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General safety notesFor all Volkswagen passenger cars
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Safety information

Introduction

A Volkswagen has many things on board to make sure that you arrive at your destination safely and comfortably. However, it does not do this on its own. It is therefore important that you are familiar with the necessary behaviour and limits and act correspondingly. This is because driving a car can be extremely dangerous - for the driver, the vehicle occupants and others.

WARNING

This document informs you about safety-relevant topics before purchase, but does not replace the owner's manual. If you do not observe the information in the owner's manual after purchase. there is a risk of accidents and serious or even fatal injuries.

 Additionally read the important information in the owner's manual before setting off on your first journey.

Scope

This document provides a general overview of safety topics for all Volkswagen models and describes equipment and models without identifying them as optional equipment or model variants. This means that your vehicle may not have some of the equipment described, or it may only be available in certain

Please refer to the sales documents for information on your actual vehicle equipment, or contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

This document and the owner's manual describe a passenger car.

Editorial deadline

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

Symbols used

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.



The right information at the right time

Instrument cluster

Operating the instrument cluster

▲ WARNING

Operating the instrument cluster and Infotainment system can distract you from the road. If the driver is distracted when driving, this can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- 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.

Warning lamps and text messages

WARNING

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

- Never ignore any illuminated warning lamps or text messages.
- Stop the vehicle as soon as possible and when safe to do so.
- If you are unable to rectify the problem yourself, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Preparing for a journey

Sitting safely

MARNING

If the vehicle occupants are not sitting correctly, the seat belts and airbag cannot perform their intended protective function properly in the event of accidents. There is a risk of serious to fatal injuries.

- Never transport people in the luggage compartment
- Adjust your seat correctly before all journeys and make sure that all vehicle occupants have fastened their seat belts correctly.
- Each vehicle occupant must sit in a seat of their own and must have their own seat belt.
- Always keep your feet in the footwell during the journey.
- Never allow vehicle occupants to sit on a folded-down backrest or on a folded-down centre armrest.

Third seat row

Depending on the equipment, your vehicle may have a third row of seats.

MARNING

In the event of an accident or when the boot lid in closed, people who are taller than 1.60 m (around 5 ft 3 in) or children on booster seats who are sitting in the third row of seats may sustain serious head injuries.

- People over 1.60 m (around 5 ft 3 in) tall must never travel in the third row of seats.
- Do not transport children on booster seats in the third row of seats if the booster seat allows the child to reach the same sitting height as a person over 1.60 m tall (around 5 ft 3 in).
- When you close the boot lid, make sure that there are no persons or children in the movement path of the boot lid.

Adjusting the seats

▲ WARNING

If seats, the steering wheel or head restraints are adjusted while the vehicle is in motion, this can distract the driver. This can lead to loss of control of the vehicle and increase the risk of serious injury.

 Adjust the seats, steering wheel and head restraints before the start of the journey and only when the vehicle is stationary.

Incorrectly adjusted seats can move while the vehicle is in motion. The driver can lose control of the vehicle as a result. There is a risk of accidents with serious or fatal injuries.

 Make sure that all seats are correctly adjusted before starting your journey.

Adjusting head restraints

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.
- If a seat is occupied, adjust the head restraint corresponding to the size of the person sitting on the seat.
- Never adjust the head restraint when the vehicle is in motion.

Fastening the seat belt

MARNING

Incorrectly fastened or unfastened seat belts increase the risk of serious or fatal injuries in accidents.

- Make sure that every vehicle occupant fastens their seat belt correctly before the start of a journey and that they leave the seat belt fastened while the vehicle is driving.
- Make sure that only one person is secured by each seat belt.
- Always make sure that children in the vehicle are secured in an authorised restraint system suitable for their height and weight.
- Never drive wearing bulky, loose clothing, e.g. coat over jacket.
- Insert the latch plate only into the belt buckle of the corresponding seat and make sure that the latch plate engages securely.

Damaged or triggered components



Damaged seat belts, automatic belt retractors and belt tensioners cannot perform their protective

function as intended. There is a risk of injury in an accident

- Make sure that the seat belt is not trapped in the door or seat mechanism.
- Check the seat belts regularly for damage to the belt webbing or other parts.
- Have damaged seat belts, belt tensioners and belt retractors replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- After an accident, have seat belts and their anchorages, belt tensioners and belt retractors checked by a suitably qualified workshop and have them replaced if necessary. Volkswagen recommends using an authorised Volkswagen repairer.
- Make sure that no foreign bodies or fluids enter the slots in the seat belt buckles.

Folding the backrest forward and back

Depending on the equipment, your vehicle may have a folding front passenger seat.

WARNING

The open seat anchorages and hinges of the folded front passenger seat backrest can cause serious injuries in the event of a sudden braking manageuvre or accident.

- Never transport adults or children on the front passenger seat when the front passenger seat backrest is folded forwards
- If the front passenger seat backrest is folded forwards, you must use only the rear seat behind the driver seat. This also applies to children in child seats.

Adjusting the steering wheel

▲ WARNING

Incorrect use of the steering wheel 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 en-

sures 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.

Seat heating and seat ventilation

Depending on the equipment, your vehicle may be equipped with seat heating and seat ventilation.

Magnetic fields

▲ WARNING

Magnetic fields are produced during operation of the seat heating. In isolated cases, these magnetic fields can affect active medical implants, e.g. pacemakers.

- If you have a medical implant, you should consult your doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of thic

Reduced sensitivity to pain or temperature

MARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) can sustain burns or cold injuries on their back, buttocks and legs when using the seat heating or seat ventilation. These injuries may take a long time to heal, or may never heal fully.

- If you have reduced sensitivity to pain or temperature, never use the seat heating and seat ventilation, leave the Automatic seat air conditioning at the start of a journey function switched off and do not use the automatic mode of the seat air conditioning.
- Consult a doctor if you have questions about your own state of health.

Preparing for a journey

Soaked seat cover

▲ 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 wet clothing.
- Do not place any wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

Airbags

The vehicle is equipped with airbags which offer additional protection against injury in an accident. All vehicle occupants must be sitting in a safe position and have their seat belts fastened so that the airbags can optimally perform their protective function. In addition, the seat belts, seats, head restraints and steering wheel must be adjusted correctly.

The airbag locations are identified by the text AIRBAG.

Depending on the equipment, the following airbags may be installed in your vehicle:

- Driver front airbag in the steering wheel.
- Front passenger front airbag in the dash panel.
- Curtain airbags above the front and rear side windows (both sides).
- Front side airbags in the driver seat and front passenger seat backrests.
- Rear side airbags in the seat cushion bolster next to the backrest of the outer rear seats.
- Centre airbag in the driver seat backrest.
- Knee airbags.

Airbag deployment

MARNING

Airbags are deployed in milliseconds and at very high speed. If vehicle occupants do not behave appropriately, there is a risk of injury to due to the deploying airbag or objects been thrown around.

- Make sure that there are no persons, animals or objects in the deployment zone of the airbags.
- Make sure that all vehicle occupants have fastened their seat belts correctly.

- Do not transport any unsecured objects in the
- Make sure that there is no damage visible in the area of the airbags.
- Make sure that all vehicle occupants assume a correct sitting position and that they do no rest their feet on the dash panel or seats.
- Always hold the steering wheel at the nine o'clock and three o'clock positions.
- Use only approved protective covers for the seats.
- Do not secure any unapproved accessories on doors or windows.
- Hang only light-weight pieces of clothing on the coat hooks.
- Swivel the sun visors only when nothing is secured on them.

Deactivated front passenger front airbag

DANGER

If the airbag is deactivated, people on the front passenger seat may be severely or fatally injured in the event of an accident. For this reason, the front passenger front airbag must be deactivated only in special cases.

- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger
- Switch the front passenger front airbag back on again as soon as the child seat on the front passenger seat is no longer being used.
- Switch the front passenger front airbag off or on only when the vehicle's drive system is deactivated.
- Make sure that the key-operated switch of the front passenger airbag is in the correct position.

WARNING

Strong vibrations may cause the vehicle key to turn unintentionally in the key switch, which could cause the front passenger front airbag to be activated. This can cause severe or fatal injuries.

 Make sure that you remove the vehicle key from the key-operated switch before starting your journey.

Malfunctioning or damaged airbag system



WARNING

If the airbag system is faulty or damaged, the airbags may not trigger, may trigger unexpectedly or

may not be triggered properly. This can cause serious injuries.

- Have damage or faults of the airbag system checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Avoid applying too much pressure to the seat backrest bolsters as the side airbags may then not be triggered correctly, may not trigger at all, or may trigger unexpectedly.
- Have triggered airbags replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Do not perform any unauthorised conversions. modifications or repairs to airbag system components.
- Have any damage to the seat covers or around the seams of the side airbags or centre airbag unit repaired immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Safe transport of children

Child seats

There are different types of child seats that are adapted to the size, age and weight of the child. The standards and regulations governing the options for securing child seats differ from country to country.

WARNING

If children are not secured or inadequately secured, there is a risk of them suffering serious or fatal injuries in the event of an accident and as a result of braking and evasive manoeuvres.

- Always transport children in suitable child seats.
- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.

Installing child seats



WARNING

Child seats present a risk of injury if incorrectly in-

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

▲ WARNING

A triggered curtain or side airbag can cause injuries

 Make sure that children are not in the airbag deployment zone.

Transporting children on the front passenger seat

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 document.

DANGER

Triggering of the front passenger front airbag increases the risk of life-threatening or fatal injuries for a child that is transported in a rear-facing child seat on the front passenger seat.

- Deactivate the front passenger front airbag in order to install a rear-facing child seat on the front passenger seat. A switched off front passenger front airbag is indicated by means of the continuously lit PASSENGER AIR BAG OFF indicator lamp OFF %; in the driver's field of vision.
- Do not use rear-facing child seats if the front passenger front airbag cannot be deactivated.
- 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.

Authorised Volkswagen repairers keep an up-todate list of authorised child seats.

Switch off of the front passenger front airbag is not available in all countries.

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



Fig. 1 Airbag sticker on the sun visor (illustration).



Fig. 2 Airbag sticker on the A-pillar or on the B-pillar (illustration).

Trailer towing, roof carrier, bicycle carrier

Depending on the equipment, your vehicle may be designed for installation of a roof carrier or bicycle carrier or for towing a trailer.

Trailer towing

▲ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

• Never transport people in a trailer.

MARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Please note that a trailer with a high centre of gravity can tip over more easily than a trailer with a low centre of gravity.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Accelerate particularly carefully and gently.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or also 100 km/h

- Reduce speed, particularly on uphill gradients and when driving downhill.
- Always observe the country-specific maximum permitted speed for vehicles with trailer.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Due to the higher load for the towing vehicle, pay attention to possible messages and to any warning and indicator lamps that light up in the instrument cluster.

Bicvcle carrier

WARNING

Improper use of a fitted rear carrier system can cause injuries and accidents.

- Make sure that the rear carrier system is suitable for use on the vehicle.
- Always read and observe the fitting instructions of the rear carrier system's manufacturer.
- Never exceed the specified drawbar load, load capacity and overhang.
- Never secure a rear carrier system on the ball neck below the ball head. The rear carrier system could slip due to the shape of the ball neck.

Roof carrier

WARNING

When objects are transported on the roof carrier, this may change the vehicle handling due to a change in the centre of gravity and an increase in the area exposed to the wind. There is an increased risk of accidents with serious or fatal inju-

- · Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Distribute the load evenly.
- Avoid sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Driving safely

Driving safely

WARNING

The driver can lose control of the vehicle due to lack of concentration, being distracted or tiredness. This can result in an accident and serious to fatal injuries.

- 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 making adjustments to settings and opening menus in the Infotainment system or navigation system, by vehicle occupants or by telephone calls.
- Take regular breaks on long journeys, at the latest every 2 hours.

Gear selector position

Depending on the equipment, your vehicle has an electric drive, a hybrid drive, an automatic gearbox or a manual gearbox.

WARNING

The vehicle can move unintentionally if a gear selector position is engaged. This can lead to accidents and serious injuries.

- Hold the vehicle with the foot brake when your vehicle with electric drive is ready to drive and the position **D/B** or reverse gear **R** is engaged.
- Hold the vehicle with the foot brake when the engine of your vehicle with hybrid drive is running and the position D/S or R is engaged.
- Hold the vehicle with the foot brake when the engine of your vehicle with automatic gearbox is running and the position D/S or R is engaged.
- Hold the vehicle with the foot brake when the engine of your vehicle with manual gearbox is running and a gear is engaged.

Counter steering assistance

WARNING

The counter steering assistance is not a substitute for the full attention of the driver and operates only within the limits of the system. Uncontrolled vehicle movements can occur in critical driving situations in spite of the counter steering assistance. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that the vehicle is not steered by the counter steering assistance.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Starting the engine (vehicle with combustion engine)

Unventilated or enclosed spaces

▲ WARNING

Toxic gases can enter the vehicle interior if the engine is started in unventilated or closed spaces. This can cause serious injuries and lead to death by suffocation.

 Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces, e.g. in garages.

Hot components or exhaust gases

▲ WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby, e.g. oil or fuel. This can lead to a fire and cause serious or fatal injuries.

- Never start the engine or allow the engine to run if highly flammable service fluids are close to the vehicle or are leaking from the vehicle.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

Operating mode selection

Vehicles with hybrid drive have different operating modes. The E-MODE operating mode for electric driving is normally active after the vehicle's drive system is activated.

WARNING

Changing to a different operating mode can alter the vehicle handling. If the vehicle handling is not appropriate for the visibility, weather, road and traffic conditions, this can lead to accidents and serious or fatal injuries.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Never take any risks when driving.

Brake energy recuperation

Vehicles with electric and hybrid drive recuperate at different levels depending on the engaged gear selector position and the selected driving profile.

No brake energy recuperation occurs and therefore no engine braking effect occurs when the high-voltage battery is completely charged.

Very low or high temperatures of the high-voltage battery can limit or prevent brake energy recuperation.

MARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect, to the point where no engine braking effect may be generated at all. This can change the vehicle handling, which may lead to accidents and serious or fatal injuries.

- Never fully charge the high-voltage battery at high altitudes, e.g. at the top of a mountain pass, in order to permit use of a braking effect through recuperation when driving downhill.
- Reduce your speed before driving down a steep gradient.
- Slow the vehicle using the vehicle brake when driving down a steep gradient.
- Please note that the load on the vehicle brakes is higher if there is no engine braking effect.

Switching off the engine (vehicle with combustion engine)

MARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

 Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.

• When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

Vehicle with hybrid drive

Deactivating the vehicle's drive system (vehicles with electric or hybrid drive)

Deactivating the vehicle's drive system

WARNING

When the vehicle's drive system is deactivated, certain vehicle systems do not function or function only to a restricted extent, e.g. brake servo or power steering. As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

 Never deactivate the electric drive while the vehicle is in motion.

WARNING

The airbags and belt tensioners do not function when the vehicle's drive system is deactivated. This can result in accidents and serious or fatal iniuries.

Never deactivate the electric drive while the vehicle is in motion.

WARNING

When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

 Never switch off the ignition while the vehicle is in motion.

Vehicle with electric drive

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle's drive system is active.
- Before leaving the vehicle, always ensure that the electronic parking brake is switched on.

WARNING

If the vehicle is left when it is ready to drive, the vehicle could move suddenly or something unexpected could happen that might cause damage, fire and serious injuries.

- Never leave the vehicle unattended with the engine running, particularly if a position is selec-
- Never leave the vehicle when its drive system is
- Always switch off the ignition before you leave the vehicle.
- When parking and exiting the vehicle, always ensure that the parking lock P is engaged and that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby. This can lead to fires and cause serious or fatal injuries.

- Never start the engine or allow the engine to run if oil, fuel or other highly flammable service fluids are located close to the vehicle or are leaking from the vehicle.
- Never use start boosters.

WARNING

Toxic gases can enter the vehicle interior if the engine is started in unventilated or closed spaces. This can cause serious injuries and lead to death by suffocation.

• Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces, e.g. in garages.

Brake pads and brake system

Worn brake pads or faulty brake system

MARNING

Driving with worn brake pads or with a faulty brake system can lead to loss of vehicle control, accidents and serious or fatal injuries.

 If you have reason to believe that the brake pads are worn or the brake system is faulty, go to a suitably qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using an authorised Volkswagen repairer.

New brake pads

▲ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 mi) and must first be bedded in. An insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care with new brake pads 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.

Press the brake pedal with more force if the brake servo is not working or if the vehicle is being towed.

 Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Brake warning lamp

▲ WARNING

If the brake warning lamp (1) lights up together with the (2) indicator lamp, the control function of the ABS may have failed. This can cause the rear wheels to lock when you brake. This may cause you to lose control of the vehicle and can result in accidents with serious or fatal injuries.

- Drive at reduced speed to the nearest qualified workshop to have the brake system checked.
 Volkswagen recommends using an authorised Volkswagen repairer.
- Avoid sudden braking and driving manoeuvres.

Faulty anti-lock brake system (ABS)

MARNING

The ABS is not functioning correctly if the (a) 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. Any restriction of the ABS can cause accidents and may result in vehicle damage and serious or fatal injury.

 Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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Brake support systems

The vehicle is fitted with brake support systems. These systems can support the driver in critical driving or braking situations. The driver is responsible for driving safely.

Restricted brake servo

▲ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance. This can lead to accidents with serious or fatal injuries.

 Never deactivate the electric drive or switch off the ignition as long as the vehicle is still moving.

Driver assist systems

The vehicle is equipped with various driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras for operation. These are visible to you in some cases and in other cases not.

Familiarise yourself with your driver assist systems before your first journey.

MARNING

The driver assist systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system.
- The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

Parking and manoeuvring

Parking the vehicle safely

Improper vehicle parking

Depending on the equipment, your vehicle may have a handbrake or electronic parking brake.

▲ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- Before exiting the vehicle, make sure that the handbrake is firmly applied or the electronic parking brake is switched on and that the (2) indicator lamp lights up red in the instrument cluster.
- Always observe the sequence described in the owner's manual when parking the vehicle.

Activated childproof lock

MARNING

The door cannot be opened from the inside when the childproof lock is activated. This may mean that people lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves.

 Never leave children or people requiring assistance alone in the vehicle when the doors are locked

Children and people requiring assistance

MARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

Never leave children, people requiring assistance or animals unattended in the vehicle.

▲ WARNING

Depending on the time of year, very high or low temperatures can occur in a closed vehicle which can cause serious injuries or lead to death if persons are trapped in the vehicle.

- Never leave children, people requiring assistance or animals alone in the vehicle.
- Never allow children to play unsupervised in or near the vehicle. Children could close the doors

- and boot lid, thereby trapping themselves inside.
- Make sure that persons can leave the vehicle at all times.
- Always take all vehicle keys with you every time you leave the vehicle.

Emergency braking function

MARNING

The electronic parking brake is not designed to brake the vehicle, as this increases the braking distance. This can result in accidents and severe or fatal injuries.

 To brake the vehicle, always use the foot brake and never the electronic parking brake, except in an emergency. a risk of accidents and serious or even fatal injuries

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- When parking, always look in the direction of travel and observe the vehicle surroundings.
- Pay special attention to small children, animals and objects when parking.
- Do not allow the parking system displays to distract you from the traffic around you.
- Please note that the parking system may not react if an obstacle is approached too fast and will then not issue a warning.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Auto Hold function

WARNING

The Auto Hold function is not a substitute for the full attention of the driver and works exclusively within the system limits. The vehicle cannot be held safely under all circumstances, for example on slopes or slippery surfaces. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Make sure that the indicator lamp for the Auto Hold function lights up if the vehicle is to be held securely.
- Never leave the vehicle while the engine is running or the vehicle's drive system is activated, even if the Auto Hold function is active.

Parking system

MARNING

The parking systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The parking systems cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is

Solving problems yourself

Jump starting

WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and protective aloves.
- Never bend over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the uninsulated parts of the terminal clamps.
- Make sure that the insulation of the leads is in perfect condition.
- Do not allow the lead attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the ve-

Vehicle recovery

Tow-rope or tow-bar

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for transport and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Towing the vehicle

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly. This can lead to a loss of control over the vehicle. accidents and serious or fatal injuries.

Please note that greater force is needed for steering and braking during towing.

WARNING

If the vehicle key is removed from the ignition lock during towing, the steering lock can engage suddenly. The steering wheel then can no longer be moved. This can result in accidents and serious or even fatal injuries.

Never remove the vehicle key from the ignition lock during towing.

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Towing a vehicle with electric drive

WARNING

If the vehicle is towed even though the text message Towing damages electrical system. Owner's manual! is displayed in the instrument cluster, vibrations can occur in the drive system and the drive wheels can lock, particularly on icy or wet roads, Locked wheels can lead to a loss of control of the vehicle. This can result in accidents and serious or fatal injuries.

• If the message Towing damages electrical system. Owner's manual! appears in the instrument cluster, push or tow the vehicle only in emergency situations.

Towing eyes

WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

 Before starting towing, check that the towing eye is fully screwed in.

Checking, refilling, charging

Working in the bonnet space

High electrical voltage at the components of the high-voltage system

Vehicles with electric or hybrid drive

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DANGER

The components of the high-voltage system are under high electrical voltage. Contact with live components of the high-voltage system will result in burns, serious injuries or fatal electric shock.

- You should always assume that the high-voltage battery is charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Have work on the high-voltage system, orange high-voltage cables, high-voltage components and high-voltage battery carried out only by suitably qualified workshops that are authorised to perform this work. Volkswagen recommends using an authorised Volkswagen repairer.

▲ WARNING

If work in the bonnet space is not performed correctly, dangerous situations may occur that can lead to electric shocks, serious injuries or death.

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- Never touch the components of the high-voltage system or orange-coloured high-voltage cables when you are activating the vehicle's drive system or while the vehicle's drive system is activated.
- Never smoke in the vicinity of the bonnet space.

Hot vapours, coolant, components

Vehicles with combustion engine

▲ WARNING

Escaping hot steam or hot coolant and hot vehicle parts can cause severe burns.

- Never open or close the bonnet if steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

Rotating parts in the bonnet space

Vehicles with combustion engine

MARNING

There are rotating parts in the bonnet space. When working in the bonnet space, contact with rotating parts, e.g. rotor blades of the radiator fan, can cause serious or fatal injuries. This applies particularly in the event of a starting operation, when the vehicle's drive system is activated or when the engine is running.

Even when the vehicle's drive system is deactivated or the engine or ignition is switched off, never reach into the radiator fan or into the area of the radiator fan. The fan is temperature-controlled and could start automatically.

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12-volt vehicle battery

Severe burns, fire or electric shock

MARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. This can cause severe injuries.

- Always read and observe the warnings on the 12-volt vehicle battery.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12volt 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.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Always wear eye protection and protective gloves.
- Never short circuit battery terminals.
- All work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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 fire, sparks, naked lights or smoking!



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



Always keep children away from electrolyte and the 12-volt vehicle battery!



Always observe the owner's manual!

Highly explosive gas mixture

WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

48-volt vehicle battery

Vehicles with combustion engine may be equipped with a 48-volt vehicle battery in addition to the 12-volt vehicle battery.

Warning signs on the 48-volt vehicle battery

There is a warning sign on the 48-volt vehicle battery that informs users about the dangers of high voltage.



Fig. 3 Warning sign on the 48-volt vehicle battery.

- 1 The 48-volt vehicle battery must never be exposed to fire, sparks or naked flames.
- You will find further information and warnings in the owner's manual and in the workshop literature
- 3 Always keep children away from the 48-volt vehicle battery.
- Take care when handling flammable materials and materials that pose a fire hazard.
- S Have maintenance work on the 48-volt vehicle battery performed only by properly qualified and trained specialist personnel.
- 6 If the 48-volt vehicle battery is damaged, fluids make escape and highly corrosive acid may form. Always handle the 48 V vehicle battery with care.

MARNING

Incorrect handling of the 48-volt vehicle battery can result in serious or fatal injuries.

- Have all work on the 48-volt vehicle battery performed only by properly qualified and trained specialist personnel. Volkswagen recommends using an authorised Volkswagen repairer.
- Never modify the 48-volt vehicle battery.

MARNING

If the 48-volt vehicle battery comes into contact with water or other liquids, this can cause short circuits, electric shocks or burns. This can result in serious or fatal injuries.

 Always make sure that the 48-volt vehicle battery never comes into contact with water or other liquids.

Handling service fluids and materials

Washer fluid

▲ WARNING

Service fluids can be toxic. Improper use and storage can cause serious or fatal injuries.

- Keep service fluids only in the sealed original containers and in a safe place.
- Never mix coolant additive or other unsuitable additives into the washer fluid. These may leave an oily film on the window, considerably restricting visibility.

- Use clean, clear water with a suitable windscreen washer fluid. Observe the mixing instructions on the packaging and do not use distilled
- Add a suitable antifreeze agent to the washer fluid if necessary.

Coolant

MARNING

The cooling system is under pressure when the drive is hot. If the cap is opened carelessly, coolant can spray out and cause severe burns or fatal injuries

- Never open the cap of the coolant expansion tank when the drive is hot.
- If you have to open the cap of the coolant expansion tank, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Engine oil

WARNING

Engine oil is toxic. Contact with engine oil, and especially ingestion of engine oil, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing engine oil.
- Seek medical attention if you have health problems after working with engine oil.
- Always keep engine oil out of the reach of children and only in the original sealed container.
 This also applies to used oil until it is disposed of.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the engine oil.
- Avoid regular contact with engine oil to avoid damaging the skin.
- Protect skin, face and especially eyes while working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

High-voltage battery (vehicles with electric or hybrid drive)

High-voltage components

▲ DANGER

The components of the high-voltage system are under high electrical voltage. Contact with live components of the high-voltage system will result in burns, serious injuries or fatal electric shock.

- If you suspect that the high-voltage battery is damaged, leave the vehicle and move away from the direct vicinity of the vehicle. This also applies to all other persons.
- Never touch high-voltage components or orange-coloured high-voltage cables.
- Have all work on the high-voltage system carried out only by a suitably qualified workshop with corresponding approval for this work.
 Volkswagen recommends using an authorised Volkswagen repairer.

▲ DANGER

Damage to the vehicle or to the high-voltage battery can cause toxic gases or fluids to leak out, as can a fire in the cells. High-voltage components may be live. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not breathe in any gases that are emitted.
- Never touch any fluids that escape.
- Leave the vehicle quickly and with all vehicle occupants.
- Move away from the immediate vicinity of the vehicle.
- Observe all information on behaviour in the event of a fire risk.

Warning signs on the vehicle

- Covers and caps over high-voltage components.
- All high-voltage components including the highvoltage battery.
- Under the bonnet.

Some warning signs indicate a danger due to a hazardous contact voltage on high-voltage components and orange-coloured high-voltage cables

 \rightarrow Fig. 4, \rightarrow Fig. 5, \rightarrow Fig. 6, \rightarrow Fig. 7.





Warning sign on high-voltage components.



Fig. 5 Warning sign on high-voltage components.



Fig. 6 Warning sign in the bonnet space.



Fig. 7 Warning sign for hot surfaces on the charger.

The illustrations may differ slightly from the warning signs in the vehicle.

Charge level and range

WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle breaking down when in traffic, and can lead to accidents and serious or fatal injuries.

 Always make sure the high-voltage battery has sufficient charge.

WARNING

When the charge level of the high-voltage battery reaches the reserve range, this may result in changed vehicle handling, e.g. different acceleration response of the vehicle. This can result in accidents and severe injuries.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the highvoltage battery.
- Always make sure the high-voltage battery has sufficient charge.

Charge high-voltage battery

WARNING

Failure to observe the operating and safety instructions and incorrect handling of the high-voltage battery and charging cable can cause a short circuit, electric shock, explosions and fire. There is a risk of damage, as well as serious or fatal inju-

- Never charge in marked explosion-hazard areas or where flammable gases may be present. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- For safety reasons, do not carry out any work in or on the vehicle during charging.
- Observe the safety and operating instructions for the supplied charging cable.
- Always protect electrical connectors against direct ingress of water, moisture and other liguids.
- Always end charging before removing the charging connector so that you do not come into contact with residual energy in the charging storage device.
- Carry out home charging only at a connection that is suitable for electric vehicles and that has been installed and checked by qualified person-
- Do not charge with damaged charging accessories, e.g. if there is wear damage on charging connectors or charging cables.

Charging cable



DANGER

Use of a damaged charging cable or a charging cable that has been tampered with can lead to an electric shock. This will result in serious or fatal injuries.

- Before use, always check the charging connectors and charging cable for damage, e.g. cracks.
- Never open the charging cable and its components.
- Never use a damaged charging cable or a charging cable that has been tampered with.
- Have the charging cable checked by a suitably qualified workshop if there is a malfunction.
 Volkswagen recommends using an authorised
 Volkswagen repairer.

MARNING

If the high-voltage battery is charged with an unsuitable charging cable, this can cause a short circuit and an electric shock. This can damage the charging cable and result in serious or fatal injuries.

- Please always observe the specifications given on the charging cable.
- Make sure to find out the type of electrical installation available locally before travelling abroad.
- Before driving abroad, find out about the correct country-specific charging cable and the maximum permissible charging current.

MARNING

If the charging cable for mains power sockets is connected or used incorrectly, this can lead to a serious malfunction. This can result in damage to the electrical installation and the charging cable, and can also cause a fire and serious injuries.

 Never connect the charging cable to an extension cable, a cable reel, a multiple socket outlet or an adapter such as a travel adapter or timer.

Manually releasing the charging connector

DANGER

If the charging connector remains locked unexpectedly, the cause may be a fault in the vehicle or in the charging station. Live contacts may become accessible as a result of the manual release procedure. In this case, touching the contacts in the charging socket will lead to burns, other injuries or a fatal electric shock.

 Never touch the contacts in the charging socket or charging connector.

Safe handling of fuels (vehicles with combustion engine or hybrid drive)

Fuel level too low

▲ WARNING

When the fuel level is too low, the fuel supply to the engine could be irregular and lead to the engine stuttering or stalling, especially when driving up or down hills and inclines. The steering, all driver assist systems and brake support systems will not function if the engine stalls due to a lack of fuel or irregular fuel supply. This can cause breakdowns in traffic, accidents and serious or fatal injuries.

- Make sure that the fuel tank is always sufficiently full.
- Always refuel when the fuel tank is only 1/4 full.

Incorrect handling

▲ 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.
- Before refuelling, switch off the auxiliary heater.
- 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.

Incorrect refuelling

▲ WARNING

Incorrect refuelling can lead to fire, serious or fatal 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-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

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Information on the exhaust system

Enclosed spaces

WARNING

Toxic gases can enter the vehicle interior if the engine runs in closed spaces. This can cause serious injuries and lead to death by suffocation.

- Do not allow the engine to run in enclosed
- Do not leave the vehicle unattended if the engine is running.

Danger of fire

WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby. This can lead to a fire and cause serious or fatal 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
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

Wheels and tyres

Wheels are the most heavily loaded and most underestimated parts of a vehicle. The narrow tyre contact surfaces are the only contact between the vehicle and the road. In order to prevent a tyre failure, you must check the wheels regularly for visible damage.

Incorrectly tightened or missing wheel bolts

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 available, tighten the wheel bolts with the wheel bolt wrench and have the torque

checked immediately in a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

- If you notice unusual vibrations or the vehicle pulling to one side when driving, stop immediately and check the tyres and wheel rims for damage, e.g. holes, cuts, cracks and bulges.
- Never loosen the bolts on wheel rims with bolted-on rim rinas.
- Only carry out work on wheels yourself if you have the necessary knowledge and tools.

Requirements for tyres

Depending on the equipment, your vehicle may have wheels that cannot be swapped between the front and rear axles.

WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency. If the requirements for the tyres cannot be met, this can cause accidents and serious injuries or death.

- Check the tyre pressure regularly when the tyres are cold and always observe the specified values. 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.
- The wheels on one axle must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- Never exceed the permitted maximum speed and tyre load for the fitted tyres.
- Run in new tyres as they will initially have reduced grip and braking efficiency. Therefore, drive with appropriate caution during the first 600 km (370 mi).
- Never drive with worn tyres or tyres that shows signs of damage, e.g. holes, cuts, cracks or blisters. If you are unsure whether it is possible to continue driving safely, seek expert assistance.
- Do not use tyres or wheel rims if you do not know their history.
- Use tyres that are more than six years old only in an emergency. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Have worn or damaged tyres replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Have tyres fitted on the wheel rims only by a suitably qualified workshop. Volkswagen rec-

ommends using an authorised Volkswagen repairer.

MARNING

Wheels must have the necessary clearance. If there is no clearance, the tyres may come into frictional contact with parts of the running gear, bodywork and brake lines. This can lead to failure of the braking system, detachment of the tread surface, tyre bursting and thus serious accidents and fatal injuries.

 Only use tyres whose dimensions are not larger than the dimensions of the tyre brands approved by Volkswagen and which do not rub against parts of the vehicle.

▲ WARNING

The wheels on the rear axle have larger tyre and wheel rim dimensions than the wheels on the front axle. If the wheels are swapped between the front and rear axles, the tyres may rub against the suspension and the body. This can lead to overheating of the tyres, damage to the tyres, suspension and bodywork, pressure loss, tread detachment or bursting of the tyres, resulting in serious accidents and fatal injuries.

- Never swap the wheels between the front and rear axles.
- The wheels on one axle must be fitted with radial tyres of the same type, size (rolling circumference) and same tread pattern that are approved for the respective axle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask an authorised Volkswagen repairer.

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.

 Stop immediately if the indicator lamp lights up and have all tyres checked.

WARNING

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

 Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Vehicle maintenance

Replacing airbags and belt tensioners

▲ WARNING

Incorrectly performed repairs and modifications on the vehicle can cause damage and malfunctions and impair the effectiveness of triggered airbags belt tensioners and driver assist systems. This can lead to accidents and serious injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Airbag modules cannot be repaired. Always have airbag modules replaced.
- Never install recycled airbag or belt tensioner components or components that have been taken from end-of-life vehicles in your vehicle.

Re-active bonnet

In the event of a collision at the front of the vehicle, the re-active bonnet will be triggered by sensors in the front bumper in the speed range from around 25 to 55 km/h (around 15 to 34 mph). As a result, the bonnet is lifted by a few centimetres in front of the windscreen in order to create an additional crumple zone above the bonnet space, e.g. in the head area of a pedestrian who has been hit.

▲ WARNING

The re-active bonnet pedestrian protection system is not a substitute for the full attention of the driver and operates only within the limits of the system. The re-active bonnet pedestrian protection system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

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