



We Care Safety Guide

Steer in the right direction.
Steer towards safety.



Preface

Your safety is of utmost significance to us. It will not be a tall claim to say that Volkswagen is synonymous with safety. To make sure that you are safe when you are in one of our cars, we subject all our cars to rigorous tests.

At Volkswagen, we believe in both prevention and protection. Our thoughtful features of active and passive safety along with features added especially for children

highlight this philosophy. The Taigun, for instance, comes with 40+ world-class safety features. And has recently been awarded a prestigious 5-star Global NCAP safety rating. Making it India's Safest SUVW. A reflection of the uncompromising standards that make a Volkswagen, safe like a Volkswagen.

Build Quality, Safety & being Fun-to-drive are part of Volkswagen's core DNA. And is integral to everything we do. It is safe to say that once inside a Volkswagen, you're in safe hands. Browsing this safety guide will acquaint you with the features designed to protect you.

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Introduction



Why only Volkswagen can build a Volkswagen ▼



Less of a car. More of an armour.

Carved out of galvanised steel, sourced from the finest steel makers in the world, Volkswagen cars are sturdier and safer by far. They also come with a 6-year anti-perforation warranty.



Sturdy as shell.

A roof laser welding process seamlessly welds the roof to the body of the car, creating a dampness-proof flawless beauty.



Even our paints make the car stronger.

Every Volkswagen car undergoes a unique 11-stage preparation process of chemicals and paints. This entire procedure ensures stone chip resistance, colour adhesion, UV protection and anti-corrosion.



Destruction test room.

At Volkswagen we not only assemble a car, but also tear it apart. It is done in a special chamber called the destruction test room. This is done with a car of every model, every month; just to make sure that every part of the car complies with the most stringent Volkswagen standards of quality and safety.



Advanced machines to help make advanced marvels.

It's not just people that work to achieve the perfect body. At Volkswagen, inline measurement robots, with camera lens attached, measure the body accuracy of every car. Zero error body means a rigid and compact car that feels like new for years. Anything other than perfect and immediate corrective action is carried out.

Safety Features



- ▶ Robust Body Structure
- ▶ Anti-lock Braking System (ABS)
- ▶ Electronic Brake Force Distribution (EBD)
- ▶ Hydraulic Brake Boosting
- ▶ Brake Assist (BA)
- ▶ Brake Disc Wiping
- ▶ Multi Collision Brakes
- ▶ Electronic Stability Control
- ▶ Hill Hold Control
- ▶ Traction Control System
- ▶ Electronic Differential Lock (EDS with XDS)
- ▶ Advanced Differential Lock (EDS with XDS+)
- ▶ Roll Over Protection
- ▶ Up to 6 Airbags
- ▶ Tire Pressure Deflation Warning
- ▶ Auto-Dimming IRVM
- ▶ 3-point Seatbelts for All Occupants
- ▶ Park Distance Control & Rear-View Camera
- ▶ Child Seat Mount
- ▶ 3 Rear Head Restraints
- ▶ Emergency Door Locking/Unlocking
- ▶ Rain/Light Sensor
- ▶ Auto Coming/Leaving Home Lights

Defining Safety

Active Safety ▼

All systems which actively intervene to help defuse critical driving situations and prevent accidents from happening come under the heading of active safety.

Driver assistance systems such as ESC, Brake Assist, Front Assist and Side Assist are of central importance in this respect. The active safety systems include the following systems, for example:

- ▶ Electronic Stabilisation Control - ESC
- ▶ Anti-lock Braking System - ABS
- ▶ Traction Control System - TCS
- ▶ Electronic Brake Force Distribution - EBD
- ▶ Parking Sensors
- ▶ Hydraulic Brake Boosting
- ▶ Brake Assist, Brake disc wiping
- ▶ Hill Hold
- ▶ EDS with XDS
- ▶ EDS with XDS+
- ▶ Roll over protection
- ▶ Tire pressure deflation warning
- ▶ Auto dimming IRVM
- ▶ Rain/light sensors
- ▶ Park distance control with rear view camera



Passive Safety ▼

Passive safety refers to all design engineering measures which serve to protect vehicle occupants from external impacts and to minimize the risk of injuries in the event of an accident.

It refers particularly to what happens in the event of a collision and includes the protection of other road users (partner protection).

Besides the seat belt system, the most important passive safety features in our cars include the airbags, the "deformation-resistant" occupant cell and the front and rear deformation zones. These provide a substantial amount of protection for passengers by dissipating the impact energy. Taken together with the active safety aspects.

The most important passive safety features in modern vehicles include:

- ▶ Seatbelts
- ▶ Supplemental Restraint System - (SRS) Airbags
- ▶ Child Seats
- ▶ Chassis, Stiff Roof and Crumple Zones
- ▶ Multi collision brakes
- ▶ 3 point seatbelts for all
- ▶ Adjustable head restraints for all
- ▶ ISOFIX child seat anchors



The combination of active and passive safety features helps to ensure optimum protection for all occupants of the vehicle.

Airbags are designed for Adult occupant protection only. Always use seat belts as primary safety measure.

Electronic Stabilisation Control (ESC)



Have a safe drive,
no matter what
the surface.

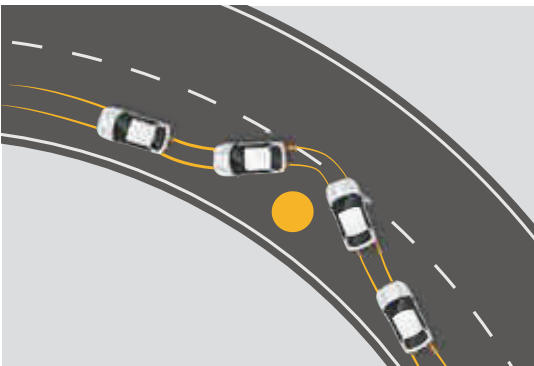
Functionality ▼

Our Electronic Stabilisation Control (ESC) detects critical situations at an early stage, and takes action to stop skidding and help bring your car safely back under control.

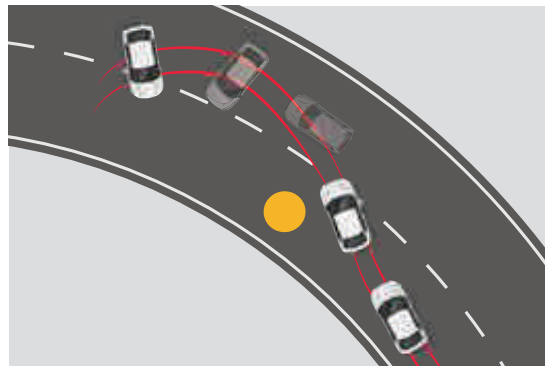
Safety Tips ▼

- ▶ Apply brakes on turnings to avoid accidents.
- ▶ Always use brakes before sharp turns, so that the car doesn't lose control.
- ▶ The systems ABS, BAS, TCS and EDL are integrated in the ESC. The ESC is always switched on. In certain situations when the traction achieved is not sufficient, ESC can be switched off by pressing the button in the infotainment system. Always ensure that ESC is switched back on again, once traction is sufficient.

Impact - With ESC



Impact - Without ESC



Features mentioned in this section may not be available in all models / variants. Kindly refer your owner's manual for further details.

Anti-lock Braking System (ABS)



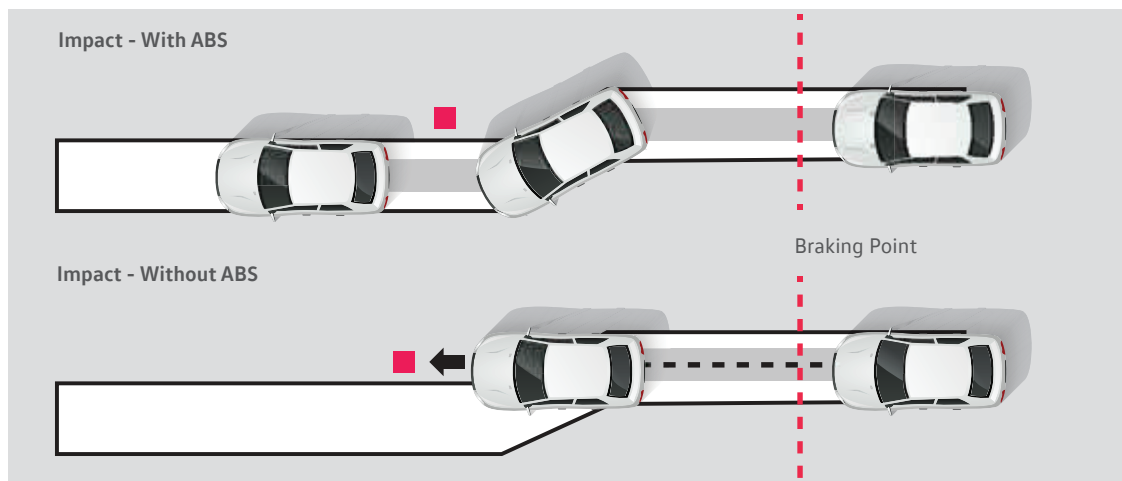
Brakes that aid maneuverability.

Functionality ▼

The ABS prevents the wheels from locking when the brakes are applied up until the point where the vehicle is nearly stationary and assists the driver in steering the vehicle and keeping it under control. This means that the vehicle is less likely to spin, even when the brakes are fully applied.

Safety Tips ▼

- ▶ The ABS is not functioning correctly if the ABS indicator lamp does not go out or comes on whilst 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 qualified workshop as soon as possible.
- ▶ Depress and hold the brake pedal with force. Do not take your foot off the brake pedal or reduce the force on the brake pedal.

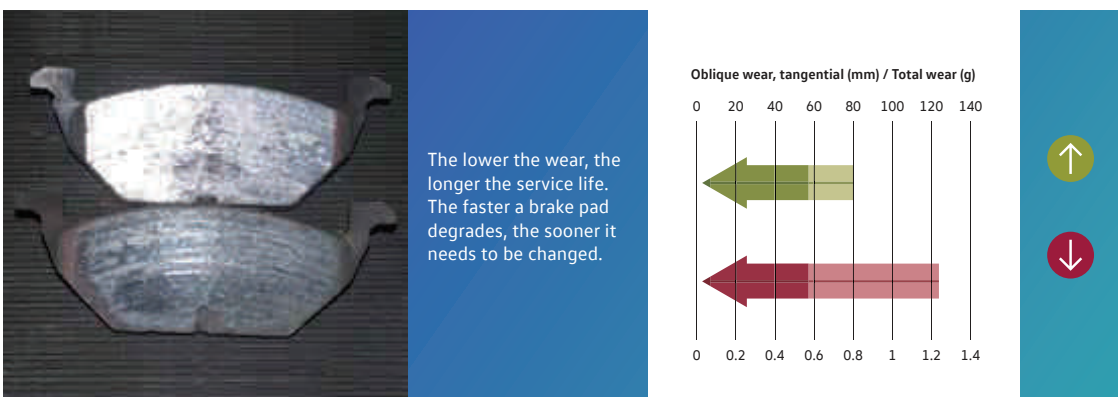
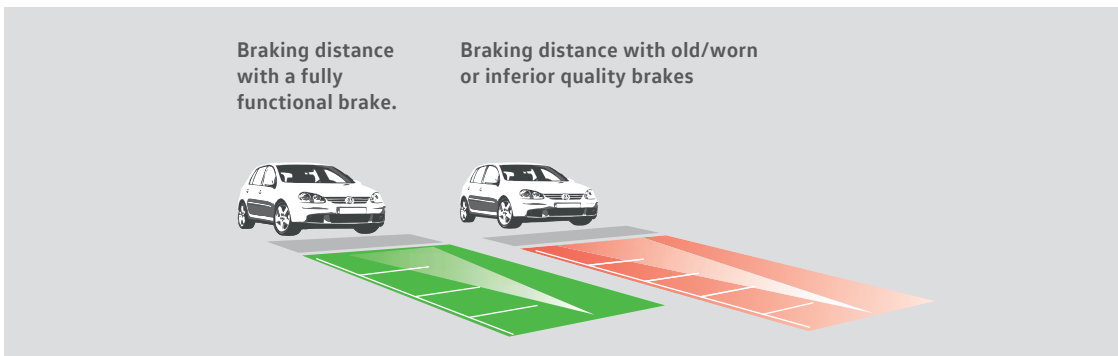


Anti-lock Braking System (ABS)

- ▶ Do not 'pump' the brake pedal or reduce the pressure on the brake pedal.
- ▶ Steer the vehicle whilst the brake pedal is fully depressed.
- ▶ The ABS will switch off when the brake pedal is released or if the pressure on the brake pedal is reduced.
- ▶ If the ABS fails, the ESP, TCS and EDL will also cease to function.

Important Notes:

- ▶ On certain surfaces, such as gravel or firm ground covered by snow, the standards of ABS system may have the effect of increasing the braking distance.
- ▶ A sensor mounted in the brake pad that warns you when the pads have worn to the point where they need replacing. When this happens the sensor is ground against the brake disc and a warning light comes on in the instrument panel.
- ▶ Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.



Observation: When the ABS is taking corrective actions, there is a pulsing movement in the brake pedal with some noise which is usual in ABS functioning.

Traction Control System (TCS)

Maintains traction for a safe driving experience.



Functionality ▼

The TCS reduces the engine output if wheel spin occurs and adapts the output to suit road surface conditions. TCS helps the car to start moving, accelerate and climb gradients in unfavorable road conditions.

Safety Tips ▼

- ▶ The TCS can be switched on and off manually.
- ▶ When the engine is running, the TCS can be switched off by pressing the button OFF.
- ▶ The TCS should only be switched off in situations when the traction achieved is not sufficient. For example:



When driving in deep snow or on loose surfaces.



When 'rocking' the car backwards and forwards to free it from mud.

Features mentioned in this section may not be available in all models / variants. Kindly refer your owner's manual for further details.

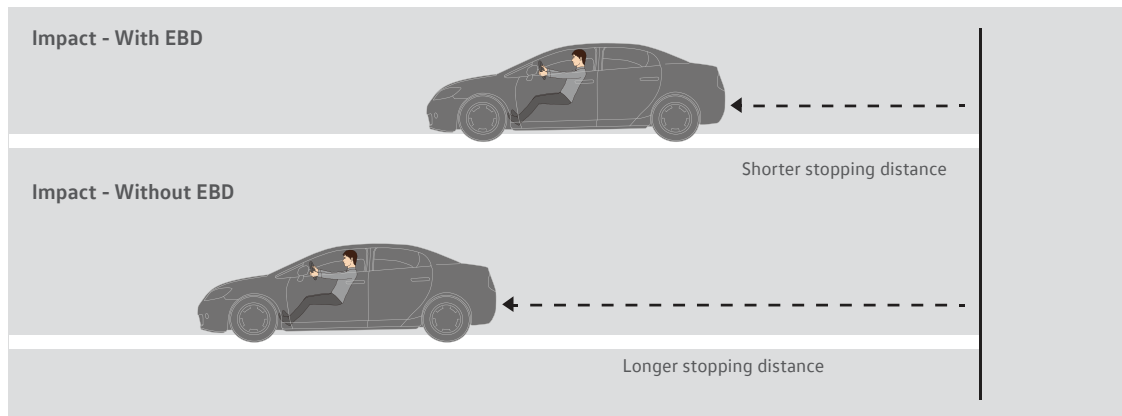
Electronic Brake Force Distribution (EBD)



Balanced and efficient braking, always.

Functionality ▼

Every car's centre of gravity shifts forward when you brake. This creates a reduction in grip which can cause the rear wheels to lock. EBD ensures maximum braking performance on all wheels and prevents the rear end from swerving out because of over-braking at the rear wheels.



Important Note ▼

Electronic brake force distribution operates as part of the ABS function. The EBD operating range ends at the point where ABS control cuts in.

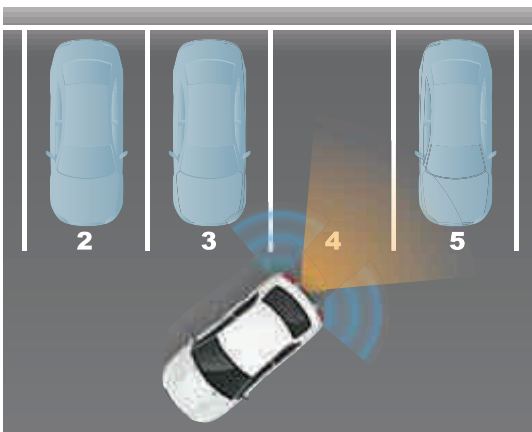
Parking Sensors



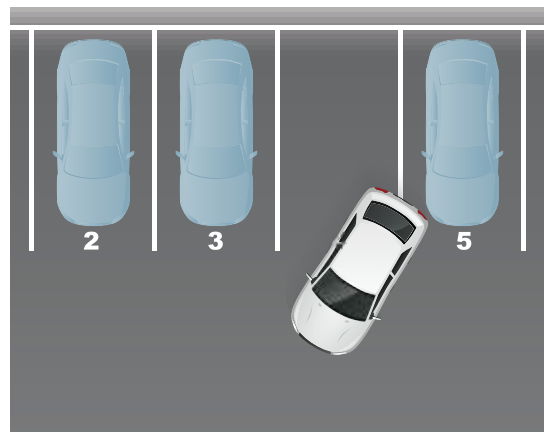
Functionality ▼

City driving often finds drivers having to manoeuvre their cars into tight parking spots. This sometimes results in minor damages. Parking sensors make your job easier by warning you when you're getting too close to something, thus preventing small knocks and scratches.

Impact - With Parking Sensors



Impact - Without Parking Sensors

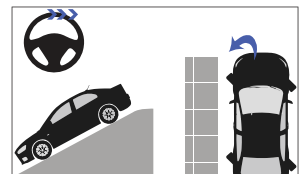


Features mentioned in this section may not be available in all models / variants. Kindly refer your owner's manual for further details.

Parking Sensors

Safety Tips ▼

- ▶ Never park the vehicle so that parts of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. leaves, dry grass, spilt fuel.
- ▶ Always apply the handbrake fully when the vehicle is parked.
- ▶ When facing uphill, turn the wheels so that they face the centre of the road.
- ▶ The convenient Hill Hold Control function prevents your car from rolling back when pulling away on a slope or during a hill start.
- ▶ The Hill Hold Control operates for approximately two seconds.
- ▶ When facing downhill, turn the wheels so that they face the kerb.
- ▶ The Hill Hold Control function in specific models allows you to drive down slopes in a safe, controlled way in first gear, thanks to the engine's ability to govern the engine speed and apply the brakes if necessary. Hill Hold Control lets you negotiate extremely steep drops simply and safely. Your car's speed is maintained at a constant crawling pace without you having to do anything.



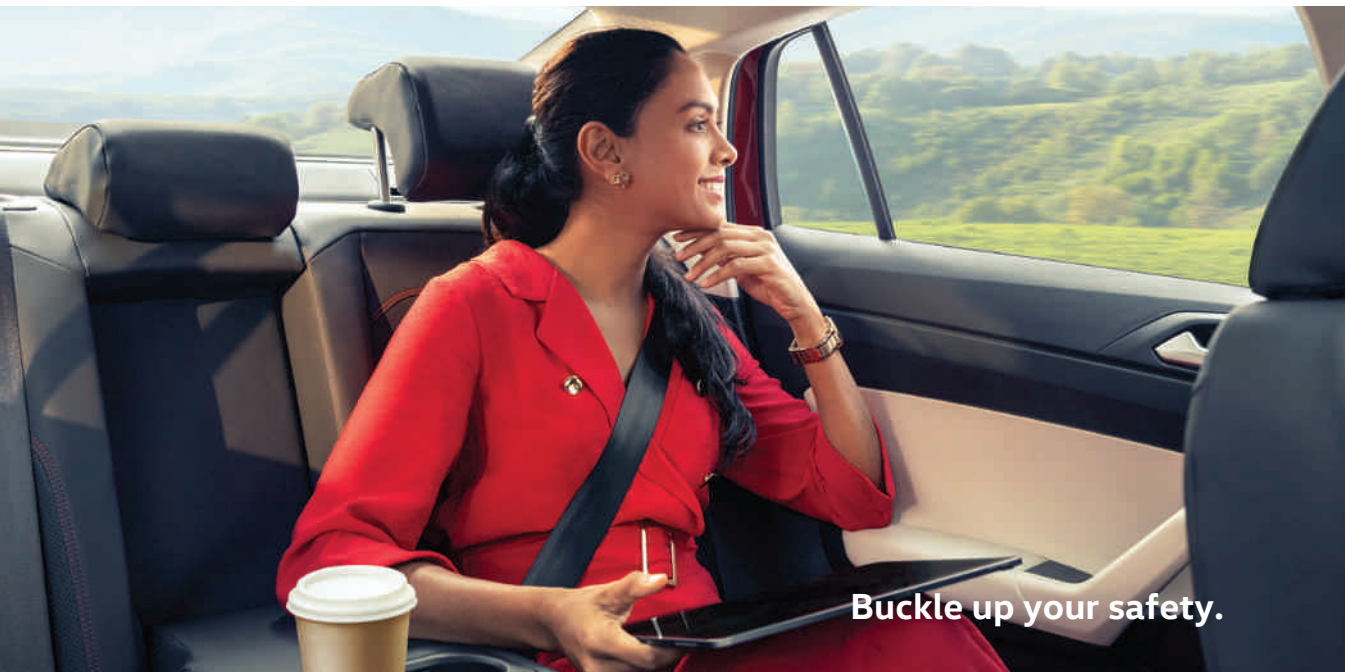
Important Notes ▼

Drive carefully over driveways, ramps, kerbstones and other objects. Low-lying vehicle components such as the bumper, parts of the running gear, engine or exhaust system could be damaged.

Passive Safety



Seatbelts



Functionality ▼

Seatbelts, generally known as 'safety belts', serve to safeguard passengers in case of collision, accidents or sudden braking. It saves passengers from major injuries. Abiding by the Indian law and always wearing seatbelts while driving results in reduced risk of injuries.

Safety Tips ▼

- ▶ Seat belts are the most effective means of reducing the risk of serious and fatal injuries in the case of an accident. For the protection of the driver and of all vehicle occupants, the seat belts must always be fastened properly when the vehicle is in motion.
- ▶ Never travel with children or babies being carried on somebody's lap and fastened with the same belt.

Impact - With Seatbelt



Impact - Without Seatbelt



Seatbelts

Impact Without Seatbelts

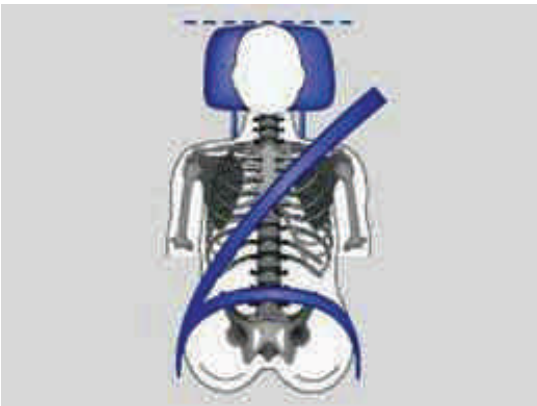


Driver not wearing a seat belt is thrown forward.

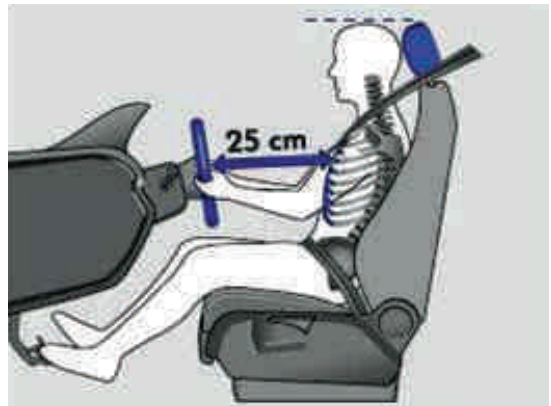


The unbelted rear passenger is thrown forward violently, hitting the driver wearing a seat belt.

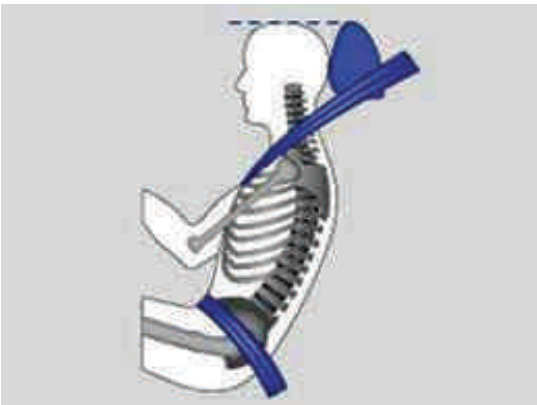
Correct Seating Position



Correct adjustment of the seat belt and head restraint.



There must be a distance of at least 25 cm (10 inches) between the driver and the steering wheel.



Correct seating position to have optimum safety.



Correct position of seat belts during pregnancy.

Seatbelts

Important Notes ▼

Seat belts will offer an optimum level of protection during an accident only when they are positioned correctly. A correctly positioned seat belt reduces the risk of severe or fatal injuries. A correctly positioned seat belt also holds the vehicle occupants in position so that an inflating airbag can offer the maximum level of protection. Therefore you must always fasten seat belts and make sure that they are positioned correctly. An incorrect sitting position can cause severe or fatal injuries.



Supplemental Restraint System - **(SRS) Airbags**



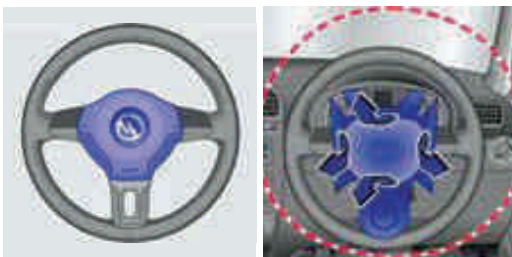
Your safety is our utmost concern.

Functionality ▼

The airbags can protect vehicle occupants during frontal and side collisions by reducing the occupants' movements in the direction of the collision. Each triggered airbag is filled by a gas generator. This causes the airbag covers to break and the airbags are inflated with high power in milliseconds. Once an 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 reduces the risk of severe and fatal injuries.

Specifics ▼

- ▶ A triggered airbag will not always prevent other injuries from occurring, such as swelling, bruising, burning and grazing. Airbags provide no protection for arms or the lower part of the 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. This means that visible damage to the vehicle does not always mean that the airbag should have been triggered.



Location and deployment range of driver airbag



Location and deployment range of front passenger airbag

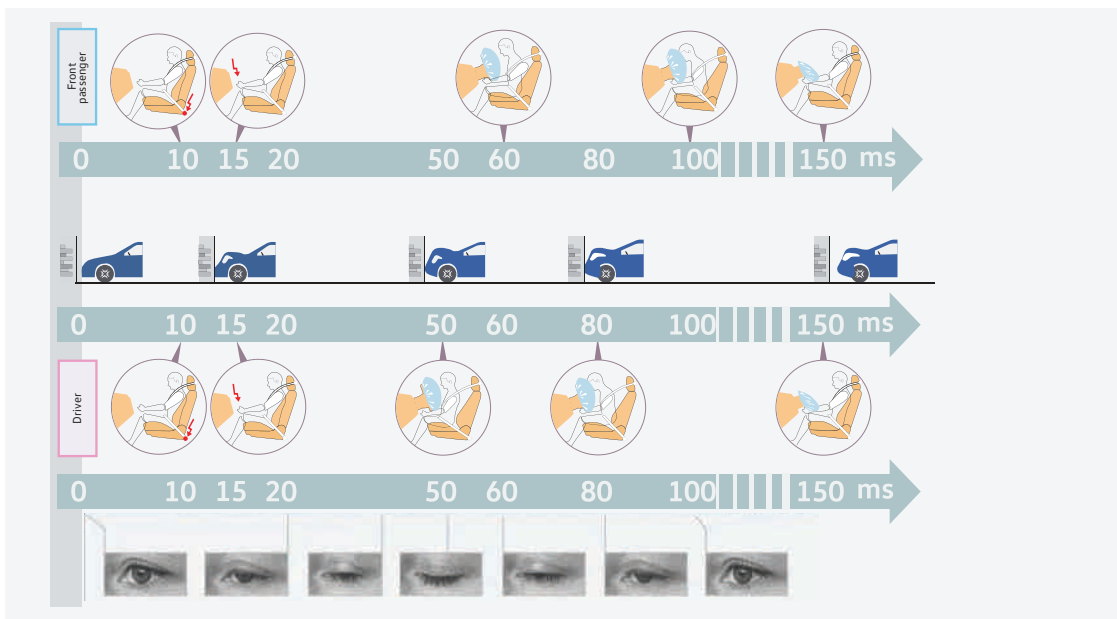
Images are for representative purpose only.

Supplemental Restraint System - (SRS) Airbags

Safety Tips ▼

- ▶ The airbag system is designed so that the airbags are triggered in a severe collision. In certain types of accident the front, curtain and side airbags may be triggered together. The extent of visible vehicle damage does not indicate whether the airbags should have been triggered.
- ▶ Airbags only serve as a supplement to the three-point seat belt.
- ▶ Airbags can only be triggered once and only in certain situations.
- ▶ The seat belts are always there to provide protection in situations when the airbags are not triggered or have already been triggered. For example, when the vehicle collides with a further vehicle following a first collision or is hit by another vehicle.

Up to a speed of approx. 56 km/h, a period of approx. 150 milliseconds pass between the point of impact against a rigid obstacle and the vehicle being stationary. Within the blink of an eye, the seatbelt pre-tensioners, the airbags and the battery cut-off (if fitted) are activated. These actions are controlled by the airbag control unit. Upon completion of these protective functions, the airbags collapse, clearing the field of visibility in the front.



Above illustration shows the principle sequence of driver and front passenger airbag and seat-belt pre-tensioner deployment. Differences may occur depending on the vehicle model and actual driving conditions.



Impact - With Airbags



Impact - Without Airbags

Supplemental Restraint System - **(SRS) Airbags**

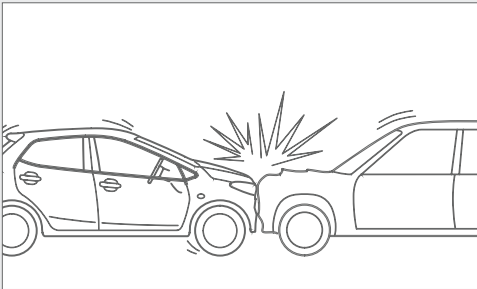
The airbag system is part of the vehicle's overall passive safety concept. The airbag system can only work effectively when the occupants are wearing their seat belts correctly and have assumed a proper sitting position as explained in the Seatbelts section of this manual.

Situations when the front and side airbags will not be triggered ▼

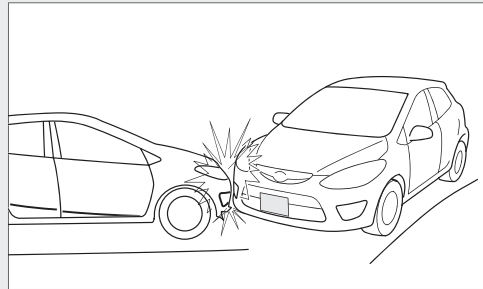
- ▶ If the ignition is switched off during a collision
- ▶ If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle
- ▶ During a minor side collision
- ▶ During rear collisions
- ▶ If the vehicle rolls over
- ▶ If the speed on collision is lower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

Airbags sometimes do not deploy even when a vehicle collides with a solid object and if the impact threshold do not reach the Airbag.

(Airbag deployment speed depends on the vehicle model. Please refer to the owner's manual of your car.)



Airbags in a stationary vehicle may not deploy, even when struck head on by another vehicle of roughly equal weight travelling at 50-60 km/hr.

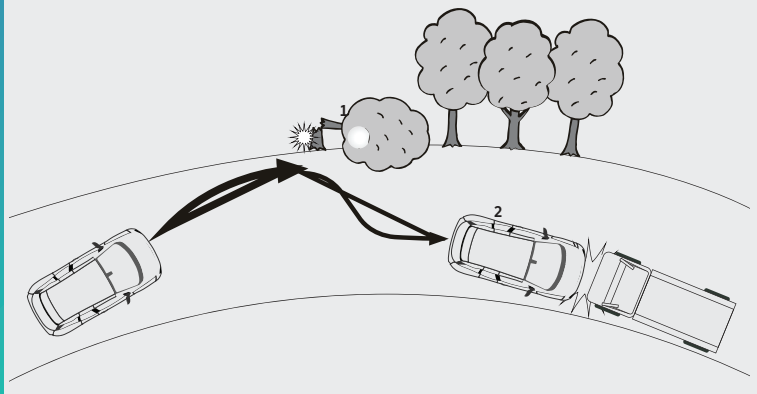


Airbags deploy more quickly and vehicles are damaged more severely than described above, when the impact is off centre or from an angle.

Supplemental Restraint System - (SRS) Airbags

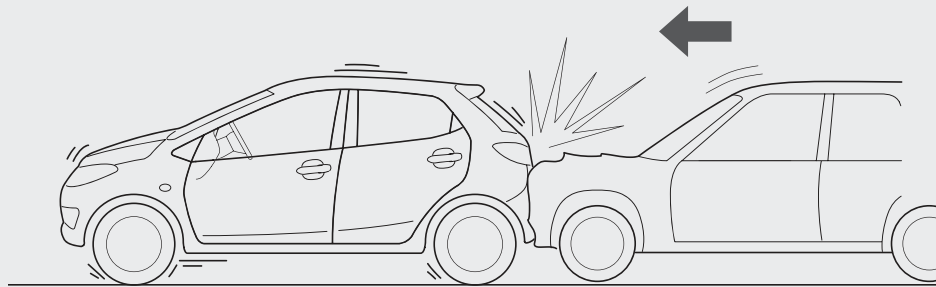
Why don't airbags deploy in low speed accidents? ▼

If an airbag deploys in a low-speed impact, its effectiveness in a subsequent severe collision will be lost. An airbag can only deploy once, it will not re-deploy in a second impact, as shown in the image below.

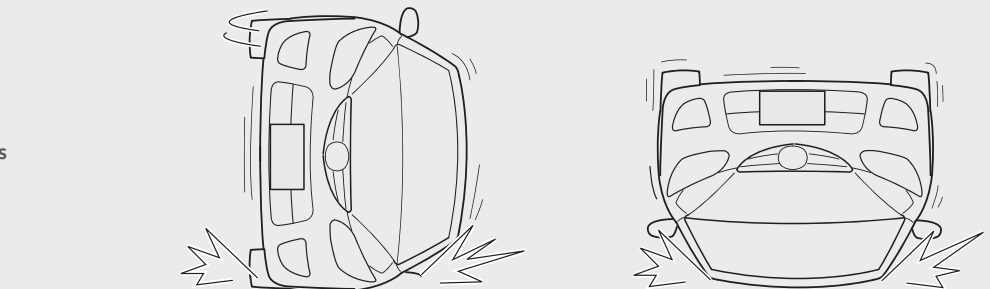


Driver and passenger seat airbags (SRS) may not demonstrate their primary effectiveness if collided in instances such as those below:

In rear-end collisions




In rolls and turnovers



Supplemental Restraint System - (SRS) Airbags

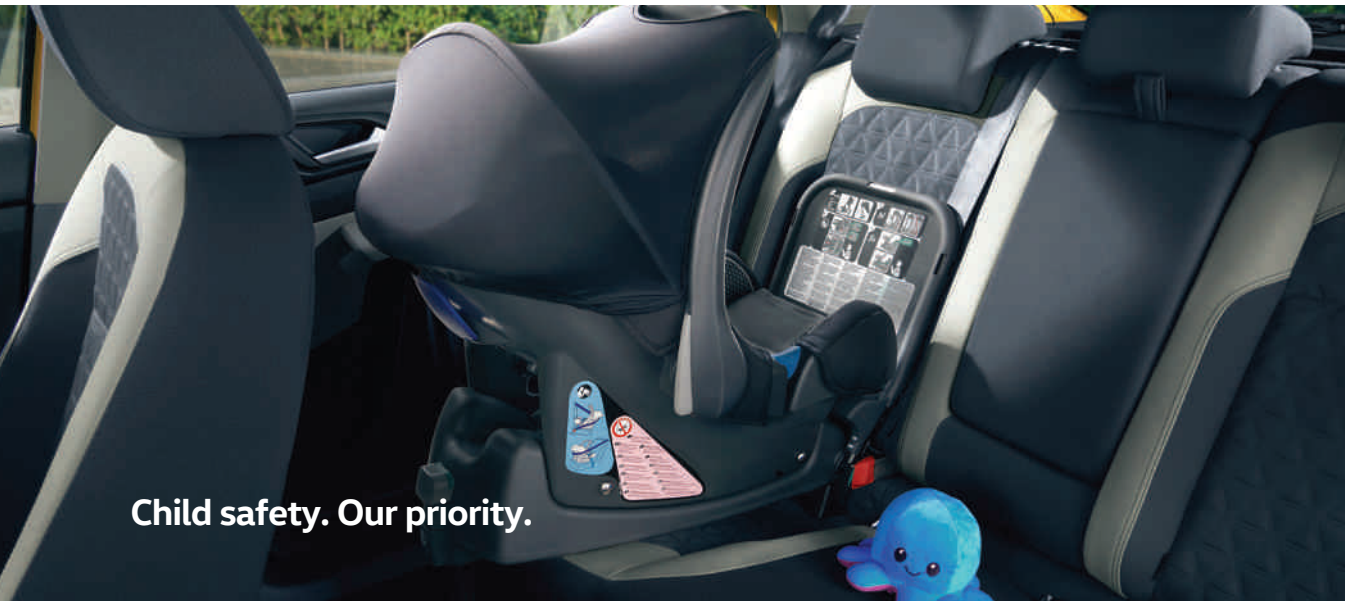
Types of front passenger front airbag systems ▼

Volkswagen offers two different front airbag systems for front passengers:	
A	B
<p>Features of the front passenger front airbag that can only be switched off by a qualified workshop.</p>	 <p>Features of the front passenger front airbag that can be switched off manually using the key-operated switch.</p>
<ul style="list-style-type: none"> • Indicator lamp on the instrument cluster display. • Front passenger front airbag in the dash panel. 	<ul style="list-style-type: none"> • Indicator lamp on the instrument cluster display. • Indicator lamp PASSENGER AIR BAG OFF in the top area of the centre console. • Key-operated switch in the stowage compartment in the dash panel on the front passenger side. • Front passenger front airbag in the dash panel.
<p>Name: airbag system.</p>	<p>Name: airbag system with front passenger airbag deactivation.</p>

Important Notes ▼

- ▶ The vehicle is equipped with a front airbag for the driver and passenger. The front airbags can provide the front seat occupants additional protection for the chest and head if the seat, the seat belts and the head restraints and the steering wheel for the driver are adjusted and used correctly. Airbags are meant only for additional protection. The airbag system is not a substitute for the seat belts.
- ▶ Belts must always be worn, even when the front seats are equipped with airbags.
- ▶ The front passenger airbag may deploy during an accident in spite of the fault.
- ▶ 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 could cause severe or fatal injuries.
 - a. The airbag system should be checked by a qualified workshop as soon as possible.
 - b. Never fit a child seat to the front passenger seat or remove a child seat that is already fitted!

Child Seats



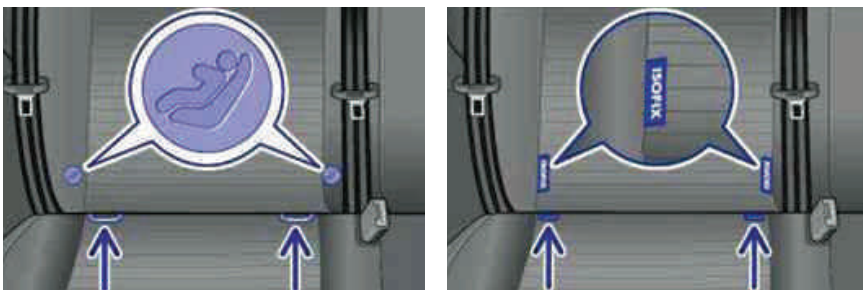
Child safety. Our priority.

Functionality ▼

Your child's safety is a priority - for you, as well as for us. That's why we use ISOFIX child seat fittings in specific Volkswagen cars. ISOFIX is being adopted worldwide as a safer way to travel with your children. Child seats provide extra care and protection due to their solid built.

Integrated child seats ▼

Depending on equipment, certain vehicle models may be fitted with integrated child seats for the two outer seats on the rear seat bench. These seats are suitable for children aged between 3 and 12 years. Thanks to their fixed installation in the vehicle seat, together with a correctly worn seat belt, integrated child seats offer children very good protection in the event of a crash.



◀ **Marking for the lower child seat anchoring points in the vehicle seat**

ISOFIX system ▼

If vehicles are equipped with the ISOFIX system, separate child seats with ISOFIX brackets can be used. In this system, special brackets on the child seat are attached into the ISOFIX anchorage points in the vehicle. This connection securely holds the child seat in place. The two outer rear seats and also the front passenger seat can be used for the ISOFIX system.

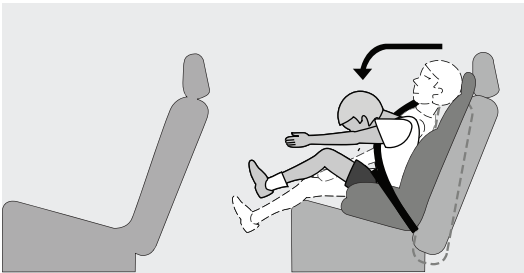
Features mentioned in this section may not be available in all models / variants. Kindly refer your owner's manual for further details.

Child Seats

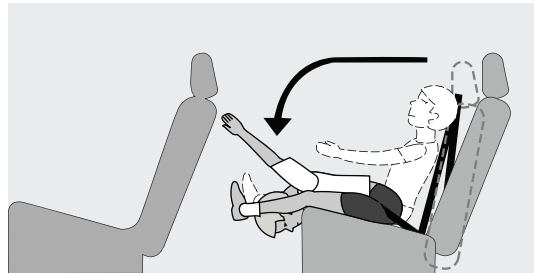
Safety Tips ▼

- ▶ If child seats are to be used on the front passenger seat, the instructions in owner's manual must be observed under all circumstances.
- ▶ Particular attention must be paid to deactivating the front passenger airbag when using child seats which face backwards.
- ▶ Volkswagen recommends using child seats from Volkswagen's range of accessories. These child seats were developed and approved for use in Volkswagen vehicles.
- ▶ Children up to 12 years of age should always be transported in the rear seat.
- ▶ Child seats for the various different securing systems are available from a Volkswagen dealer.

Impact - With Child Seat



Impact - Without Child Seat



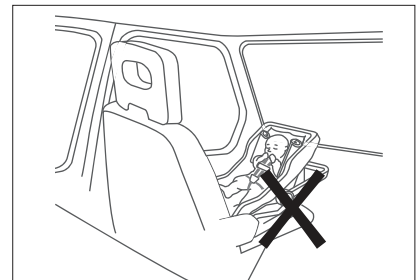
Always put your child in a child seat in the rear seat.

Don't let children move about in a moving vehicle. Never let a child stand on, or below, or sit without a seatbelt, in the front passenger seat of a vehicle equipped with a passenger-side airbag! It is extremely dangerous. In the sudden braking before a collision, the unrestrained child will be flung head first into the dashboard, then thrown backward by the rapid and forceful inflation of the airbag possibly causing life-threatening injuries.



Never place a rear-facing baby seat or child seat in the front passenger seat.

When a rear-facing baby seat or child seat is attached to the front passenger seat and the airbag deploys, the airbag will forcefully impact the back of the baby or child seat possibly causing life-threatening injuries.



Holding a child in your lap while a vehicle is in motion is extremely dangerous. Don't do it.

In a collision you cannot protect a child by holding her. During a 50 km/hr collision, the sudden impact will in effect increase the child's weight 30-fold. A 10 kg child will become 300 kg more weight than the arms can handle. Also, the child may be forcefully thrown from the vehicle.



Child Door Lock and Central Locking System



Double protection for your child.


Functionality ▼

The child safety lock is on the side of each rear doorframe. When activated, the doors can only be opened from outside. The central locking system enables you to lock and unlock all the doors and the boot lid from one point:

- From outside the vehicle with the vehicle key
- From inside the vehicle with the central locking button

Certain functions for the central locking system can be switched on or off by a qualified workshop. The doors and the boot lid can be locked or unlocked manually if the vehicle key or central locking system fails, locking the vehicle after the airbags have been deployed.

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

Function	Action
Locking the vehicle from Inside	<ul style="list-style-type: none">▶ Switch the ignition off and then back on again.▶ Press central locking button 
Locking the vehicle from Outside	<ul style="list-style-type: none">▶ Switch the ignition off and then back on again. OR: Remove the vehicle key from the ignition lock.▶ Open a vehicle door once.▶ Lock the vehicle using the vehicle key.

Child Door Lock and Central Locking System



Safety Tips ▼

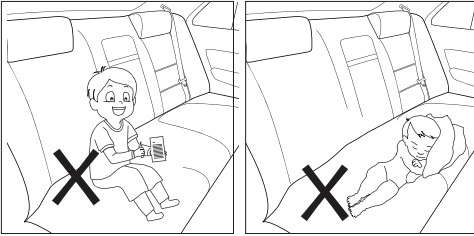
- ▶ When the childproof lock is activated, the door cannot be opened from the inside. Never leave children or disabled people alone in the vehicle when the doors are locked. This may mean that these people lock themselves in the vehicle. They could become trapped in the vehicle in an emergency and will not be able to get themselves to safety.
- ▶ Persons locked in the vehicle may be subjected to very high or very low temperatures. Depending on the time of year, a locked vehicle can be subjected to very high or very low temperatures. This could cause serious injuries and illness or fatalities, especially for small children.

Important Notes ▼

Improper use of the central locking system could cause serious injury. The central locking system locks all doors. Locking the vehicle from the inside may prevent the doors from being opened unintentionally and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.

Child Door Lock and Central Locking System

Child safety points to remember ▼

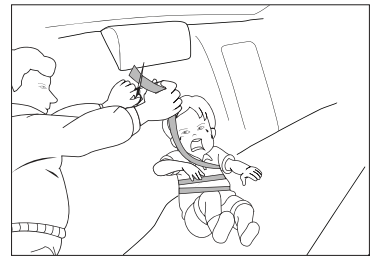


Do not leave a child unattended in a vehicle, even for a short time.

In any season not just summer the interior temperature of vehicle parked in sunlight can become very high, and an unattended child can suffer heatstroke. Also, the child could be abducted or involved in an unexpected accident, so don't just turn on the air conditioner and leave a child alone.

Don't let a child play with the harness straps on the child seat.

A child who becomes entangled in the harness straps on the child seat when playing may be choked or otherwise seriously injured if the fasteners become so tight they cannot be loosened. Should this occur, cut the harness straps with scissors or other sharp tool.

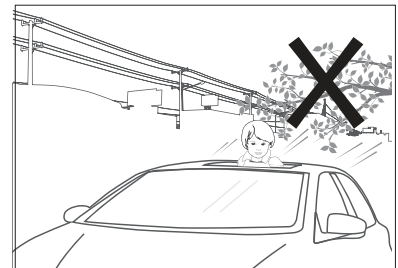


Don't let a child play with windows, doors, sunroofs, etc.

A child can be seriously injured when a window, door, or sunroof is closed on a hand or other part of the body. Be sure the child's hands, head, and all other parts of the body are clear of these areas before closing them. Also, be sure to use the window lock switch.

Don't let children or other passengers stick their heads or hands out of windows or sunroofs.

Serious injury could result if they were struck by something outside the vehicle or if the brakes were suddenly applied.



Chassis, Stiff Roof and Crumple Zones



Functionality ▼

The chassis of your car comprise of functional elements, including the frame, suspension, steering components, power train, brakes and fuel system. The strength of our body chassis significantly improves control by providing a rigid platform for mounting suspension components.

An indispensable part of the geometry and structure of our cars. They help to maintain the structural integrity of the roof as well as complete the car's safety cell.

Crumple zones are designed to absorb impact energy during a collision so that most of the energy is dissipated across these zones, and not in your passenger compartment. The strong outer shell comes with front and rear crumple zones that help to absorb the impact of a crash, increasing the safety of occupants.

Safety Tips ▼

- ▶ Galvanised Steel
- ▶ Side Impact Crossbars

Chassis, Stiff Roof and Crumple Zones

Additional safety by door mechanism and steering sense ▼

Volkswagen cars not only match the Indian standards of manufacturing automobiles, but also must pass stringent German standards. Every car surpasses these requirements.

We take care of the smallest of things to ensure safety. Taigun and Virtus doors have a unique 3-stage opening and closing process. The door halts at three points before opening or closing. This ensures the doors do not become loose, experience no vibrations in the long run, maintain ease in moving in and out of the car in parallel parking positions and decrease the chances of getting injured while closing doors.

Volkswagen cars come with an innovative speed sensing steering; it gets stiffer with an increase in the speed of the car. With speed sensing steering, there are lesser chances of losing control at high speeds, making it easier to drive and safer for the highway.

Customer Safety Precautions

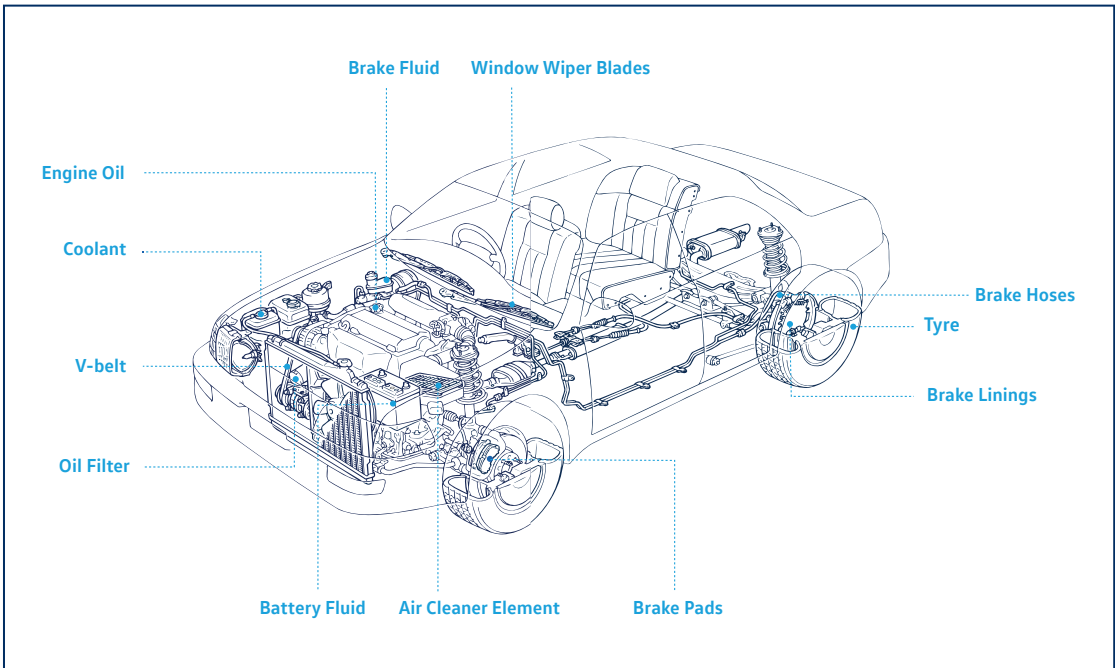


Safety Through Service Maintenance



Functionality ▼

As a vehicle is used, all the separate components will wear down and/or deteriorate over time. Vehicles are built from the start with this in mind. As a result it is necessary to regularly check the various components, when adjustments or replacement of parts can be made as required.



Volkswagen Service Benefits



Wide Service Network

120 workshops
152 dealerships
114 cities
106 Das Welt Auto outlets
As on 11th October 2022



4EVER Care

Every Volkswagen car promises a hassle-free ownership experience, from the day you buy it. Volkswagen 4EVER Care offers complete peace of mind in matters of unexpected repair work.
Standard 4-year / 100,000 kms warranty
4-year Road Side Assistance
3 Free services



3 Free Services

- ▶ SWAGAT @ 1000 kms / 1 month
- ▶ Value Inspection @ 7500 kms / 6 months
- ▶ Free Labour Service @ 15,000 kms / 1 year



Volkswagen Standard Labour Charges

Standardised and transparent service charges across the Volkswagen network.
Know what you pay for and drive away with confidence.



Unmatched Road Side Assistance (RSA):

24x7 RSA available
Free of cost during standard warranty period
Extendable up to 10 years
Toll-free numbers: 1800 102 1155 & 1800 419 1155



Digital Services

- ▶ VW Mobile App
- ▶ Online service cost calculator
- ▶ Online service appointment
- ▶ Service Cam
- ▶ Whatsapp updates



Unmatched Parts and Accessories Warranty

All Volkswagen parts purchased come with 2 years warranty.
All Volkswagen accessories purchased come with 1 year warranty.



Service Cam

With Volkswagen Service Cam, we take you through the service before it even begins. You will now be able to view services that are required for your car. Once we have your consent on these services, these services will be undertaken on your Volkswagen.



Unparalleled Anti-perforation Warranty:

6 or 12 year warranty (depending on type and model year) against through-corrosion

Volkswagen Service Benefits

Volkswagen Mobile Service Unit & Volkswagen assistance

Now you can get the service experience of a workshop, without visiting it, with the fully equipped Volkswagen Mobile Service Unit.



Services include:

- ▶ Periodic maintenance
- ▶ Basic repair
- ▶ Dry wash and 3M Treatments
- ▶ Easy availability of genuine parts
- ▶ Battery checks
- ▶ Air filter and Pollen filter inspections

Unmatched Extended Warranty

Get continued protection years down the road with Volkswagen Extended Warranty.



- ▶ Choose from 4+1 year or 4+2 year Extended Warranty products.
- ▶ Upgrade to our 1 year Add-on Warranty and enjoy extended peace of mind with car care for up to 7 years.

Service Value Package

With our promise to deliver complete peace of mind for each of our customers, we have created Service Value Packages which promise just that. These packages ensure your car is looked after by experts year-after-year without you having to worry about increasing costs.



Service Value Packages include:

- ▶ Essential SVP – 1 year, 2 years
- ▶ Superior Hi5! – 4+1 year Service Value Package
- ▶ SVP Lite

Body and Paint Services

With our Body and Paint services, you get benefits including Volkswagen trained service executives, genuine parts, and infallible repair procedures.



The body and paint repairs include Dent repair, Remove and Refit, and Painting.

Enjoy assured savings and care for your car with Volkswagen quality standards.

Choose any Body & Paint Value Package for your car:

- ▶ Lite Body and Paint Value Package
- ▶ Essential Body and Paint Value Package – 1 year, 2 years



Higher Service Intervals

15,000 kms / 1 Year whichever occurs first.



Unmatched New Vehicle Warranty:

Your Volkswagen is secured with a 4 year / 100,000 kms manufacturer's warranty to ensure a peaceful ownership experience.



Unmatched Paint Warranty:

3 years.



Do you know that your car talks?

The service indicator of your car is a special feature that indicates you of its service due. So, you don't need reminders from us.

Safety by Using Genuine Parts

At Volkswagen, we are all about providing the best service experience. Our Genuine parts promise reliability, quality and safety. Using Genuine parts not only ensures durability but also provides value for money. In order to ensure that you enjoy endless carefree drives, we recommend that you follow recommended service maintenance schedule as mentioned in your vehicle's owner's manual and always choose genuine & authentic Volkswagen Parts only.



Brakes

- Improved braking performance, shorter braking distances.
- Highly durable, unbreakable brake discs.
- Wear-resistant brake pads.
- Uniform braking performance.
- Quiet and smooth operation (no juddering or squeaking).



Timing Belts

- High-strength material prevents stretching.
- Wear-resistant and highly durable.
- Extremely heat and moisture resistant.
- Extremely quiet and smooth operation.
- Available in kits with tensioners & reverse-motion pulleys.



Dust and Pollen Filters

- Stop contaminants from entering the vehicle.
- Help prevent fogged windows.
- Ease allergy symptoms.
- Protects air conditioning units.
- Reduce noxious odors.



Spark Plugs

- Consistent performance.
- Stable sparking. Low wear.
- Enhanced driving comfort. High durability.



Air Filter

- Reliable filtration.
- Ensures precisely defined airflow for full engine performance.
- Large filtering surface.
- Precisely tailored solutions for every engine type.
- High reliability throughout their entire service life.



Aero Wiper Blades

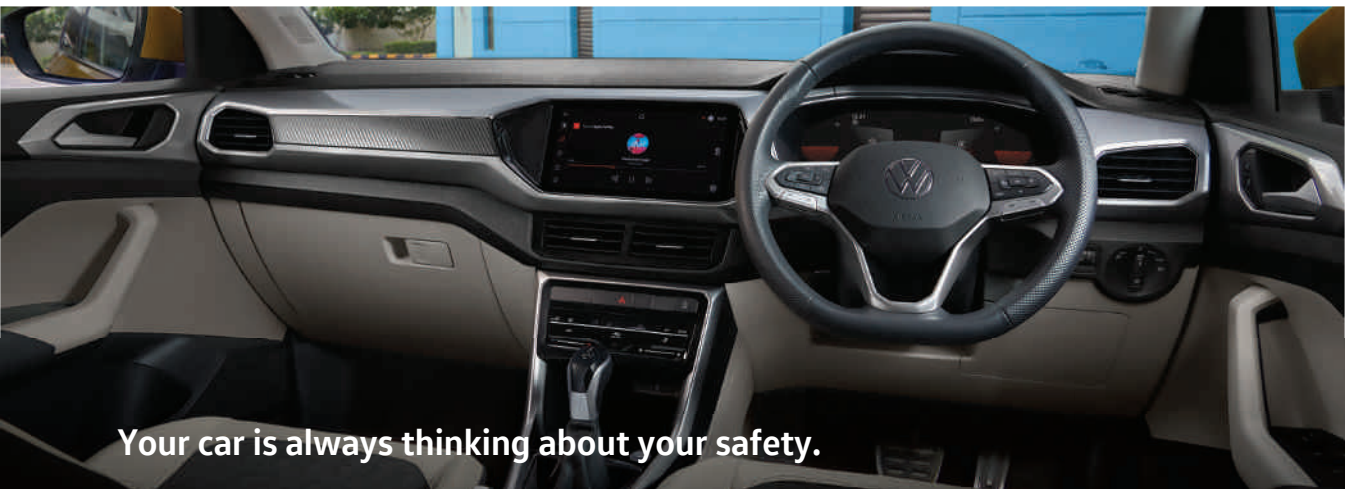
- Perfect cleaning performance in any weather.
- Consistent performance quality.
- Smooth operation, without skipping on the glass or squeaking.
- Fully effective at all speeds.
- Suitable for severe winter weather.



Lights

- A complete assortment for every vehicle model.
- Adapted to all lighting system components.
- Reliable light output and performance.
- LongLife versions available.
- Replacement lamp packs available.

Explanation of Dashboard Symbols



Do you know that your car talks? ▼

We aren't kidding. It surely does. The service indicator of your car is a special feature that indicates you of its services due. You wouldn't need reminders from us at all. All you need to do is listen to your car and understand what your car wants to say.

















Symbols that are communications from your car: ▼




















	Indicates a hazard in conjunction with another warning lamp
	Front and rear seat belts not in use
	12-volt vehicle battery is not charging
	In conjunction with - engine fault
	Engine oil pressure too low
	Engine oil level too low
	Coolant level too low
	Coolant temperature too high
	Brake fluid level too low
	In conjunction with - brake system and ABS faulty
	Lights up - parking brake switched on
	Lights up - power steering faulty
	Flashes - steering column lock faulty

	Automatic gearbox faulty
	Automatic gearbox overheated
	Warning of collision risk
	Indicates a warning in conjunction with another warning lamp
	The fuel level has reached the reserve range
	Washer fluid level too low
	Bulb faulty
	Engine oil level too high or engine oil level sensor faulty
	Particle filter blocked
	ABS faulty
	Automatic gearbox overheated
	Automatic gearbox faulty

Explanation of Dashboard Symbols

Symbols that are communications from your car: ▼

	Tyre Pressure Loss Indicator faulty
	Tyre pressure change
	Lights up- power steering faulty
	Flashes - steering column lock not unlocked
	Flashes - steering column lock faulty
	Keyless Access - no key found
	Keyless Access - start problem
EPC	Petrol engine control faulty
	Emission control system faulty
	Front passenger airbag activated
ON 	Flashes in conjunction with OFF  - key-operated switch for airbag deactivation faulty
OFF 	Front passenger airbag deactivated
	Airbag system faulty
	Lights up for 4 s and then flashes - airbag or belt tensioner with diagnostic device switched off
	ASR deactivated
	Lights up - ESC or ASR faulty
	Flashes - ESC or ASR intervening
	Front Assist deactivated
	Front Assist not available
	Left turn signal
	Right turn signal
	Front fog light switched on
	Gear lever is locked

	Cruise control system is regulating the vehicle speed
	Lights up - speed limiter is regulating the vehicle speed
	Flashes - the speed limiter's set limit has been exceeded
	Main beam or headlight flasher switched on
	Seat belt on the rear seat not in use
	Seat belt on the rear seat not in use
	Illuminated - unoccupied rear seat
	Flashes - rear seat belt not fastened
	Low outside temperature
	Service events
	Engine was shut down automatically by START-STOP
	Engine was not shut down automatically by START-STOP
! LIM	Speed limiter faulty
	Lights up - speed limiter activated
	In conjunction with  - speed limiter is regulating the vehicle speed
	Cruise control system faulty
	Cruise control system activated
	In conjunction with  - cruise control system is regulating the vehicle speed
	Front Assist deactivated
	Front Assist not available
	Front Assist starting up
	Safe distance not kept

Seasonal Safety Tips



Safe through the seasons.

The climate in India is diverse, just like its culture. And keeping in mind India's climate, we present to you some safety tips to assist you while driving on Indian roads.

Monsoon Precautions ▼



During the rainy season, driving can be extremely tricky. Even the familiar roads are slippery and behave in unpredictable ways, and your car may be affected by the rain too. Hence, to make your driving experience safer, we bring you some essential monsoon tips you might find useful.

Rain and Flood Precautions ▼



Flooding is an unfortunate incident, and like most natural hazards it comes without a warning. Often during a flood, people in cars are stranded for days, and cars too get heavily damaged. The rain and flood tips would help you understand your car's behaviour on inundated roads and would help protect yourself and your car from any possible damages.

Monsoon Precautions

Vehicle Care ▼

- ▶ Do pre-monsoon vehicle check at your nearest qualified workshops.
- ▶ Check the tyre conditions (the tread grooves should be of min 1.016 cm in all the tyres, look for side wall cuts in tyres- if so, replace it immediately).
- ▶ Check the brake liners and ensure proper functioning of the brake system.
- ▶ Replace wiper blade every season.
- ▶ Ensure both the wipers, signal lights and tail lamps are in working condition.

Do's & Don'ts ▼

Do's

- ▶ Before the start of every trip - regularly check whether the headlights, tail lights, brake lights and turn signals are working properly.
- ▶ First and foremost, slow down! The speed limit during the rains should be 20-25 kms/hr instead of 40 kms/hr during normal conditions.
- ▶ Keep safe distance from the vehicles ahead- the distance should be double during the monsoon season than during other seasons, failing which you may not be able to get adequate braking distance in case the front vehicle suddenly stops.
- ▶ Turn on your lights - turn your headlights on, even in a light rain, or in gloomy, foggy or overcast conditions.
- ▶ Drive in the tracks of the vehicle ahead of you.
- ▶ Watch out for brake lights in front of you.
- ▶ Handling a skid - You can prevent skids by driving slowly and carefully, especially on curves, brake before entering the curves, steer and brake with a light touch.
- ▶ Expressway driving - Leave lots of space between you and the vehicle in front because it takes longer to stop.
- ▶ Watch out for oily deposits - Watch for intersections because of the oil spots on the road.
- ▶ Check your brakes - If you successfully pass through a deep-water hazard, test your brakes.
- ▶ Lastly, drive safely, arrive safely.

Don'ts

- ▶ Do not brake suddenly while driving in the rain, instead control the speed with the accelerator, pump the brake pedal and apply the brake slowly.
- ▶ Do not suddenly swing the vehicle while driving in the rain.
- ▶ Avoid driving in the rain during night-time (after sunset). Never drive beyond the limits of visibility.
- ▶ Don't drive in heavy rain - When visibility is so limited that the edges of the road or other vehicles cannot be seen at a safe distance.
- ▶ Never drive through moving water if you can't see the ground through it; your vehicle could be swept off the road.
- ▶ Avoid off-road driving - It's hard to judge the actual depth of puddles and you can easily get stuck.

Monsoon Precautions

Driving Safety Tips ▼

- ▶ Carry out a thorough pre-monsoon check of your vehicle, including batteries, tyres, electrical wiring, engine fluids and wipers.
- ▶ Keep a bottle full of windshield wiper fluid.
- ▶ Pre-plan your journey- keep an umbrella, a raincoat, first aid kit, adequate quantity of drinking water, some dry eating stuff and emergency contact numbers in your vehicle.
- ▶ Keep a torch light, a hammer or a spanner inside the car to break the glass in case you are trapped in the car.
- ▶ Gather information about adverse weather conditions, potential flooding spots and alternate routes well in advance.
- ▶ Be mentally prepared to deal with emergencies and have contingency plan in place.
- ▶ While driving, reduce speed, moderate acceleration, and moderate braking action. Do not take quick turns to avoid skidding.
- ▶ Keep adequate safe driving distance from the vehicle ahead, the distance should ideally be double during the monsoon season compared to the normal season.
- ▶ Turn on your headlights during a heavy shower or in gloomy, foggy or overcast conditions. Not only does this help you see the road, but also helps other drivers see you.
- ▶ Drive in the tracks of a vehicle ahead of you. Watch out for brake lights in front of you.
- ▶ Watch out for oily deposits on roads and move at a very low speed.
- ▶ If the exhaust is underwater, rev the engine and slip the clutch to change gears and move. The fast moving exhaust gases will prevent water from entering the tail pipe.
- ▶ Avoid traversing in deep water.
- ▶ Overcome front end skids, release the brake and let the front wheels roll freely to regain traction and steering control.
- ▶ For rear end skids, take foot off the accelerator and turn wheels in the direction that the rear of the vehicle is skidding, and pump brakes lightly.
- ▶ Remember, at any time, your life is more precious than your vehicle. If stranded in a vehicle, leave the vehicle and move to an elevated place and ask for help. Do not walk through flowing water before you are sure about the firmness of the ground.
- ▶ Be mindful of slips, trips & fall hazards (slippery surfaces, open manholes). Use the right kind of footwear with good anti-skid sole.

Rain and Flood Precautions

Safety precautions ▼

- ▶ Driving on a flooded road may cause the engine to stall as well as cause serious vehicle malfunctions such as shorts in electrical circuits and engine damage from water immersion.
- ▶ Never try to restart an engine which has stalled due to flooding. This may lead to serious permanent damage to the engine.
- ▶ If your vehicle has stalled after passing through water, get it towed to the nearest qualified workshops for a thorough inspection. (For towing precautions, please refer to Owner's Manual of your vehicle.)
- ▶ In the event that you drive on a flooded road, be sure to have your vehicle checked up thoroughly at a Volkswagen Dealer.

Do's & Don'ts ▼

Do's

- ▶ When the water level is above the tyre level, stop driving.
- ▶ When the water level is below the tyre level, and you must drive, follow these steps: shift to first gear; press accelerator to increase engine RPM in order to avoid blockage of silencer by water; after crossing flooded area, continue to accelerate the engine to clean silencer.
- ▶ If the vehicle is submerged in flood water, an expert technician needs to inspect the damages, transmission, electrical and electronic components.
- ▶ If the vehicle has been submerged in water for a long time, you must replace all the lubricants and fluids and check for proper operations of systems and mechanisms.

Don'ts

- ▶ When the water level is below the tyre height and you must drive - if you need to slow down, don't reduce the engine speed. Instead use the clutch.
- ▶ If the vehicle is submerged in flood water, don't start the car by any means (kick or push starter). Doing this can cause severe damage to the engine.
- ▶ Do not drive on a road that has flooded after heavy rain, etc. Doing so may cause severe damage to the vehicle.

Maintaining Safety on the Road



Be well acquainted with the tyres

Always check your tyre pressure. Make sure they're in good shape and keep a spare handy at all times.



Don't use your phone while driving

Keep away from all distractions, especially your mobile phone when you are driving. Strictly avoid attending to calls and texting when you are in the driver's seat.



Obey traffic rules

You're in a hurry. But so is everyone else. Violating traffic rules only adds to the chaos which would further delay your journey and may land you in a serious accident.



Watch your children

Children can often be a cause of distraction while you're driving. Talk to them and make them understand that it's important for your and their safety, that they maintain a calm environment while inside the car.



Take a break

Tiredness is one of the major reasons behind road accidents. If you feel sleepy while driving, take a break. Rest for at least 15 minutes after every 3 hours of driving.



Keep calm and drive on

Always have a calm mind and avoid road rage and frustration while driving.



Space is important

Be at a distance from the car ahead. Do not tailgate, because it won't take you ahead but only increase the risk of a collision.



Remember to buckle up

Always wear your seatbelts. Insist on everyone else travelling in the car to wear seatbelts.



Do not overload your car

Do not overload your car with more people or goods than it is designed to carry. This affects the performance of the car and may cause you to lose control.



Share the responsibility

For long trips, don't drive solo. Have someone with you who could drive while you take some rest or a nap. Drive again when you feel energized.



Do not drink and drive

Drinking while driving or before it is dangerous and potentially lethal. This way you not only jeopardise yourself and your passengers but also pedestrians and other vehicles.



Do your part

Be responsible by informing traffic authorities / the police in case you encounter rash drivers and accidents on the road.

FAQs

1. What should I do when the engine does not start?

Ans: It may be because vehicle battery is discharged. Try to Jump start or recharge vehicle battery.

It may be that an incorrect vehicle key is being used - Use a valid vehicle key to avoid this situation. It may be that fuel level is too low. Refuel the tank with recommended fuel.

2. What precautions should I take if the road ahead is not lit up properly?

Ans: It might be due to the following reasons:-

Headlights are set for driving on the left or right, or headlights are set too high up. Bulbs are defective or the dipped beam headlights are not switched on. In certain situations you can switch the headlights on for driving on the left or right. Adjust the headlight range, change the bulbs. Switch on dipped headlights.

3. Fuel consumption of my vehicle is higher than indicated. What is the cause of this irregularity?

Ans: It might be due to the following:

- a. Short journeys and uneven acceleration - accelerate evenly in short journeys
- b. An electrical consumer is switched on – switch off all consumers that are not needed
- c. Fault in engine management system - have the fault rectified from the authorized service center
- d. Tyre pressure is too low - adjust the tyre pressure as recommended for the tyre size
- e. Driving at high engine speed - select a high gear for fuel economy
- f. Driving in hilly regions or driving with a heavy load - you tend to use more fuel in such situations

4. What should I do in a vehicle breakdown situation to avoid further damage?

Ans: To ensure your own safety and the safety of your passengers, observe the following points in the given order:

- ▶ Stop the vehicle at a safe distance away from moving traffic and on a suitable surface
- ▶ Switch on the hazard warning lights using the button
- ▶ Apply the handbrake firmly
- ▶ Select the neutral position or move the selector lever to 'P'
- ▶ Stop engine and remove the key from the ignition
- ▶ Make sure all occupants exit the vehicle away from moving traffic and move to safety, for instance behind the safety barrier.
- ▶ Take all vehicle keys with you when you leave the vehicle.
- ▶ Place the warning triangle in position to draw the attention of other road users to your vehicle
- ▶ Allow the engine to cool down and, if necessary, use expert assistance.

Important Contact Nos.

Your feedback is valuable to us:

- ▶ If you wish to give us your feedback directly, you may contact Volkswagen 24X7 Toll Free No. 1800 209 0909.
- OR
- ▶ If you wish to e-mail your feedback, write to us at customer.care@volkswagen.co.in

Volkswagen Roadside Assistance - Assistance is never out of bounds.

Volkswagen Roadside Assistance

24 x 7. Anytime. Anywhere.

Call: 1800 102 1155, 1800 419 1155

Terms & Conditions

- ▶ Every safety feature mentioned is model and variant specific.
- ▶ Please refer user manual to check the availability of specific safety feature in your vehicle.
- ▶ Please refer user manual for the detailed information on functionality of each safety feature and the optimum applications of safety features.
- ▶ Images used are for representation purpose only.
- ▶ Vehicle tests are performed under control environment and results may vary if change in test conditions.
- ▶ Kindly visit the nearest workshop to know exact details on service features of your car.

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