chapter on page 208.

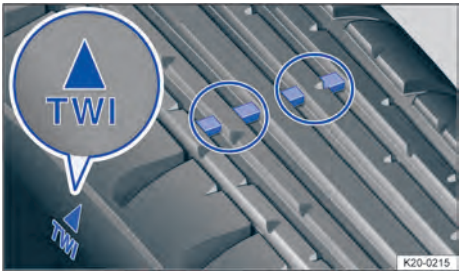

Fig. 199 Tyre tread: tread wear indicators.

Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm (1/16 in) residual tread - measured in the tread grooves next to the tread wear indicators (observe deviating country-specific legal regulations).

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-season 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 tyre tread is worn down to the tread wear indicator.

There are 1.6 mm (1/16 in) high tread wear indicators → Fig. 199 in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → Fig. 199.

⚠ WARNING

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

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to glide 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

🕮 Please refer to ⚠ at the start of the chapter on page 208.

Damage to tyres and rims often occurs unnoticeable → ⚠.

1. If it is suspected that a wheel may be damaged, immediately reduce speed and stop as soon as traffic conditions allow and it is safe to do so.
2. Check the tyres and rims for damages.
3. If there is damage to the tyre, do not continue driving.
4. Replace the damaged wheel. If necessary, contact a specialized company qualified for this case.
5. If no damage is visible externally, drive slowly and cautiously to a nearby specialized company to have the vehicle checked.

Penetration of foreign bodies into the tyre

1. Leave the foreign body in the tyre if it has entered the inner tyre. However, foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Replace the damaged wheel. If necessary, contact a specialized company qualified for this case.
3. Check and adjust all tyre pressures.
4. Look for a qualified specialized company for this.

In the case of vehicles with mobility tyres:

1. leave foreign bodies in the tyres and look for a qualified specialist company to do this. A sealing compound applied to the inner side of the tread surrounds the foreign body and temporarily seals the tyre.

Tyre wear

Tyre wear depends on different factors:

— Driving style.

— Wheel balancing.

— Running gear setting.

Driving quickly in curves, hasty starts and sudden braking increase tyre wear.

While driving, a lack of balance may occur, which becomes noticeable due to the steering shaking.

A lack of wheel balance also causes wheel wear. In this case the wheels should be balanced again.

Incorrect chassis adjustment limits driving safety and increases tyre wear. In case of high tyre wear, have the chassis adjustment checked by a specialized company qualified for this.

⚠ WARNING

Unusual vibrations or if the car pulls to one side while driving, one of the tyres might be damaged.

- Immediately reduce speed and stop the vehicle as soon as traffic conditions permit and it is safe to do so.
- Check the tyres and rims for damages.
- Never continue driving with damaged tyres or rims. Instead, request help from a specialized company qualified for this case.
- If no external damage is recognized, drive slowly and carefully to the nearest specialized company to have the vehicle checked. ◁

New wheels and tyres

🕮 Please refer to ⚠ at the start of the chapter on page 208.

New tyres

— Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency.

— Both wheels on an axle must be fitted with tyres of the same type, size, and the same tread pattern.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

Replacing tyres

— Always replace tyres at least on an axle-by-axle basis.

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

— Replace old tyres only with tyres that have the same specifications – including width, diameter, load capacity and maximum speed – as those approved by Volkswagen Commercial Vehicles for your vehicle and model.

— Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles.

Additional information for vehicles fitted with a Tyre Pressure Monitoring System

If you wish to replace factory-fitted wheels, please ensure that the new wheels are equipped with sensors that are compatible with the factory-fitted Tyre Pressure Monitoring System. New wheels with sensors are detected and integrated into the system. The vehicle must be left stationary for at least 20 minutes after a tyre is fitted and then driven at a speed of over approx. 25 km/h (15 mph) for an extended period so that the new tyre can be detected.

The Tyre Pressure Monitoring System can also be reactivated manually.

Volkswagen Commercial Vehicles recommends that a new valve set and set of seals be used every time the sensors are replaced or modified. For further information, please contact a suitably qualified workshop.

If tyres with dimensions other than those defined by Volkswagen Commercial Vehicles for the vehicle and model are used, the Tyre Pressure Monitoring System must be reprogrammed with the new tyre pressure values. For further information, please contact a suitably qualified workshop.

If you use wheels that do not have a sensor, or have non-compatible sensors, the Tyre Pressure Monitoring System will not detect them. The Tyre Pressure Monitoring System will then not be able to measure tyre pressures. A fault is displayed or the system is switched off.

Further information about the Tyre Pressure Monitoring System, how it works and what you need to know.

WARNING

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

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

WARNING

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

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

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

NOTICE

Always use a new valve set and set of seals when replacing or modifying the sensors for the Tyre Pressure Monitoring System.

Old tyres should be disposed of properly and as required by legislation.

Despite identical size details, the actual size of the various tyre makes may vary from these specified dimensions, or the tyre contours may vary considerably.

Volkswagen Commercial Vehicles-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. The salesperson will have to provide a certificate from the tyre manufacturer for other tyre makes to prove that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible. ◁

Tyre lettering and tyre type

Please refer to ⚠ at the start of the chapter on page 208.

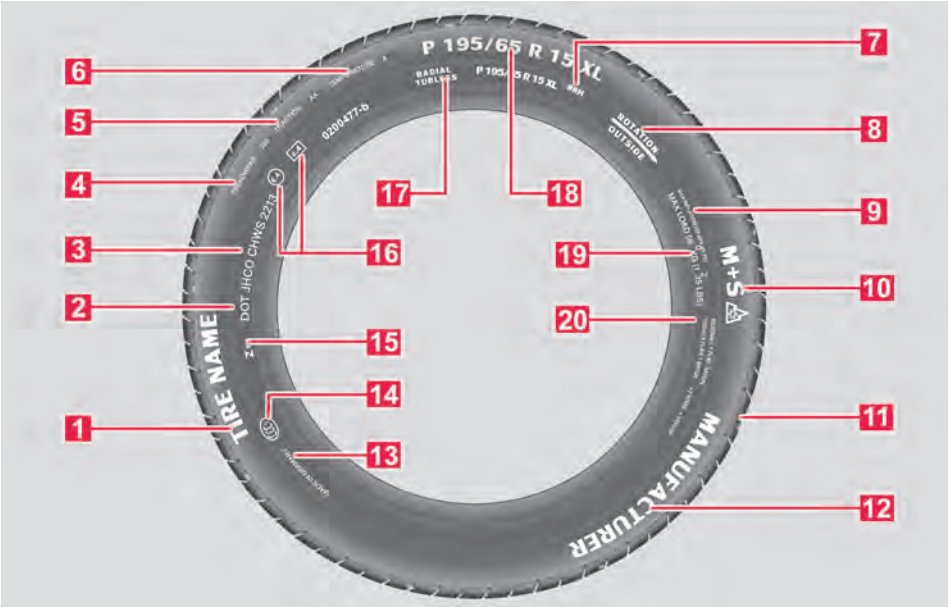

Fig. 200 International tyre lettering

Tyre lettering (example), meaning			
①	Product name	Individual tyre lettering from manufacturer.	
②	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
③	JHCO CHWS 2213	Tyre ID number (TIN – sometimes only on inside of wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: week 22 of 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure):			
④	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. A tyre with the specification 280 is used up at a rate of 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can notably deviate from norm values due to driving style, maintenance, road surface and climatic conditions.	
⑤	TRACTION AA	Wet braking performance of the tyre (AA, A, B or B). The wet braking performance 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, or aquaplaning and traction under maximum load.	

Tyre lettering (example), meaning			
⑥	TEMPERATURE A	Temperature stability of the tyre at higher test speeds (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct tyre pressure and does not allow for excess pressure. Excessive speed, incorrect tyre 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 → page 217 and speed index → page 217.	
⑧	Rotation and arrow	Denotes direction of rotation → page 216.	
	Or: Outside	Denotes outside of tyres → page 217.	
⑨	MAX INFLATION 350 KPA (51 psi / 3.51 bar)	US limitation for the maximum tyre pressure.	
⑩	M+S or M/S or ⛄	Denotes winter tyres (mud and snow tyres). Studded snow tyres are labelled with an E after the S.	
⑪	TWI	Indicates the position of the tread wear indicator.	
⑫	*Brand name*, *logo*	Manufacturer.	
⑬	Made in Germany	Country of manufacture.	
⑭	㊫	Country-specific denotation for China (China Compulsory Certification).	
⑮	023	Country-specific denotation for Brazil.	
⑯	E4 e4 0200477-b	Certification of conformity with international regulations. The next number is the code number of the country that granted approval. Approved tyres which comply with ECE regulations are denoted with E, tyres which comply with EC regulations are denoted with e. This is followed by the number of the type approval certificate.	
⑰	RADIAL TUBELESS	Tubeless radial tyres.	
⑱	P 195 / 65 R 15 XL	Size designation:	
		P	Identification for passenger vehicle.
		195	Tyre width from wall to wall in mm.
		65	Height/width ratio in %.
		R	Tyre construction: radial.
		15	Rim diameter in inches.
		XL	Heavy-duty tyres (extra load tyres).
⑲	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.	
⑳	SIDEWALL 1 PLY RAYON	Data on the tyre carcass components: 1 layer of rayon (artificial silk).	
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Data on the tread surface components: In this example there are 4 layers under the tread surface: 1 layer of rayon (artificial silk), 2 layers of steel belt and 1 layer of nylon.	

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

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

Low-profile tyres

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

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This makes sure they run as smoothly as possible.

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

Asymmetrical tyres

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

Mobility tyres

The word "Seal" is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

A sealant applied to the inner side of the tread encloses foreign bodies penetrating the mobility tyre and seals the tyre temporarily.

Tyre load

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

Examples:

78	425 kg
81	462 kg
83	487 kg
85	515 kg
87	545 kg
88	560 kg
91	615 kg
92	630 kg
93	650 kg
95	690 kg
97	730 kg
99	775 kg
100	800 kg
101	825 kg
102	850 kg
103	875 kg
104	900 kg
105	925 kg
106	950 kg
107	975 kg
108	1000 kg
109	1030 kg
110	1060 kg
112	1120 kg
114	1180 kg
116	1250 kg
118	1320 kg
120	1400 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven when particular wheels are fitted.

P	max. 150 km/h (93 mph)
Q	max. 160 km/h (99 mph)
R	max. 170 km/h (106 mph)
S	max. 180 km/h (112 mph)
T	max. 190 km/h (118 mph)
U	max. 200 km/h (125 mph)
H	max. 210 km/h (130 mph)
V	max. 240 km/h (149 mph)
W	max. 270 km/h (168 mph)
Y	max. 300 km/h (186 mph)
Z	over 240 km/h (149 mph)

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

Maximum load and speed range for tyres

Please refer to ⚠ at the start of the chapter on page 208.

Vehicles registered within the EU and EU user states are issued with an EC certificate of conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen Commercial Vehicles for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle.

— If the type plate has a row marked "Permit" then the vehicle has an EC certificate of conformity.

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

Spare wheel or emergency wheel

Please refer to ⚠ at the start of the chapter on page 208.

The spare wheel or emergency wheel is located in the spare wheel holder underneath the vehicle.

Your vehicle is sold in Brazil with a spare wheel (spare tyres), according to the release. For this reason, it is not necessary to provide a tyre repair kit for the vehicle.

Spare wheel different from the installed wheels

If the version of the spare wheel is different from the vehicle's wheels, for example in the case of winter tyres or if the spare wheel is older than 6 years, the spare wheel may only be used in an emergency for a short period and taking the necessary care when driving.

The spare wheel must be replaced as soon as possible with a normal running wheel capable of running.

Observe the driving notes:

— Do not drive faster than 80 km/h (50 mph)!

— Avoid full acceleration, sudden braking and fast driving through bends in the road!

— Do not use snow chains on the emergency wheel.

— After installing the spare wheel or emergency wheel, check the tyre pressure as soon as possible.

— Never turn on selectable four-wheel drive or the differential lock.

The tyre pressure of the spare wheel or emergency wheel must be checked together with the pressure of the other tyres at least once a month. The spare wheel tyre must be inflated to the highest pressure predicted for the vehicle.

⚠ WARNING

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

- If the spare wheel or emergency wheel is damaged or worn to the wear indicators, do not put it into use under any circumstances.
- Some vehicles may be equipped with an emergency wheel in place of a spare wheel. The emergency wheel can be recognized by an adhesive label and the inscription “80 km/h” (“50 mph”). This marking indicates the maximum rolling speed of the tyre. Do not cover the adhesive label while using the wheel.
- Never drive faster than 80 km/h (50 mph).
- Never drive faster than 200 km (125 mi) with an emergency wheel when it is mounted on the drive shaft.
- Avoid full acceleration, sudden braking and making turns at high speeds!
- Replace the spare wheel with a regular wheel as soon as possible. The emergency wheel is intended for brief use only.
- Always secure the emergency wheel using the factory-supplied wheel bolts.
- Never drive with more than one spare wheel that is a different size than the vehicle's tyres.
- After mounting the emergency wheel, check the tyre pressure as soon as possible.
- Do not use snow chains on the emergency wheel.
- When driving with a trailer, never mount an emergency wheel on the rear axle.

! NOTICE

If the vehicle's tyres are of different sizes, the activation and operation of the four-wheel drive as well as the differential lock may damage the drive unit and, if applicable, other components.

If possible, secure the spare wheel, emergency wheel or replaced wheel securely to the spare wheel holder under the vehicle. ◁

Winter tyres

Please refer to ⚠ at the start of the chapter on page 208.

Summer tyres provide less grip on icy and snowy roads. Winter or all-weather tyres improve the vehicle and brake response during winter conditions. Volkswagen Commercial Vehicles recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (5/32 in).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

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

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index → ⚠.

Speed limitation

Winter tyres have a speed limit depending on the speed index.

You can set a speed warning in the **Tyres** menu in the **Vehicle settings** menu in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a suitably qualified workshop about the maximum permitted speed and required tyre pressure.

All-wheel drive

Thanks to its all-wheel drive, the vehicle will have plenty of traction in winter conditions, even with the standard tyres. Despite this, Volkswagen Commercial Vehicles still recommends fitting winter tyres or all-year tyres to all four wheels in winter, primarily due to the improved braking efficiency.

Observe information on snow chains.

⚠ WARNING

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

Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

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.

On vehicles with Tyre Pressure Monitoring System, winter tyres must be fitted with compatible sensors for the Tyre Pressure Monitoring System to ensure the system works properly . If the dimensions of the winter tyres are different from those of the summer tyres and require a different tyre inflation pressure, the tyre inflation pressure values for the Tyre Pressure Monitoring System must be adjusted.

You can find out about permitted winter tyre sizes from a correspondingly qualified workshop. ◁

Snow chains

🕮 Please refer to ⚠ at the start of the chapter on page 208.

Please observe legislation and also the permitted speed when driving your vehicle with snow chains.

On roads covered with ice or snow, snow chains improve traction and braking behaviour.

Snow chains can only be installed **on the rear wheels** and also on **four-wheel drive vehicles** – and **only on the following rim and tyre combinations**:

Tyre size	Rim	Type of snow chains to be used
205 R16 C 110/108 T	6 1/2 J x 16 ET 52	Only snow chains with small links that add no more than approximately 15 mm (37/64 inches).
245/70 R16 111 T	6 1/2 J x 16 ET 62	
245/65 R17 111 T	8 J x 17 ET 49	

Volkswagen recommends consulting a specialist company regarding the respective wheel sizes, tyre sizes and snow chains.

When driving with snow chains, remove the wheel arch covers and rim decoration rings before assembly → ⚠. However, in this case, for safety reasons, the wheel bolts must be fitted with cover caps. Cover covers can be purchased from a qualified specialist company.

⚠ WARNING

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

- Always use the correct snow chains.
- Follow the assembly instructions given by the snow chain manufacturer.
- Never drive with snow chains faster than permitted.

NOTICE

- On snow-free routes, remove the snow chains. Otherwise, snow chains will limit driving characteristics, damage the tyres and become damaged quickly.
- Snow chains that are in direct contact with the wheel can scratch or damage it. Volkswagen Commercial Vehicles recommends using snow chains with integrated rim protection.

Snow chains can be purchased in different sizes for a vehicle model. ◁

Hubcaps

Wheel bolt cover

Fig. 201 Removing the wheel bolt caps.

The caps protect the wheel bolts and must be replaced after changing the tyre.

Removing and installing the cover caps

Remove:

1. Remove the extractor hook from the tool box.
2. Pass the extractor hook through the opening in the cover → Fig. 201 and pull it out in the direction of the arrow.

Install:

1. fit until the stop on the wheel bolts.

The anti-theft wheel bolt has a separate cover cap. This cap only fits the anti-theft wheel bolt, not the regular bolts. ◁

Changing a wheel

Introduction

Some models are delivered without a factory-fitted jack or box spanner. If this is the case, have the wheel change carried out by a correspondingly qualified workshop.

The jack supplied with the vehicle is designed only 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, contact a correspondingly qualified workshop.

Only change the wheel yourself when the vehicle is parked in a safe place, you are familiar with the necessary actions and safety procedures and you have access to all the correct tools. Otherwise, consult a suitably qualified workshop.

⚠ WARNING

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

- Stop the vehicle as soon as it is possible and safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- 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.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, consult a suitably qualified workshop.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to position P.

  Select a gear on vehicles with a manual gearbox in order to reduce the risk of unintended vehicle movement.
- Apply the handbrake firmly.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change.

⚠ WARNING

Use the differential lock only when pulling away as all of the brake assist systems, including the off-road functions, will be switched off. ◁

Preparations for changing a wheel

🕮 Please refer to ⚠ at the start of the chapter on page 220.

The spare wheel or temporary spare wheel is secured underneath the vehicle by a cable and it must be wound downwards so that it can be removed.

Only remove the spare wheel or temporary spare wheel yourself if you have parked the vehicle safely and are familiar with the work required! Otherwise, consult a suitably qualified workshop.

Checklist

Always perform the following steps in the specified sequence to prepare for the wheel change and to remove the spare wheel or temporary spare wheel → ⚠:

1. If you get a flat tyre, park your vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Apply the handbrake firmly.
3. Automatic gearbox: Move the selector lever to position P with the ignition switched on.
4. Stop the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Switch on the hazard warning lights and set up the warning triangle. Observe any legal requirements.
7. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
8. Chock the wheel diagonally opposite the wheel being worked on with a stone or a similar object.
9. When towing a trailer: unhitch the trailer from the vehicle and park it properly.
10. When there is a load on the loadbed: remove the load.
11. Remove the vehicle toolkit from the vehicle.
12. Remove the spare wheel or temporary spare wheel.
13. Remove the hubcaps.
14. Loosen the wheel bolts on the wheel that is being changed.
15. Prepare the jack for lifting the vehicle.

⚠ WARNING

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

- Always follow the actions in the checklist and observe the generally valid safety precautions.

⚠ WARNING

Removing the spare wheel or temporary spare wheel could be dangerous, especially if it is carried out on the side of a road.

- Park the vehicle at a safe distance away from the flow of traffic and on a firm, level surface. ◁

Wheel bolts

🕮 Please refer to ⚠ at the start of the chapter on page 220.

Only the spanner delivered with the vehicle should be used to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the vehicle jack.

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

Loosening the wheel bolts

Fig. 202 Changing a wheel: loosening the wheel bolts.

1. Fit the box spanner over the wheel bolt as far as it will go → Fig. 202.
2. Hold the end of the box spanner and turn the wheel bolt by around one turn anticlockwise → ⚠.

Loosening the anti-theft wheel bolt

Fig. 203 Changing a wheel: Anti-theft bolt and adapter.

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Insert the adapter into the anti-theft wheel bolt as far as it will go → Fig. 203.
3. Insert the box spanner into the adapter as far as it will go → Fig. 203.
4. Hold the end of the box spanner and turn the wheel bolt by around one turn anticlockwise → ⚠.

Important information about the wheel bolts

The design of the wheel rims and wheel bolts is matched to the factory-fitted wheels. If different rims are fitted, the correct wheel bolts with the right length and correctly shaped bolt heads must be used. This ensures that wheels are fitted securely and that the brake system works properly.

In certain circumstances, wheel bolts from a vehicle of the same model series may not be used.

Tightening torque for wheel bolts

The tightening torque for wheel bolts for steel and alloy wheels is 180 Nm (133 ft-lbs). The tightening torque should be checked with a perfectly functioning torque spanner immediately after changing a wheel.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or lubricate the wheel bolts or the threads of the wheel hub. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.

⚠ WARNING

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

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- Regularly check the tightening torque with a torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

⚠ 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. ◁

Turn down the spare wheel or emergency wheel

Please refer to ⚠ at the start of the chapter on page 220.

Remove the winch cover

Depending on the model version, the screw for turning down the spare wheel or emergency wheel is located under a cover → Fig. 204 on the bumper or to the right next to the license plate holder.

Fig. 204 Bumper cover.

1. Lever the cover cap with the flat side of the tool box screwdriver in the direction of the arrow → Fig. 204.

Check the lifting cable

Fig. 205 Control the lifting cable with the winch.

1. Push the tool box socket onto the square head screw → Fig. 205 (1) → (!).
2. Insert the wheel wrench from the tool box into the socket.
3. Turn the wheel wrench against the direction of the arrow → Fig. 205 until there is resistance. If no resistance occurs, the lifting cable may break → ⚠.
4. Remove the square head screw socket.

⚠ WARNING

If there is no resistance when turning the wheel wrench, the lifting cable may break. In the event of a broken lifting cable, the spare or emergency wheel is only held in position by the anti-theft device. If the anti-theft device is removed, the spare or emergency wheel will fall out and could cause serious injury.

- Do not remove the anti-theft device yourself, but ask a qualified specialist company to do so.
- Have the lifting cable repaired by a specialized company qualified for this.

! *NOTICE*

Never open the load compartment lid while the socket wrench is on the square head screw. Otherwise, the load compartment lid may be damaged.

Removing the anti-theft device.

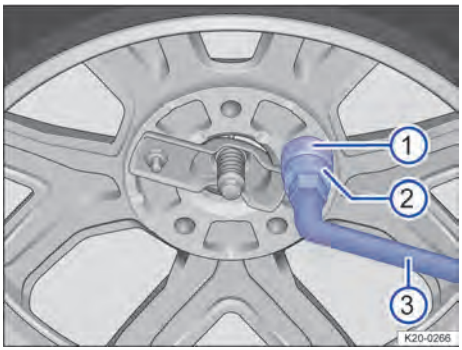

Fig. 206 Removing the anti-theft device.

The anti-theft device must be removed before the spare or emergency wheel can be lowered. Before removing the anti-theft device, check that the lifting rope is not broken → Fig. 205.

⚠ WARNING

The spare or emergency wheel may fall out when the anti-theft device is removed and cause serious injury.

- Before removing the anti-theft device, check that the spare wheel or emergency wheel lifting rope is not broken → page 223.

- Always make sure that the spare or emergency wheel winch is securely tightened.

1. Remove the anti-theft device adapter → Fig. 206 (2) and the wheel wrench → Fig. 206 (3) from the tool box.
2. Remove the cover cap from security nut → Fig. 206 (1).
3. Insert the anti-theft device adapter (2) and the wheel key (3) into the safety nut (1).
4. Remove the safety nut (1) with the wheel wrench (3) by turning it completely counter-clockwise.

Turn down the spare wheel or emergency wheel

1. Push the tool box socket onto the square head screw → Fig. 205 (1) → (!).
2. Insert the wheel wrench from the tool box into the socket.
3. To fully turn the spare wheel or emergency wheel downwards, turn the wheel wrench in the direction of the arrow → Fig. 205 as far as the stopper.
4. Remove the square head screw socket.

NOTICE

Never open the load compartment lid while the socket wrench is on the square head screw. Otherwise, the load compartment lid may be damaged. ◁

Removing the spare wheel or temporary spare wheel

Please refer to ⚠ at the start of the chapter on page 220.

Loosening the securing screw

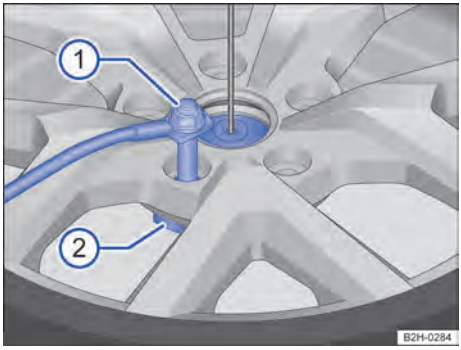

Fig. 207 Spare wheel or temporary spare wheel: Loosening the retaining bolt.

(1) Retaining bolt.
(2) Wheel holder.

1. Pull out the spare wheel or temporary spare wheel from underneath the vehicle.
2. Take the box spanner out of the vehicle toolkit.
3. Use the box spanner to unscrew the securing screw anticlockwise out of the wheel holder → Fig. 207 (1).

The spare wheel or temporary spare wheel is connected to the tether additionally via a wheel holder.

Releasing the wheel holder

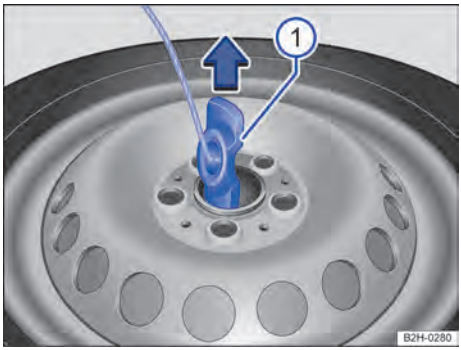

Fig. 208 Spare wheel or temporary spare wheel: Releasing the wheel holder.

1. Unscrew the retaining bolt from the wheel holder → Fig. 208 (1).
2. Place the wheel holder upright → Fig. 208 (1).
3. Pull the wheel holder out of the hole in the wheel in the direction of the arrow. ◁

Store spare wheel or emergency wheel

🕮 Please refer to ⚠ at the start of the chapter on page 220.

Fix the rim support

Fig. 209 Spare or emergency wheel: correct placement of the rim support in the rim hole.

1. Place the rim support in a vertical position.
2. Push the rim support into the rim hole.

   Make sure that the rim support is centred in the rim hole and that it is not warped → ⚠.

Install the security screw

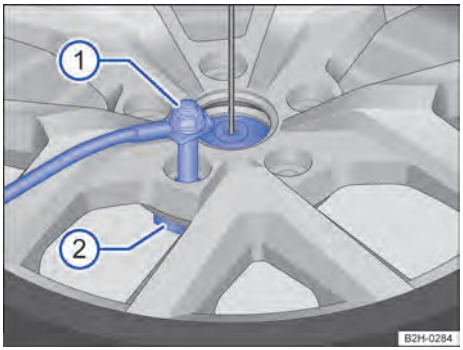

Fig. 210 Spare or emergency wheel: fit the safety screw.

1. Turn safety screw → Fig. 210 (1) clockwise on the rim support.
2. Tighten the safety screw with the wheel wrench.

   The prescribed tightening torque for the safety screw is 55 Nm (41 ft-lbs).
3. Immediately check the tightening torque of the safety screw with a torque wrench that works properly.

Turn up the spare wheel or emergency wheel

Fig. 211 Place the spare wheel on the winch.

1. Remove the security nut from the anti-theft protection.
2. Push the socket wrench onto the square head screw (1).
3. Place the tyre iron over the socket wrench.
4. Turn the wheel wrench slightly in the opposite direction to the arrow.
5. Continue turning the wheel wrench in the direction of the arrow until the spare wheel is just in front of the threaded pin on the anti-theft device.
6. Check that the threaded pin → Fig. 212 (1) is inserted into the hole for the wheel bolts.
7. Turn the wheel wrench until it stops. In this case, resistance must be overcome. Resistance is overcome when a popping noise is heard.
8. Pull the square head screw socket.
9. Press the cover cap onto the winch (depending on version).

NOTICE

Never open the load compartment lid while the socket wrench is on the square head screw. Otherwise, the load compartment lid may be damaged.

Install the anti-theft device

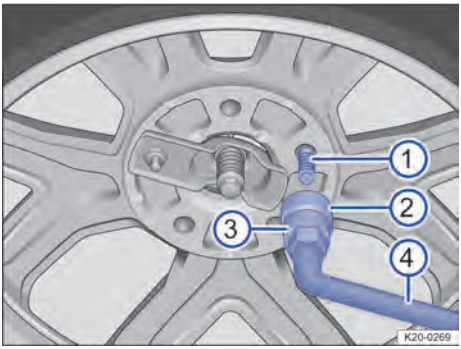

Fig. 212 Install the anti-theft device

1. Manually turn the security nut → Fig. 212 (2) clockwise with the anti-theft device adapter → Fig. 212 (3) from the tool box onto the threaded pin → Fig. 212 (1).
2. Insert the anti-theft device adapter (3) and the wheel key (4) into the safety nut.
3. Tighten the safety nut with the wheel wrench (4).

   The prescribed tightening torque of the lock nut is 55 Nm (41 ft-lbs).
4. Insert the cover cap into the safety nut.
5. Immediately check the tightening torque of the safety nut with a torque wrench that works properly.

WARNING

The spare wheel or emergency wheel must be securely stored in the spare wheel holder to prevent the spare wheel or emergency wheel from falling out while driving.

- Make sure the rim bracket is centred in the rim hole and is not warped.
- Before driving, install the anti-theft device.
- The tightening torque of the security screw and security nut of the anti-theft device must be checked immediately with a properly working torque wrench.
- The spare wheel or emergency wheel must be rotated upwards in the spare wheel holder until it touches the stop.

WARNING

The spare or emergency wheel could fall out while fitting the anti-theft device and cause serious injuries.

- Always make sure that the spare or emergency wheel winch is securely tightened.

NOTICE

When a spare wheel or emergency wheel is stored that is different in size or weight from the factory-installed spare wheel, the spare wheel winches may be damaged and the rim support may not be able to be mounted correctly.

- Only store spare wheels or emergency wheels under the vehicle, the size of which corresponds to the factory-installed spare wheel. ◁

Preparing the jack

Please refer to ⚠ at the start of the chapter on page 220.

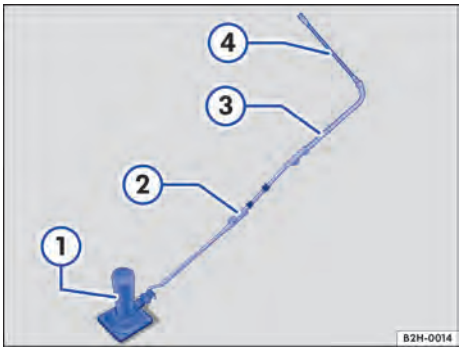

Fig. 213 Jack with extension

(1) Jack.
(2) Extension lever.
(3) Socket wrench.
(4) Box spanner for wheel bolts.

The jack must be connected to components from the vehicle toolkit so that it can be cranked up and down underneath the vehicle.

1. Unfold the extension lever → Fig. 213 (2) from the vehicle toolkit.
2. Hook the extension lever into the vehicle jack → Fig. 213 (1).

3. Place the socket bit → Fig. 213 ③ on the extension lever.
4. Place the box spanner → Fig. 213 ④ over the socket bit.
5. Push the vehicle jack under the corresponding jacking point.

⚠ CAUTION

Using an incorrect method for extending the jack could lead to injuries. ◁

Front jacking points

🕮 Please refer to ⚠ at the start of the chapter on page 220.

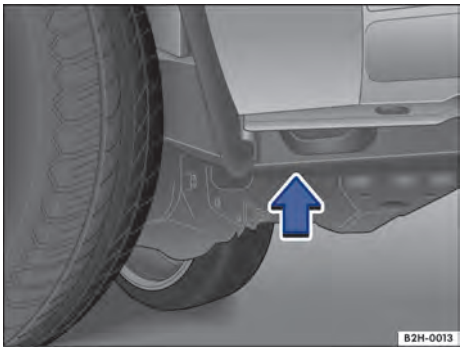

Fig. 214 From the side: The front jacking point.

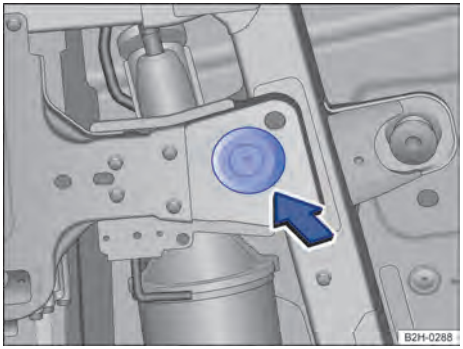

Fig. 215 From below: The front jacking point.

The jack must be applied only at the jacking points shown → Fig. 214 (side view) or → Fig. 215 (view from below). ◁

The rear jacking points

🕮 Please refer to ⚠ at the start of the chapter on page 220.

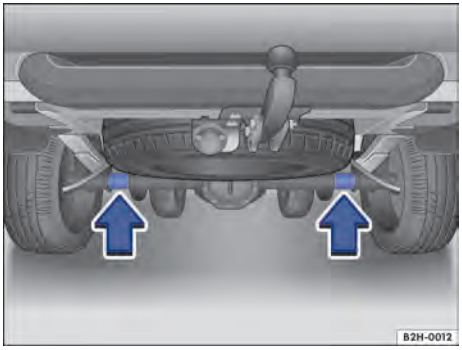

Fig. 216 The rear jacking points

The jack may be applied only at the jacking points shown → Fig. 216 (arrows).

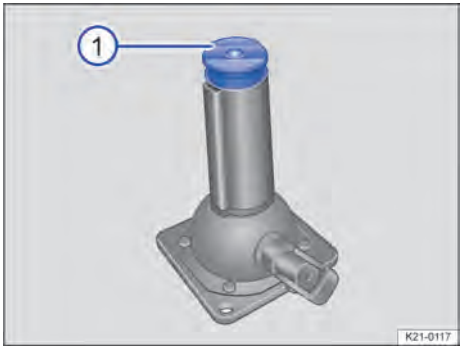

Fig. 217 Recess in the jack

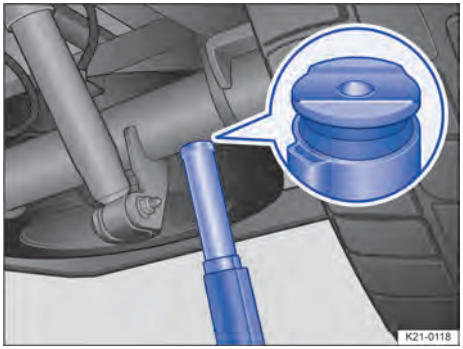

Fig. 218 Positioning the jack underneath the rear axle

The jack must be positioned underneath the jacking point so that one of the recesses → Fig. 217 (1) is positioned lengthwise in the exact centre of the rear axle → Fig. 218 to prevent the vehicle from slipping when it is being lifted.

WARNING

The vehicle jack's contact area must be positioned centrally underneath the jacking point to prevent the vehicle from slipping. ◁

Lifting the vehicle with the jack

Please refer to ⚠ at the start of the chapter on page 220.

The jack should only be applied at the jacking points shown. Always use the jacking point closest to the wheel you are working on.

Raise the vehicle using only the designated jacking points.

Checklist

For your own safety, carry out the following tasks in the specified order → ⚠:

1. Observe the checklist.
2. Loosen the wheel bolts by one turn on the wheel that is being changed.
3. Find the jacking point at the front → Fig. 214 or rear → Fig. 216 which is closest to the wheel that is being changed.
4. Raise the jack until it just fits under the jacking point of the vehicle.
5. Ensure that the foot of the jack has full contact with the ground.
6. Check whether the jack is positioned underneath the marked surface at the front or at the rear.
7. Position the jack while cranking it upwards until the contact surface on the jack touches the jacking point or one of the recesses.
8. Crank the jack further until the wheel is just clear of the ground.

WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Never jack up the vehicle if more than one tyre is damaged.
- Always read and observe the instructions of the jack manufacturer and any legal regulations before lifting the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the vehicle jack.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the door sill securely.
- Use only vehicle jacks that have been approved by Volkswagen Commercial Vehicles for your vehicle. Other jacks could slip out of place – this includes jacks supplied with other Volkswagen Commercial Vehicles.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- To prevent the jack from slipping, place the jack on an anti-slip surface such as a rubber mat when it is used on a slippery surface such as tiles.
- Never place any part of your body, such as an arm or leg, underneath a vehicle that is supported only by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

WARNING

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

- Always follow the actions in the checklist and observe the generally valid safety precautions. ◁

Changing a wheel

Please refer to ⚠ at the start of the chapter on page 220.

Removing the wheel

Fig. 219 Changing a wheel: removing the wheel bolts with the screwdriver handle.

1. Observe the checklist.
2. Loosen the wheel bolts.
3. Jack up the vehicle.
4. Using the hexagon socket in the screwdriver handle, completely unscrew the loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Fitting a wheel

Note the tyre direction of rotation.

1. Note the tyre direction of rotation.
2. Put the wheel in place.
3. Insert the anti-theft wheel bolt using the adapter at position (2) or (3) and tighten it slightly.
4. Screw in all the other wheel bolts in a clockwise direction and use the box spanner to tighten them slightly.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit the caps, wheel centre trim or wheel cover.

After changing a wheel

1. Clean the vehicle tools and stow them safely in the vehicle.
2. Stow the changed wheel securely. If necessary, use the spare wheel bracket for this purpose.
3. Have the tightening torque of the wheel bolts checked immediately.
4. The damaged wheel should be replaced as soon as possible.

⚠ WARNING

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

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

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system. ◁

Maintenance

Service

Service work and digital service schedule

The **vehicle data sticker** attached to the inside cover of this owner's manual ensures that the correct Volkswagen Genuine Parts are always installed in your vehicle. This data also determines which type of service applies to the vehicle.

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

The digital service schedule is not available in some markets. In this case, the Volkswagen Commercial Vehicles dealership provides information about the service work and documentation of this work.

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

The service records are stored in a central system by your correspondingly qualified workshop or Volkswagen Commercial Vehicles dealership. 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 Commercial Vehicles 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 Commercial Vehicles dealership will inform you about the service work and documentation of this work.

Service work

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

— 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 and service fluids were changed.

— When your next service is scheduled for.

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

⚠ WARNING

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

- All service work should be carried out by a correspondingly qualified workshop.

! *NOTICE*

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

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 Commercial Vehicles guidelines. ◁

Fixed service or flexible service

There are two types of service event: **oil change service** and **inspection**. The service interval display in the display of the instrument cluster serves as a reminder of when the next service event is due.

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

The engine codes are displayed on the type plate. They can also be queried in the service menu.

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

Information on the service type that applies to the vehicle can be obtained from a correspondingly qualified workshop.

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 feature of the flexible service is the use of LongLife engine oil instead of conventional oil.

Observe and follow the information on the motor oil specification according to the VW standard.

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 advise you.

Service interval display

Service dates are shown in the service interval display in the instrument cluster. 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. ◁

Information on operating conditions

The specified service intervals and scope of service apply to vehicles used under **normal operating conditions**.

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

Difficult operating conditions:

— Fuels containing sulphur.
— Regular short trips.
— Long periods of engine idling, e.g. taxis.
— Use of the vehicle on rough terrain.
— Use in areas with high levels of dust
— Frequent trailer towing (with some equipment levels).
— Primarily stop-and-go mode, e.g. in the city.
— Driving mainly in winter conditions

This applies particularly to the following components (depending on the vehicle equipment):

— Active combi filter.
— Air Care active combi filter.
— Air filter.
— Toothed belt.
— Particulate filter.
— Engine oil.
— Additional equipment.

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

WARNING

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

- All work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts. ◁

Scope of service

The scope of service includes all **inspection work** and **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). You can find out the details of the work required for your vehicle from any correspondingly qualified workshop. Or you can enquire in the electronic repair and workshop information system **erWin**.

Inspection work

The systems listed below may be checked, for example.

Electrics

— 12-volt vehicle battery: replace if necessary.
— Lighting.
— Horn.
— Headlight setting.
— Reset service interval display.

Engine and gearbox

— Exhaust system.
— Gearbox and final drive.
— Natural gas system.
— Poly V-belt.
— Cooling system.
— Engine and components in the engine compartment.
— Engine oil level: check.

Running gear

— Swivel joints and track rods.

— Tyres.
— Brake system.
— Brake pads and brake discs.
— Brake fluid level.
— Drive shaft boots.
— Coupling rod and stabiliser mountings.
— Breakdown set.
— Tyre pressure on all wheels.
— Power steering.
— Shock absorbers and coil springs.

Body

— Windscreen.
— Corrosion on the body.
— Wiper blades and window washer system.
— Lubricate door arresters.
— Underbody.

1. Carry out road test.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle, **depending on the operating conditions and vehicle equipment**, e.g. engine, gearbox or service fluids,. This work is dependent either on *time* and *mileage* or only *time* or *mileage*.

The service fluids or components listed below may be changed, for example.

— Final drive and differential: change oil.
— Additives: change or top up.
— Air Care enhanced air filter with activated carbon.
— Enhanced air filter with activated carbon.
— Brake fluid.
— Diesel fuel filter: change or drain.
— Natural gas fuel tank and natural gas pipes.
— Natural gas system filter.
— Gearbox: change oil and filter as required.
— Gearbox mounting.
— Battery of the seatbelt status indicator for the rear seats.
— Air filter.
— Engine: change oil and filter as required.
— Particulate filter: check.
— Toothed belt and tensioning roller: check or change.
— Spark plugs.

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

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes. ◁

Vehicle care

Notes on vehicle care

Regular and expert care helps to preserve your vehicle → ⚠.

The longer that soiling 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 soiling.

⚠ WARNING

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

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

Dirty, misted and iced-up windows reduce visibility. This can also impair the vehicles' safety equipment. This leads to a risk of accidents and serious injuries.

- You should only drive the vehicle if you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

Care products

Consult a correspondingly qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a correspondingly qualified workshop. Follow the instructions for use on the packaging.

WARNING

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

- Store care products only in the closed original container.
- Read the packaging leaflet.
- Keep all care products out of reach of children.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

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

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

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Please observe the following information to wash your vehicle correctly and properly.

WARNING

The braking efficiency may be delayed and the braking distance may be longer after the vehicle has been washed. The brake discs and brake pads may be damp, or iced up in winter. There is a risk of accidents.

- "Dry and de-ice the brakes" by performing careful braking manoeuvres.

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 may freeze up.

Automatic car washes

— Do not select a washing programme with hot wax for vehicles with decorative and protective films.

— Car washes without brushes are to be preferred.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe any information provided by the car wash operator, especially where add-on parts are concerned.

✓ All windows must be closed and the exterior mirrors must be folded in.

✓ *Vehicles with steering column lock:* If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock.

✓ The windscreen wipers and the rain and light sensor are switched off.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle.

High-pressure cleaner

— Never use rotary nozzles. Observe the manufacturer's instructions.

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

— Move the jet of water uniformly so that the nozzle is at least 50 cm (20 inches) away from the vehicle components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective films.

— Never use a high-pressure cleaner to clean windows that are iced up or covered in snow.

Washing by hand

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof

and work from the top to the bottom. Use a cleaning shampoo for very stubborn dirt only.

3. Clean wheels and side members with a clean sponge.
4. Rinse off with plenty of water.
5. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

Wash the vehicle only in specially designated washing bays. This prevents waste water that is possibly contaminated with oil from entering the sewerage system.

NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that does not drain off could get into the vehicle interior. 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.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

NOTICE

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. ◁

Cleaning and caring for the vehicle exterior

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

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Always follow the manufacturer's instructions.
- Do not use any excessively harsh, abrasive cleaning products.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen Commercial Vehicles recommends a Volkswagen Genuine cleaning cloth for this purpose.

— Remove snow with a brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Remove any ice with a suitable de-icing agent.

— Clean the wiper blades or change if necessary.

Sensors and camera lenses

Observe the installation locations of the components on the vehicle.

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen with a suitable glass cleaner.

— Remove snow with a brush.

— Never use warm or hot water.

— Remove any ice with a suitable de-icing agent.

Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

— Use a clean, soft cloth and a mild soap solution (made with a maximum of two tablespoons of neutral soap to one litre of water) or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

— Clean up spilled service fluids immediately.

— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.

— Have corrosion removed by a correspondingly qualified workshop.

— In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired.

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*, the vehicle should be protected again using a preservative wax.

— Even if a preservative wax is applied regularly in the car wash, Volkswagen Commercial Vehicles recommends protecting the paint with a coat of suitable hard wax at least twice a year.

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

Decorative films, protective films

— Remove soiling as for **paint**. Use a suitable plastic cleaner for decorative films.

— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only

use clean, soft microfibre cloths to apply it. **Do not use hot wax**, even in car washes.

— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

The durability and colour of decorative and protective films are affected by environmental factors such as sunshine, moisture, air pollution, stone chips, etc. Decorative films can show signs of wear and ageing after approximately one to three years and protective films after approximately two to three years. In very hot climates, decorative films may start to fade within one year and protective films within two years.

Components made of chrome, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product.

— Chrome trim can be protected with a suitable hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Treat dirty alloy wheels with a suitable wheel rim cleaner. Volkswagen Commercial Vehicles recommends treating the wheel rims with a suitable hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary, go to a suitably qualified workshop.

— Remove brake dust with a suitable wheel rim cleaner.

Door lock cylinders

Volkswagen Commercial Vehicles recommends thawing door lock cylinders with a suitable door lock de-icer. Do not use door lock de-icers containing grease solvents.

Engine compartment, plenum chamber

— Remove leaves and other loose objects with a vacuum cleaner or by hand → ⓘ.

— Always have cleaning of the engine compartment performed by a correspondingly qualified workshop → ⚠.

⚠ WARNING

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

- Observe the safety precautions before working in the engine compartment.
- Have the work carried out by a correspondingly qualified workshop.

ⓘ NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that has not drained away can enter the vehicle interior and cause significant damage.

- Do not clean the plenum chamber with a high-pressure cleaner.
- Have the area under the perforated cover of the plenum chamber cleaned regularly by a correspondingly qualified workshop. ◁

Cleaning and caring for the interior

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

ⓘ NOTICE

Incorrect cleaning and care can damage the vehicle.

- Do not use a steam cleaner, brushes or hard sponges etc. for cleaning under any circumstances.
- Have stubborn stains removed by a correspondingly qualified workshop.

Windows

1. Clean windows with a glass cleaner.
2. Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and Sensico (premium artificial leather)

— Remove dirt particles which adhere to the surface regularly with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove any dirt with a suitable interior cleaning agent.

— In the case of soiling caused by grease such as oil, use a suitable interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh dirt with a cotton cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner.

— Treat dry stains with a suitable leather cleaner.

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

— Apply a leather treatment agent to seats regularly, and after each clean. 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.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent.

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

— Clean with a clean, soft cloth and a mild soap solution made with a maximum of two tablespoons of neutral soap to one litre of water in a dust-free environment.

— Clean anodised surfaces with a suitable chrome and aluminium care product.

Controls

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls →ⓘ.

NOTICE

The vehicle controls can be damaged by contact with liquids.

Displays and screens

Do not clean the instrument cluster display or Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Treat with a suitable rubber care product on a regular basis.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

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

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushions, this does

not mean that the upholstery is defective. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system → ⚠.

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

— Clean the surfaces of the seats with a slightly moistened cloth → ⚠.
— Ask a correspondingly qualified workshop about special cleaning agents for treating coarse dirt.
— Never use high-pressure cleaners, steam cleaners and coolant spray.
— Never soak seat covers.
— Never switch on the seat heating to dry the seats.
— Do not use washing paste or fine detergent solutions.
— If in doubt, go to a correspondingly qualified workshop.

⚠ WARNING

Incorrect cleaning and treatment or saturation of the vehicle interior can damage the vehicle electrical system or trigger a fault in the airbag system which could result in severe or fatal injuries in the event of an accident.

- Avoid excessive use of water, e.g. water hose, high-pressure cleaner or steam cleaner.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

◁

Accessories, modifications, repairs and renewal of parts

Accessories and parts

Seek advice from a correspondingly qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. The correspondingly qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids.

Volkswagen Commercial Vehicles recommends the use of **Volkswagen Genuine Accessories** and **Volkswagen Genuine Parts**®, which you can purchase from your Volkswagen dealership. These parts and accessories have been specially tested by Volkswagen Commercial Vehicles for suitability, reliability and safety. A Volkswagen Commercial Vehicles dealership is also qualified for correct installation.

Although the market is constantly scrutinised, Volkswagen Commercial Vehicles cannot assume responsibility for the reliability, safety and suitability of products **Volkswagen Commercial Vehicles has not approved**. Volkswagen Commercial Vehicles 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 Commercial Vehicles for use in your vehicle and bear the **e** mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled suspension systems, for example.

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

⚠ WARNING

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

- Never secure or position objects, e.g. telephone holders, in the deployment zones of the airbags. They may cause severe or fatal injuries when the airbags are deployed.

◁

Repairs and technical modifications

In case of repairs and technical modifications, the Volkswagen guidelines must be observed → ⚠!

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This means that the vehicle's driving safety may be put at high risk, the wear of vehicle parts may increase and, ultimately, the vehicle's license to use may expire.

The Volkswagen dealership cannot assume any warranty for damages resulting from repairs and technical modifications carried out inappropriately.

The Volkswagen dealership cannot be held responsible for damages caused by technical modifications and inadequate repairs. Such damages are also not covered by the Volkswagen warranty.

All repairs and technical modifications must be carried out by a qualified specialist company. Volkswagen recommends a Volkswagen dealership that stocks **Genuine Volkswagen® parts**.

Volkswagen repair information

For necessary maintenance or repairs to the vehicle, contact a specialized company.

Repairs to the vehicle's safety concept components must only be carried out by a specialized company.

Vehicles with special attachments and couplings

Attachment and coupling manufacturers ensure that, with regard to attachments and couplings (conversions), legislation and environmental protection requirements are met, in particular the European Union directives EU 2000/53/EG on end-of-life vehicles. of life and EU 2003/11/EG on restrictions on the circulation and use of certain dangerous substances and formulations.

The assembly documents for conversion modifications must be kept by the vehicle user and, in the event of the vehicle being scrapped, they must be handed over to the company responsible for dismantling the vehicle. In this way, environmentally correct reuse is also ensured in the case of modified vehicles.

Windshield repairs

To perform the functions, some versions require an electrical or electronic system which, for example, is affixed to the inside of the windshield, in the region of the internal rear-view mirror. If the windshield is damaged in the area of electrical or electronic components, for example due to hail, the windshield must be replaced. Repairing areas damaged by stone impact may result in equipment malfunctions.

After changing the windshield, the camera and sensors must be installed and calibrated by a Volkswagen dealer or a specialized company qualified in this case.

Dysfunction or damage to sensors and cameras

Inadequate repairs, structural modifications to the vehicle, e.g. “lowering”, added parts installed later or modifications to the coating may cause misalignment or damage to the sensors or cameras. This can also be caused by impacts when parking and even minor damage, such as a stone hitting the windshield.

The area in front of and around the sensors and cameras must not be obstructed by adhesive labels, additional headlights, decorative license plate frames or the like! Observe the position of sensors and cameras in the vehicle.

Failure to comply may limit important functions (driver assistance systems) and possibly damage the vehicle.

Repairs or structural modifications must be carried out by a specialized company qualified in this case.

Other guidelines:

— Repainting the sensor area may affect the function of the respective system.

— On some vehicle versions, the Volkswagen logo may interfere with the visibility of the radar sensor in the front area. Therefore, only operate the vehicle with the original Volkswagen logo or a logo approved by Volkswagen Commercial Vehicles.

WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This could lead to accidents and severe injuries.

- Repairs and modifications to the vehicle must only be carried out by a specialized company qualified in this case.

WARNING

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

- Volkswagen Veículos Comerciais recommends the use of original Volkswagen parts and original Volkswagen accessories that you can purchase from a Volkswagen Dealership.
- Repairs and modifications to the vehicle must only be carried out by a specialized company qualified in this case. Volkswagen Dealerships have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Only fit parts to the vehicle whose version and characteristics correspond to the original parts fitted at the factory.
- Never attach or position objects, for example telephone holders, in the airbag deployment area. This could cause serious injury or death if the airbags deploy.

- Only use rim/tyre combinations which have been approved by Volkswagen for your vehicle type.

Repairs and faults in the airbag system

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications → ⚠!

Modifications and repairs to the front bumper, the doors, the front seats, the headliner or the bodywork should be carried out only by a suitably qualified workshop. System components and airbag system sensors can be located 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. Suitably qualified workshops are familiar with these requirements.

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

⚠ WARNING

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

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen Commercial Vehicles.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior can occur in particular in the event of poor reception, e.g. in rural areas. This could constitute a health hazard → ⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using a telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth ® connection. Before use, secure the mobile telephone to a suitable bracket → ⚠ or stow it in a stowage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal regulations and the manufacturer's operating instructions for operation of two-way radios. Approval is required for retrofitting two-way radio systems.

Ask a correspondingly qualified workshop 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 vehicle 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 guarantee

The Volkswagen Commercial Vehicle dealership warranty

Volkswagen Commercial Vehicles dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen Commercial Vehicles dealership for details of the warranty and guarantee conditions. ◁

Warranty for the paintwork and body

Volkswagen Commercial Vehicles dealerships provide a warranty for the paintwork and bodies of all vehicles purchased from them.

In addition to the warranty conditions for Volkswagen Commercial Vehicles straight from the factory (as detailed in the purchase contract), Volkswagen Commercial Vehicle dealerships guarantee that the body of vehicles they sell will not be affected by paint defects or corrosion perforation for a specified period:

— a three-year warranty on paint defects and

— A six-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.

However, if damage of this kind should occur, every Volkswagen Commercial Vehicles dealership must rectify it through repair work without charging labour and material costs.

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.

— Faults on the body or paintwork which are not repaired quickly enough according to manufacturer regulations.

— 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 Commercial Vehicles dealership will confirm your warranty against corrosion perforation for the repaired area. ◁

Event data recorder

The vehicle is **not** fitted with an event data recorder. ◁

Stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

— Never remove stickers or plates. They must also remain legible at all times.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the same position on the new parts by a suitably qualified workshop.

Safety certificate

There is a safety certificate on the door pillar which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the chassis number may also be listed. Observe notes in the Owner's Manual.

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 service 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.

Warning: The air conditioning system must be serviced only by qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for Volkswagen Commercial Vehicles 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.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with refrigerant oil. The sign on the air conditioning compressor provides information about the type and quantity of the refrigerant oil used.

WARNING

For safety reasons, the air conditioning system must be serviced only by qualified personnel.

NOTICE

Never replace or repair the evaporator in the air conditioning system with replacement parts from end-of-life vehicles or from recycling sources. ◁

Infotainment system and antennas

The vehicle aerials are located in the exterior mirrors and on the roof. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

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 permits a correspondingly qualified workshop to legitimately install or replace components and control units.

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.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop. ◁

Disposing of used batteries and electronic equipment

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries.

Batteries containing heavy metals are marked with the chemical symbols HG (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to human and animal health and tend to accumulate in the environment. You must ensure the separate collection and proper return of used batteries to prevent this from happening.

Special care must be taken when handling batteries containing lithium, e.g. they must never be heated to high temperatures or become physically damaged. If gases or fluids escape, they can pose a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion.

— Used batteries can be returned to Volkswagen Commercial Vehicles dealerships in EU member states and other countries.

— Your Volkswagen Commercial Vehicles dealership can provide further information on returning and recycling end-of-life vehicles, or you can visit:

http://www.volkswagen.com

Old electrical/electronic devices

The vehicle contains electrical/electronic devices, such as the SD card in the navigation system, and remote controls. The electrical/electronic devices are marked with the crossed-out bin symbol.

Used electrical/electronic devices marked with this symbol must be collected and disposed of separately from your normal domestic waste. You can hand in these electrical/electronic devices at local collection points or to any approved national return systems. Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You are responsible for deleting any personal data stored on the old devices.

— Your Volkswagen Commercial Vehicles dealership can provide further information on waste prevention and on returning and recycling end-of-life vehicles, or you can find information online:

http://www.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.

— Remote control for the auxiliary heater.

Electrical equipment

— 12-volt socket. ◁

Third-party copyright information

Some of the products installed in the vehicle contain software components which are subject to open source licences.

A list of open source software components, including information on copyright, the relevant open

source licence conditions, and the associated licence texts can be found on the following website: *http://www.volkswagen.com/softwareinfo*
The source code for certain open source software components can be requested from the vehicle manufacturer. The manufacturer will make the source code available to you in accordance with the relevant licence conditions. You will only be charged the actual costs of provision, e.g. for the data media and postage costs. The above-mentioned website contains the necessary information. ◁

Returning and scrapping end-of-life vehicles

Recycling end-of-life vehicles

At the end of its service life, your vehicle should be handed in for environmentally responsible recycling or disposal. For this reason, the last keepers of vehicles in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen Commercial Vehicles has an existing arrangement for end-of-life vehicles: you can return your vehicle at a wide range of collection points in all EU member states and in many other countries. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

Further information about collection points is available from your Volkswagen Commercial Vehicles 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. Suitably qualified workshops are familiar with these requirements. ◁

Declaration of conformity for radio systems in countries outside of Europe

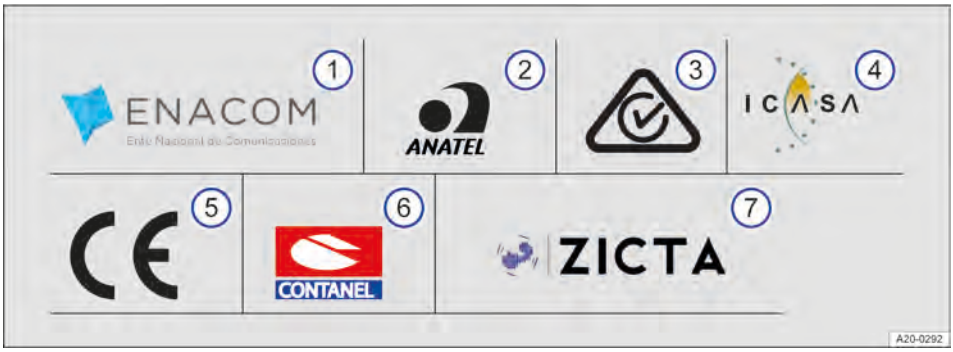

Fig. 220 Overview of some type approval numbers

Type approval number → Fig. 220:

1. Argentina.
2. Brazil.
3. Australia, New Zealand.
4. South Africa.
5. Europe and countries that certify and approve radio equipment based on European directives.
6. Paraguay.
7. Zambia.

The manufacturer concerned hereby declares that the radio equipment listed in the following was compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced:

The following radio systems are not available in every market and not in every vehicle.

— Connection to the external aerial.

— Aerial.
— Aerial amplifier.
— Bluetooth.
— Remote control (auxiliary heater).
— Vehicle key.
— Garage door opener.
— Infotainment system.
— Keyless Access.
— Instrument cluster, electronic immobiliser.
— Radar sensors for assist systems.
— Tyre pressure sensors.
— Auxiliary heater (transmitter/receiver unit).
— Control units with integrated **eSIM** card.
— Mobile phone interface.
— Volkswagen Car-Net control unit.
— **Wi-Fi** hotspot.
— Central control unit. ◁

Approval numbers

Algeria

31.AF/528/DT/DG/ARPT/18

Agréé par l' ARPT:

1910/1-36.DA/617/DT/DG/ARPT/18

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1.24.BT/762/DT/DG/ARPCE/19, 1372/1-24.MS/762/DT/DG/ARPCE/19, 1692/1.28.BT/922/DT/DG/ARPCE/19, , 2113/1-36.DA/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18

Homologué par l'ANF:

089/H/ANF/2021, 209/H/ANF/2020, 216/H/ANF/2020, 405/H/ANF/2021, 406/H/ANF/2021

Argentina

Fig. 221 Example of approval codes in Argentina.

CNC C-13277, CNC C-13393, CNC C-13823, CNC C-14387, CNC C-14520, CNC C-14733, CNC C-15807, CNC C-16345, CNC C-17908, CNC C-18053, CNC C-20288, CNC C-20323, CNC C-21797, CNC C-22036, CNC C-22292, CNC C-22394, CNC C-23301, CNC C-24233. CNC H-12804, CNC H-15700, CNC H-16681, CNC H-17562, CNC H-17568, CNC H-20369, CNC H-20370, CNC H-20497, CNC H-20731, CNC H-20732, CNC H-20733, CNC H-21049, CNC H-21050, CNC H-21796, CNC H-21901, CNC H-21902, CNC H-21961, CNC H-21962, CNC H-22190, CNC H-22191, CNC H-22192, CNC H-22240, CNC H-22301, CNC H-22362, CNC H-22363, CNC H-22364, CNC H-22377, CNC H-22378, CNC H-22379, CNC H-22380, CNC H-22381, CNC H-22382, CNC H-22383, CNC H-22524, CNC H-22793, CNC H-22794, CNC H-22855, CNC H-22856, CNC H-22961, CNC H-23129, CNC H-23480, CNC H-23481, CNC H-24442, CNC H-24559, CNC H-24598, CNC H-24931, CNC H-26251.

Australia

ABN 12 625 564 909, ABN 81 145 810 206, ACN 006256524, ACN/ARBN 004 528 778 / 58004528778, ACN/ARBN 84156023504, N11042, RCMA020050903, 2150-01, 2152-01.

Botswana

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941, 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196,
2019/2174, 2019/4311, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046,
2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470,
2021/5886, 2021/5957
BOCRA/TA/2019/4309, BOCRA/TA/2019/4982, BOCRA/TA/2019/5895, BOCRA/TA/2019/6030, BOCRA/TA/2020/5188, BOCRA/TA/2020/5846, BOCRA/TA/2021/4057, BOCRA/TA/2021/5886, BOCRA/TA/2021/5894, BOCRA/TA/2021/5895, BOCRA/TA/2021/5957, BOCRA/TA/2021/6030

Brazil

ANATEL 00128334, ANATEL 00130263, ANATEL 00134339.
ANATEL 02530-16-09946, ANATEL 03323-18-02930, ANATEL 05531-16-02149, ANATEL 05674-15-06830, ANATEL 05674-16-06830, ANATEL 07084-18-03745.
ANATEL 0263-16-9946, ANATEL 0456-15-9946, ANATEL 0716-15-3745, ANATEL 0850-13-3745, ANATEL 0918-14-5364, ANATEL 0939-14-2856, ANATEL 0940-14-2856, ANATEL 1140-12-2856, ANATEL 1140-14-2856, ANATEL 1497-14-9946, ANATEL 1498-14-9946, ANATEL 1690-15-5364, ANATEL 1711-12-5364, ANATEL 2220-14-3745, ANATEL 2230-14-3745, ANATEL 2294-15-3616, ANATEL 3002-09-3745, ANATEL 3080-14-6828, ANATEL 3557-15-5364, ANATEL 4057-14-6068.

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

00148-15-07978, 00231-20-09215, 00720-19-05364, 00939-19-06673, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02115-15-06815, 02294-15-03616, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 0716-15-3745, 07084-18-03745, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07189-18-06353, 07188-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, UL-BR 17.0958.

0939-14-2856, 0940-14-2856, 01140-12-02856, 05803-21-03745, 06029-18-05364

00092837_16/03/2021, 00124917_25/07/2018, 00129984_22/06/2021, 00130938_09/04/2021

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados. Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela resolução nº. 242/2000 e atende aos requisitos técnicos e aplicados. Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

Chile

3458/DO Nº45141/f26, 12190/DO Nº 48994/F26, 5092/DO 55076/F60,
1806, 58798, 58799.

Dominican Republic

DE-0000320-Cc-17445, DE-0001203-19, DE-0001204-19, 183507

Europe and countries that certify radio equipment based on European directives:

See EU declarations of conformity under http://www.volkswagen.com/generalinfo.

Ghana

NCA APPROVED: BR3-1M-GE2-...
X72, X69, 080087, 088, 089, 09E, 0AF, 0BA, 0BB, 0BC, 0B0, 0B3, 0B4, 0B7, 0D2, 0BA, 0BC, 0EC, 0ED, 0EE, 10A, 10B, 130.

NCA APPROVED:
1R3-1M-7E1-0B7, 1R3-1M-7E1-160, 2R9-1H-7E0-XAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-0DA, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR, 7E5-7M-X43-RDR, 7E5-7M-X47-RDR. BRE-1M-GE2-15A, EX6-6M-GE2-17B, SRO-1M-7E4-2A9, SRO-1M-7E4-243, ZRO-M8-7E3-X43, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZRO-M8-7E3-19A, ZRO-M8-7E3-19C, ZR0-M8-7E3-20B, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E.

Jamaica

FCC ID: 2AA98A, Kombiinstrument-1, -2, -3
TRC No.:
T/4/11/11/9851

Columbia

2018300044, 2019801253, 2019802791, 2019802792, 2019804560, 2021522464.

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément
MR 5835 ANRT 2010,
MR 7906 ANRT 2013, 06/03/2013,
MR 9102 ANRT 2014, MR 9107 ANRT 2014, 18/03/2014MR 9778 ANRT 2014, 11/11/2014, MR 9918 ANRT 2014, 22/12/2014,
MR 11030 ANRT 2015,
MR 12089 ANRT 2016, 15/06/2016, MR 12123 ANRT 2016, 22/06/2016, MR 12623 ANRT 2016, 11/10/2016, MR 12901 ANRT 2016, 30/11/2016,
MR 13255 ANRT 2017, 09/02/2017, MR 13576 ANRT 2017, MR 13900 ANRT 2017, 04/05/2017, MR 14830 ANRT 2017, 2017/09/28,
MR 15669 ANRT 2018, 31/01/2018, MR 15674 ANRT 2018, 31/01/2018, MR 15675 ANRT 2018, 31/01/2018, MR 16263 ANRT 2018, 06/04/2018, MR 16606 ANRT 2018, 17.05.2018, MR 16657 ANRT 2018, 23.05.2018, MR 16726 ANRT 2018, 30.05.2018, MR 16794 ANRT 2018, 05.06.2018, MR 16860 ANRT 2018, 18.06.2018, MR 16861 ANRT 2018, 18.06.2018, MR 16905 ANRT 2018, 21.06.2018, MR 16906 ANRT 2018, 21.06.2018, MR 16907 ANRT 2018, 21.06.2018, MR 16908 ANRT 2018, 21.06.2018, MR 17015 ANRT 2018, 03.07.2018, MR 17016 ANRT 2018, 03.07.2018, MR 17079 ANRT 2018, 11.07.2018, MR 17080 ANRT 2018, 11.07.2018, MR 17201 ANRT 2018, 06.08.2018, MR 17202 ANRT 2018, 06.08.2018, MR 17203 ANRT 2018, 06.08.2018, MR 17204 ANRT 2018, 06.08.2018, MR 17505 ANRT 2018, 2018/09/14, MR 17528 ANRT 2018, 19/09/2018, MR 17576 ANRT 2018, 26/09/2018, MR 17678 ANRT 2018, 11.10.2018, MR 17679 ANRT 2018, 11.10.2018, MR 18103 ANRT 2018, 30.11.2018,
MR 18928 ANRT, 25.02.2019, MR 19106 ANRT 2019, 14.03.2019, MR 19108 ANRT 2019, 14.03.2019, MR 19315 ANRT 2019, 04.04.2019, MR 19338 ANRT 2019, 09.04.2019, MR 19339 ANRT 2019, 09.04.2019, MR 19767 ANRT 2019, 15.05.2019, MR 19768 ANRT 2019, 15.05.2019, MR 19769 ANRT 2019, 15.05.2019, MR 20859 ANRT 2019, 11.09.2019, MR 21473 ANRT 2019, 28.11.2019, MR 21807 ANRT 2019, 23.12.2019.
MR 23231 ANRT 2020, 26.05.2020.
MR 00030377 ANRT 2021, MR 00030377 ANRT 2021.

Mauritius

TA/2018/0084, TA/2019/0509, TA/2019/0510

Mexico

IFT/223/UCS/DG-AUSE/0311/2018, IFT/223/UCS/DG-AUSE/7577/2020, IFT-008-2015
RCPAPR318-2005, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPCOAR18-1800, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWFS16-0693, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMM17-1053, RLVBHTS19-1995, RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHERS17-0286, RLVMABN18-1512, RLVMABN18-1512-A1, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVWFS17-2122, RLVVWFS17-2122-A1.
RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.
RTIVWCO19-1185, RTILGTL19-0483.

La operación de este equipo está sujeta a las siguientes dos condiciones:
(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

New Zealand

R-NZ
2151-01, 2153-01, 1628242, ABN 12 625 564 909, ABN 81 145 810 206, ACN 006256524, F690501/RF-RTL011520, F690501/RF-RTL011521, F690501/RF-RTL011522, MDE_FLEX1401_EMCa_rev01

Pakistan

Pakistan Telecom Authority (TAC No:)
Approved by PTA...
9.1048/2018, 9.245/2020, 9.3012/2018, 9.9112/2019, 9.652/2016, 9.929/20189.164/2021.

Paraguay

216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198, 2021-01-I-0035, 2021-09-I0537.
1129/2019, 1297/2019, 1298/2019.
Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Zambia

ZMB/ZICTA/TA/:
2016/11/1, 2017/9/27, 2018/5/23, 2018/6/20, 2018/8/38, 2018/8/39, 2018/8/40, 2018/8/41, 2018/9/10, 2018/10/10, 2018/10/15, 2018/10/16, 2018/10/17, 2018/10/18, 2018/10/19, 2018/10/20, 2018/10/21, 2018/10/24, 2018/10/25, 2018/10/26, 2018/10/27, 2018/12/16, 2019/3/23, 2019/3/37, 2019/04/08, 2019/5/13, 2019/6/13, 2019/7/7, 2019/11/47, 2019/11/48, 2020/2/35, 2020/10/51, 2021/8/104.

South Africa

TA-2005/614, TA-2009/464, TA-2010/1235, TA-2012/1747, TA-2012/1821, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016-3407, TA-2016/3539, TA-2017/2824, TA-2018/175, TE-2018/180, TA-2018/732, TA-2018/844, TA-2018/998, TA-2018/1091, TA-2018/1205, TA-2018/1649, TA-2018/1650, TA-2018/2775, TA-2018/2868, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/1381, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/7066, TA-2020/7390, TA-2021/0295, TA-2021/2146.

Tunisia

AHO-0177-18
AHO-0991-19
AHO-0278-20 (RS4)
AHO-0997-21

Uruguay

VU20190312-003278, VU20190412-004940, VU20210913-012768. ◁

Technical data

Guidance on technical data

If there is no contrary specification or special indication, the technical data of the basic model applies. With special equipment, different model versions, special vehicles and country-specific equipment, different values may result. The indications in the vehicle licensing documents prevail.

In the vehicle's official documents, check which drive and power the vehicle is equipped with.

Weight

The values for the kerb weight in the following table apply for the road-ready vehicle **without** driver (75 kg), service fluids including fuel tank carrying 90% of total capacity and, if applicable, tools and spare tyre. With optional equipment or the subsequent installation of an accessory, the indicated curb weight increases, while the permitted loading reduces accordingly.

The load consists of the following weights:

— Passengers.

— Full charge.

— Assembly parts.

— Roof load including base supports or support bars and roof rack system.

— Trailer towing support load.

The maximum permissible total weight of the vehicle and the permissible axle load must never be exceeded → ⚠. The permitted values can be found on the type identification plate in column B on the driver's side.

Performance figures

Performances were determined without performance-limiting versions, such as aggregated parts.

For technical approval or tax reasons, power data and performance may differ.

In some engines with off- road chassis , the maximum speed may be limited and therefore lower.

Gross combination weight

The maximum traction capacities indicated are only valid for altitudes up to 1,000 m (3,000 ft) above sea level. For every additional 1,000 m (3,000 ft) of altitude, the maximum allowable traction capacity must be reduced by approximately 10%.

Clarification about tables

Broadcast abbreviations: SG = manual gearbox, AG = automatic gearbox, DSG® = DSG® dual-clutch gearbox. SG6 means: 6-speed manual gearbox.

⚠ WARNING

Exceeding the maximum permissible weights, loads, dimensions, maximum speeds and axle loads may cause damage to the vehicle, accidents and serious injuries.

- Do not exceed the permitted weights, maximum traction capacities, loads, dimensions and speeds.
- Actual loads over axles must never exceed permitted loads over axles.
- The payload and distribution of the load in the vehicle affect driving response and braking distance. Adjust your speed accordingly.

NOTICE

If the stated maximum trailer load or maximum vehicle mass weight is exceeded, considerable damage to the vehicle may occur.

- The indicated trailer load and vehicle mass weight must never be exceeded. ◁

Vehicle identification number

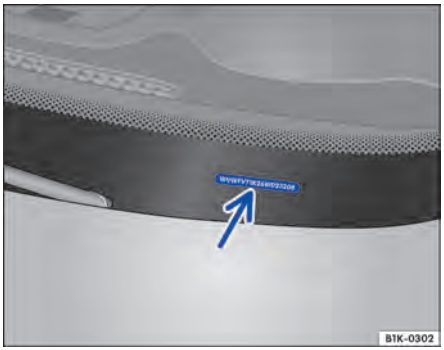

Fig. 222 Inside the windscreen: Vehicle identification number.

The vehicle identification number (chassis number) can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen. In addition, the vehicle identification number is mechanically inserted on the right-hand side of the vehicle in the engine compartment.

On some models, the vehicle identification number may be displayed in the Service menu or in the vehicle settings, depending on the Infotainment system. The vehicle identification number can also be found on the type plate. ◁

Type plate

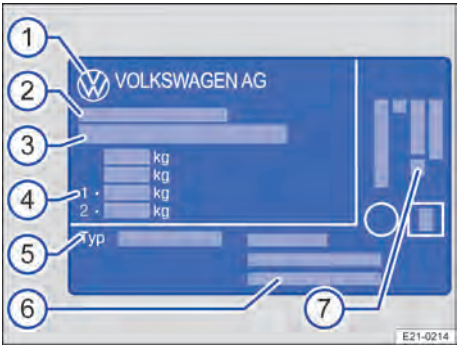

Fig. 223 On the B-pillar in the front door: type plate (illustration).

The type plate contains the following data:

① Manufacturer.
② EU Type Approval Number.
③ Vehicle identification number (VIN).
④ Gross vehicle weight rating
Gross combination weight rating.
Gross front axle weight rating
Gross rear axle weight rating
⑤ Official type designation.
⑥ Manufacturers' addresses.
⑦ Engine code.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate. ◁

Safety certificate

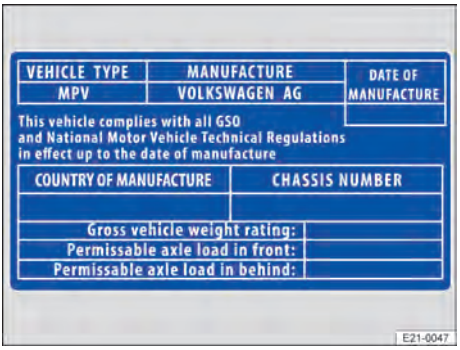

Fig. 224 Illustration: safety certificate.

In some countries a safety certificate may be attached to the driver door pillar.

The safety certificate contains the following information:

— Vehicle type.
— Manufacturer.
— Date of manufacture.
— Country of manufacture.
— Vehicle identification number. ◁

Dimensions

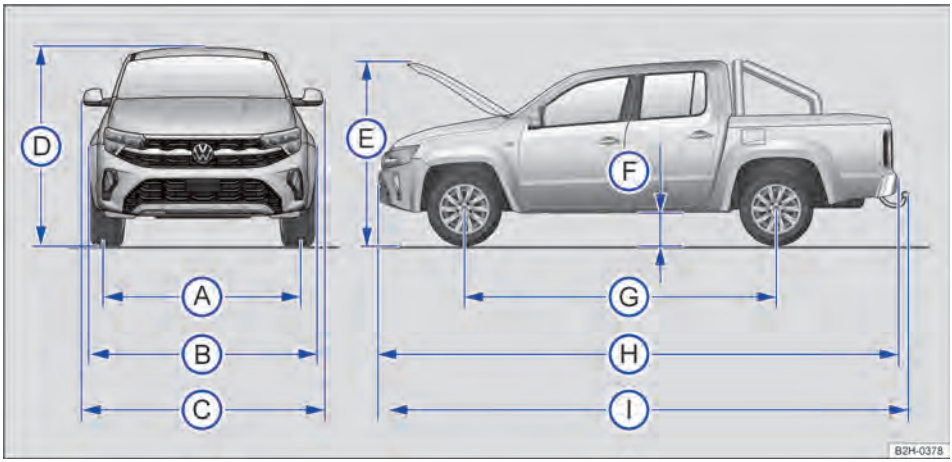

Fig. 225

The information in the table is valid for the German base model in the basic version.

Due to other rim and wheel sizes, varying equipment, different model versions and the subsequent construction of accessories, as well as in the case of special vehicles and in the case of vehicles for other countries, the values given may differ.

Key for:			Dimensions
Ⓐ	Front track.	mm	1630 – 1656
	Rear track.	mm	1624 – 1650
Ⓑ	Width.	mm	1954
Ⓒ	Width from outside rear view mirror to outside rear view mirror	mm	2228
Ⓓ	Height with weight in running order.	mm	1850 – 1851
Ⓔ	Height with the engine compartment lid open and weight in running order	mm	1997 – 1999
Ⓕ	Free height from the ground with weight in running order between the axles.	mm	235 – 236
Ⓖ	Wheelbase with weight in running order.	mm	3097
Ⓗ	Length without trailer hitch.	mm	5350
Ⓘ	Length with factory installed towing device.	mm	5321
-	Minimum turning diameter of the vehicle.	m	12.90

Chassis data

Term	Technical data
Ground headroom	196 - 200 mm.
Maximum ramp	Maximum allowed 45 degrees (corresponds to 100%).
Ramp angle	Maximum 23 degrees.
Angle of attack and departure	Maximum 23 degrees.
Depth of ford in still water	Maximum 500 mm.

Capacities

Tank capacity
around 80 l, of which around 10 l is a reserve.

The fuel tank capacity contains an indefinite reserve volume that remains in the tank when the fuel level indicator indicates an empty tank. The reserve volume is variable and cannot be used to reliably increase autonomy.

Engine oil capacity (with filter)	
2.0 l engine	3.0 l engine
7 l	8 l

AdBlue® tank capacity:
about 13 l.

When refuelling with refill bottles, the AdBlue refill volume may be greater than technically determined.

Washing water tank capacity:
about 3.8 l.

Diesel engines

2.0 l, 4-cylinder TDI®, 103 kW

Power	103 kW (140 hp) at 3,500 rpm	
Maximum torque	340 Nm (34.7 kgfm) a 1,600 rpm	
Engine code	**CNFB**	
Cylinders, Cylinder volume	4 cylinders, 1,968 cm³	
Compression ratio	16:1	
Injection technology	TDI®	
Gearbox	**Manual/rear-wheel drive**	**Manual/four-wheel drive**
Maximum speed[a)]	167 km/h	
Acceleration 0 - 80 km/h[a)]	8.1 s	
Acceleration 0 - 100 km/h[a)]	13.1 s	
Kerb weight[b)]	1,994 kg	2,073 kg
Total gross weight	3,040 kg	
Gross axle weight permitted in the front axle	1,325 kg	1,375 kg
Gross axle weight permitted in the rear axle	1,860 kg	
Braked trailer load, gradients up to 8%	2,510 kg	
Unbraked trailer load, gradients up to 8%	750 kg	
Gross combination weight (CMT[c)])	5,550 kg	
Valid only for Argentina Fuel consumption[d)] - Combined Euro 5 and Euro 4 legislation	8.6 l/100 km	
Valid only for Argentina CO_2 emissions	226 g/km	

a) Figures are related to the basic model. Data may vary according to the local fuel used, optional devices equipped in the vehicle, load, tyre pressure, temperature, altitude, vehicle route and driving habits.

b) Weight for basic model without optional equipment.

c) CMT = vehicle gross combination weight + maximum trailer weight.

d) For reasons of vehicle registration and taxation, the fuel consumption of some engines may differ from the following indications in other countries.

2.0 l, 4-cylinder TDI®, 132 kW

Power	132 kW (180 hp) at 4,000 rpm
Maximum torque	400 Nm (40.8 kgfm) a 1,500 rpm
Engine code	**CNEA**
Cylinders, Cylinder volume	4 cylinders, 1,968 cm³
Compression ratio	16:1

Injection technology	TDI®	
Gearbox	**Manual/rear-wheel drive**	**Manual/four-wheel drive**
Maximum speed[a)]	183 km/h	
Acceleration 0 - 80 km/h[a)]	7.3 s	
Acceleration 0 - 100 km/h[a)]	10.6 s	
Kerb weight[b)]	1,994 kg	2,088 kg
Total gross weight	3,040 kg	
Gross axle weight permitted in the front axle	1,325 kg	1,385 kg
Gross axle weight permitted in the rear axle	1,860 kg	
Braked trailer load, gradients up to 8%	2,510 kg	
Unbraked trailer load, gradients up to 8%	750 kg	
Gross combination weight (CMT[c)])	5,550 kg	
Valid only for Argentina Fuel consumption[d)] - Combined Euro 5 and Euro 4 legislation	8.6 l/100 km	
Valid only for Argentina CO_2 emissions	226 g/km	

a) Figures are related to the basic model. Data may vary according to the local fuel used, optional devices equipped in the vehicle, load, tyre pressure, temperature, altitude, vehicle route and driving habits.

b) Weight for basic model without optional equipment.

c) CMT = vehicle gross combination weight + maximum trailer weight.

d) For reasons of vehicle registration and taxation, the fuel consumption of some engines may differ from the following indications in other countries.

2.0 l, 4-cylinder TDI®, 132 kW

Power	132 kW (180 hp) at 4,000 rpm	
Maximum torque	420 Nm (42.8 kgfm) a 1,750 rpm	
Engine code	**CSHA**	
Cylinders, Cylinder volume	4 cylinders, 1,968 cm^3	
Compression ratio	16:1	
Injection technology	TDI®	
Gearbox	**Automatic/rear-wheel drive**	**Automatic/four-wheel drive**
Maximum speed[a)]	179 km/h	
Acceleration 0 - 80 km/h[a)]	7.5 s	
Acceleration 0 - 100 km/h[a)]	10.9 s	
Kerb weight[b)]	1,998 kg	2,104 kg
Total gross weight	2,820 kg	
Gross axle weight permitted in the front axle	1,365 kg	1,415 kg
Gross axle weight permitted in the rear axle	1,620 kg	
Braked trailer load, gradients up to 8%	3,130 kg	
Unbraked trailer load, gradients up to 8%	750 kg	
Gross combination weight (CMT[c)])	5,950 kg	
Valid only for Argentina Fuel consumption[d)] - Combined Euro 5 and Euro 4 legislation	8.6 l/100 km	
Valid only for Argentina CO_2 emissions	226 g/km	

a) Figures are related to the basic model. Data may vary according to the local fuel used, optional devices equipped in the vehicle, load, tyre pressure, temperature, altitude, vehicle route and driving habits.

b) Weight for basic model without optional equipment.

c) CMT = vehicle gross combination weight + maximum trailer weight.

d) For reasons of vehicle registration and taxation, the fuel consumption of some engines may differ from the following indications in other countries.

3.0 l, 6-cylinder TDI®, 190 kW

Power	190 kW (258 hp) at 3,250 - 4,000 rpm
Maximum torque	580 Nm (59.1 kgfm) at 1,400 - 3,000 – rpm
Engine code	**DDXE**
Cylinders, Cylinder volume	6 cylinders, 2,967 ccm^3
Compression ratio	17:1
Injection technology	TDI®
Gearbox	**Automatic/ four-wheel drive**
Maximum speed[a)]	190 km/h
Acceleration 0 - 80 km/h[a)]	8.0 s
Acceleration 0 - 100 km/h[a)]	8.0 s
Kerb weight[b)]	2,191 kg
Total gross weight	2,920 - 3,295 kg
Gross axle weight permitted in the front axle	1,445 kg
Gross axle weight permitted in the rear axle	1,630 - 1,860 kg
Braked trailer load, gradients up to 8%	2,705 - 3,080 kg
Unbraked trailer load, gradients up to 8%	750 kg
Gross combination weight (CMT[c)])	6,000 kg
Valid only for Argentina Fuel consumption[d)] - Combined Euro 5 and Euro 4 legislation	9.9 l/100 km
Valid only for Argentina CO_2 emissions	260 g/km

a) Figures are related to the basic model. Data may vary according to the local fuel used, optional devices equipped in the vehicle, load, tyre pressure, temperature, altitude, vehicle route and driving habits.

b) Weight for basic model without optional equipment.

c) CMT = vehicle gross combination weight + maximum trailer weight.

d) For reasons of vehicle registration and taxation, the fuel consumption of some engines may differ from the following indications in other countries.

Information for second stage manufacturers

🕮 Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

Available documentation on conversion:	**Document storage locations:**	
❑ Owner's manual		
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		
❑		
❑		
❑		Stamp of the body builder
❑		Date:

◁

Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

Available documentation on conversion:	Document storage locations:	
❑ Owner's manual		
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		
❑		
❑		
❑		Stamp of the body builder
❑		Date:

Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

Available documentation on conversion:	Document storage locations:	
❑ Owner's manual		
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		
❑		
❑		
❑		Stamp of the body builder
❑		Date:

Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

Available documentation on conversion:	Document storage locations:	
❑ Owner's manual		
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		
❑		
❑		
❑		Stamp of the body builder
❑		Date:

List of abbreviations

Abbreviation	Definition
ABS	anti-lock brake system
AUX	Auxiliary Input: Audio-Zusatzeingang.
BAS	Brake assist system.
CCS	Cruise control system.
EDL	electronic differential lock
ESC	Electronic Stability Control:Electronic Stability Control.
LED	Light Emitting Diode: light-emitting diode.
MFD	Multifunction display.
NFC	Near Field Communication: standard for data transmission in the near range using radio technology.
SD	Secure Digital (Memory Card): digital memory card
SIM	Subscriber Identity Module
TCS	Traction control system
TPM	Tyre Pressure Monitoring System
USB	Universal Serial Bus. Serial bus system for connecting external devices.
Wi-Fi	Wireless Fidelity: Wireless networking technology.

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Volkswagen Brazil works continuously to develop and improve all its vehicles. Please understand that we must therefore reserve the right to alter any part of the vehicle and its equipment or technical specifications at any time. The data provided concerning scope of delivery, appearance, performance, dimensions, weights, fuel consumption, standards and vehicle functions are all correct at the time of going to print. Some of the equipment described might not yet be available in a particular vehicle (information can be provided by your local Volkswagen Dealership), and some equipment may not be available in certain countries. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

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Amarok
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