



Commercial
Vehicles

General safety notes

For all Volkswagen Commercial Vehicles

Edition 12.2024

Safety information

The most important things at a glance

A Volkswagen Commercial Vehicle has many features 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 fail to 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 countries. Please refer to the sales documents for information on your actual vehicle equipment, or contact a suitably qualified workshop. This document and the owner's manual describe a Volkswagen Commercial Vehicle.

Publication 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.

Using child restraint systems

WARNING

Observe the important safety instructions for using child restraint systems on the front passenger seat.

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

- Always drive with your full attention and responsibly.
- 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 or even death.

- Never ignore any illuminated warning lamps or text messages.
- Stop the vehicle as soon as it is possible and safe to do so.
- If you are unable to rectify the problem yourself, go to a suitably qualified workshop.

Preparing for a journey

Sitting safely

WARNING

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 or fatal injuries.

- Never transport people in the load 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 centre armrest.

Third seat row

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

WARNING

In the event of an accident or when the boot lid is 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.

WARNING

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 belts

WARNING

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

WARNING

Damaged seat belts, belt retractors and belt tensioners cannot perform their protective function as intended. There is a risk of injury in the event of 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.
- You should therefore always have the damaged seat belts, belt tensioners and belt retractors replaced immediately by a suitably qualified workshop.
- After an accident, have the seat belts and their anchorages, belt tensioners and belt retractors checked by a qualified workshop and replaced if necessary.
- 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 anchors and hinges of the folded front passenger seat backrest could cause serious injuries in the event of a sudden braking manoeuvre 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 column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering wheel, always move the lever up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you discover that adjustment is necessary while driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.
- While driving, always keep both hands on the outside of the steering wheel at the 9 o'clock

and 3 o'clock positions. This reduces the risk of injury if the driver front airbag is triggered.

- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

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. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- 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 this.

Reduced sensitivity to pain or temperature

WARNING

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.

- Never use the seat heating and seat ventilation if you have reduced sensitivity to pain or temperature, leave the 'Automatic seat air conditioning at the start of a journey' function switched off and do not use the automatic mode for the seat air conditioning.
- Please consult a doctor to determine your own level of health.

Wet seat covers

WARNING

Wet seat covers can cause 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 soaking wet clothing.
- Do not place soaking wet objects or 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. For the airbags to provide their maximum protective function, all vehicle occupants must be seated securely and wearing their seat belts. 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

WARNING

Airbags deploy in milliseconds and at very high speed. If vehicle occupants do not behave appropriately, there is a risk of injury due to the deploying airbag or objects being 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 interior.
- 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 not 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.

- Have triggered airbags replaced by a suitably qualified workshop.
- 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 the centre airbag repaired immediately by a suitably qualified workshop.

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 seat.
- 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 in the key-operated 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 any damage or faults relating to the airbag system checked immediately by a suitably qualified workshop.
- 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.

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 are 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 child seat manufacturer's instructions for securing the child seat in the vehicle and for securing the child in the child seat.

Installing child seats

WARNING

Child seats present a risk of injury if incorrectly installed.

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

WARNING

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.

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

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



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.

WARNING

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 (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted.
- Reduce speed, particularly on uphill gradients and when driving downhill.
- Always observe the country-specific maximum permissible speed for vehicles towing a trailer.
- Take particular care when overtaking and reduce your speed if the trailer shows even the slightest sign of snaking.
- Never try to stop a 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.

Bicycle 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 follow the installation instructions provided by the rear carrier system manufacturer.
- Never exceed the specified drawbar load, load capacity and overhang.
- Never secure a rear carrier system to the ball neck under the coupling ball. The rear carrier system could slip out of position due to the shape of the ball coupling.

Roof carrier

WARNING

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

- 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 your mobile telephone.
- Take regular breaks on long journeys, at least every two hours.

Gear selector position

Depending on the equipment, your vehicle will have 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 a gear selector position or reverse gear is engaged.
- Hold the vehicle with the foot brake when the engine of your vehicle with hybrid drive is running and a gear selector position is engaged.
- Hold the vehicle with the foot brake when the engine of your vehicle with automatic gearbox is running and a gear selector position 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. Hold the vehicle with the foot brake when your vehicle with electric drive is ready to drive and a gear selector position or reverse gear is engaged.

Counter steering assistance

WARNING

The counter steering assistance is not a replacement for the driver's attention and works exclusively within the system limits. In critical driving

situations, uncontrolled vehicle movements may occur despite counter steering assistance. If you are inattentive, there is a risk of accidents and serious injury or even death.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- 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.

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.

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 a 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.

Brake energy recuperation

Vehicles with an 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 recuperation.

WARNING

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.
- When driving down a steep gradient, slow the vehicle using the vehicle brake.
- 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)

WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilled 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.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

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 vehicle's drive system 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 injuries.

- Never deactivate the vehicle's drive system 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 activated.

- Before leaving the vehicle, always ensure 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.

Vehicle with hybrid drive

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 selected.
- Never leave the vehicle when the vehicle's drive system is activated.
- Always switch off the ignition before leaving the vehicle.
- When parking and exiting the vehicle, always ensure that the parking lock P is engaged and 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

WARNING

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 any worn brake pads replaced.

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. 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 when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

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

- Keep the footwell under the pedals clear so that the brake pedal can move freely.

Brake warning lamp


WARNING

If the brake warning lamp  lights up together with the , 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 suitably qualified workshop to have the brake system checked.
- Avoid sudden braking and driving manoeuvres.


Faulty anti-lock brake system (ABS)

WARNING

The ABS is not functioning correctly if the  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.

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.

WARNING

The driver assist systems cannot replace the driver's attention 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 remain alert and do not rely solely 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 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 gradient. This can result in accidents and serious or fatal injury.

- Before exiting the vehicle, make sure that the handbrake is firmly applied or the electronic parking brake is switched on and that the  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

WARNING

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 persons requiring assistance

WARNING

If children, persons requiring assistance or animals are left unattended in the vehicle, they can 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 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

WARNING

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

- Always use the foot brake and never the electronic parking brake to brake the vehicle, except in an emergency.

there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely 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, e.g. on slopes or slippery surfaces. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Make sure that the indicator lamp for the Auto Hold function on the digital instrument cluster display lights up green 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

WARNING

The parking systems are 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,

Camper vans

General information

Actions to take during thunderstorms

WARNING

Inappropriate behaviour in a thunderstorm can lead to electric shocks, injuries and death.

- Disconnect the 230-volt supply from the vehicle.
- Crank the awning all the way in.
- Close all doors and windows.
- Keep all parts of the body away from the roof area.
- Do not use the high bed or roof bed.
- Do not touch any metal parts of the equipment.
- Do not use the shower, handheld shower or water tap.

Rear bench seat

With some equipment levels, the rear bench seat may not be fitted with seat belts. If this is the case, do not use the rear bench seat while the vehicle is in motion.

WARNING

Sitting on the rear bench seat without a seat belt while the vehicle is in motion can cause serious or fatal injuries in the event of a sudden driving or braking manoeuvre, collision or accident.

- Never use a rear bench seat that is not fitted with seat belts while the vehicle is in motion.

Rear seats

WARNING

Improper positioning of the rear seats in the seat rails can cause serious injuries. After moving the rear seats, it must be possible to fold the backrests into the upright position.

- Always make sure that the rear seat is correctly positioned in the rail and that the backrest is folded up when adults, children or animals are transported on the seat.
- Always make sure that the backrest has engaged properly. The red marking on the loops for

adjusting the backrest angle and folding the backrest must no longer be visible.

Water supply

Handling fresh water

WARNING

Improper use of the fresh water system can cause poisoning and illness.

- Fill the fresh water tank only with drinking water from the public water supply.
- Never fill the fresh water tank from springs or streams. Such water can be contaminated or contain debris.
- Never use commercially available household cleaners to clean the fresh water tank.
- Never leave water in the fresh water tank for long periods without replacing it with fresh water.
- Empty the fresh water system completely if it will not be used for long periods.

Disinfection

WARNING

Improper use of the sterilising agent can cause poisoning or injury.

- Follow the manufacturer's instructions for diluting and using the sterilising agent.

Water disposal

WARNING

Drained fresh water or grey water is routed under the vehicle and can freeze in frosty conditions. Slipping on the ice can cause serious injuries.

- Take extra care when draining fresh water or grey water in freezing conditions or at low temperatures.

Handling the natural gas system

Country-specific connections

The connection on the pressure regulating valve and gas cylinder may differ depending on the country. In this case the components are retrofitted by the Volkswagen Commercial Vehicles dealership or importer.

National standards may additionally apply in some countries.

A suitably qualified workshop can provide further information about the country-specific connections.

DANGER

Danger of explosion. The use of non-conforming cylinder safety valves or pressure regulating valves can lead to serious injuries or death.

- Use only cylinder safety valves and gas pressure regulators that are compliant with European standard EN 15202.

DANGER

There is a risk of explosion from escaping gas.

- Take the following actions if you smell gas when the gas cooker is switched off or when connecting a new gas cylinder:
 - Ensure there is no source of fire, spark or open flame in the vicinity.
 - Close the safety cylinder valve to the gas cylinder.
 - Ensure that there is fresh air in the vehicle.
 - Do not connect the gas cylinder if you are unable to eliminate the source of the gas smell. Have the gas system checked by a qualified workshop.

DANGER

Gas burners use up oxygen in the surrounding area. If the vehicle is not ventilated properly, a life threatening lack of oxygen will develop.

- When the gas flame is burning, always ensure that there is sufficient fresh air in the vehicle.
- Never use the gas burners to heat the vehicle interior.

WARNING

Work carried out incorrectly on the gas system can lead to serious injury due to leaks and gas escaping.

- All work on the gas system should only be carried out by a suitably qualified workshop.
- Never make any changes to the gas system.
- If there is a leak or you suspect there is a leak in the gas system, have it checked by a qualified workshop.

WARNING

Improper or insufficient maintenance of the gas system can compromise its safety and cause serious injury.

- Regularly check the gas hose between the pressure regulator and the gas system. If there is a leak or you suspect there is a leak in the gas system, have it checked by a qualified workshop.
- Have a qualified workshop check the gas system for leaks and proper function every two years.
- In addition, a leak/function test must be carried out on the gas system by a qualified workshop every time the system is repaired or the gas system connections are opened.

WARNING

Improper use of the gas system can cause serious injury.

- Always keep the cover of the gas cylinder compartment closed if there is a gas cylinder in the gas cylinder compartment.
- Never connect the gas system to the town gas/gas mains.
- Close all gas shut-off valves before driving and when not using the cooker for long periods.
- Always ensure that the vents in the floor of the gas cylinder holder are clear, e.g. not blocked by snow slush or cleaning cloths. Check the floor vent regularly for free passage.
- Close all gas shut-off valves before refuelling or when the vehicle is in multi-storey car parks or garages or on ferries.

Using the gas cooker

DANGER

Gas burners use up oxygen in the surrounding area. If the vehicle is not ventilated properly, a life threatening lack of oxygen will develop.

- Always ensure that there is adequate fresh air entering the vehicle from the moment the gas flame is lit until it is turned off again.
- Never use the gas burners to heat the vehicle interior.

DANGER

Danger of explosion. Escaping gas can cause serious injuries or death.

- Take the following actions if you smell gas when the gas cooker is switched off or when connecting a new gas cylinder:

- Ensure there is no source of fire, spark or open flame in the vicinity.
- Close the safety cylinder valve to the gas cylinder.
- Ensure that there is fresh air in the vehicle.
- Do not connect the gas cylinder if you are unable to eliminate the source of the gas smell. Have the gas system checked by a qualified workshop.

WARNING

If the gas burner is lit, there is a risk of fire and thus the danger of serious injuries or even death.

- Never leave a gas flame unattended, in particular if children are near.
- Make sure the gas flame never extends beyond the edge of the pot or pan.
- Make sure that no flammable items are left close to the burners, e.g. cooking fat or oil.
- Keep flammable materials, e.g. towels, clothing, paper and plastic parts, away from the gas cooker.
- Never overheat oil or cooking fat.

WARNING

Improper use of the gas cooker can cause serious injury.

- Never allow the handles of pots and pans to protrude over the edge of the gas cooker. Otherwise, they could be knocked off the gas cooker.
- Never use the gas cooker while the vehicle is in motion.
- Close all gas shut-off valves before driving and when not using the cooker for long periods.

WARNING

Damp or wet oven mitts or potholders can become very hot and cause scalding.

- Only use dry potholders.

Stowage space and stowage areas

The stowage areas in the living area have a maximum load capacity of 5 kg (11 lbs).

The stowage area in the front part of the roof has a maximum load capacity of 10 kg (22 lbs).

WARNING

Stowage areas that are not secured, or are secured incorrectly, can open in the event of a sudden driving or braking manoeuvre or accident and may cause serious injury.

- Always keep the stowage compartments, stowage areas, sliding doors and drawers closed while the vehicle is in motion.
- Ensure that the stowage areas are properly closed and that the catch has clicked into place and is flush with the cover.
- Stow the interior shades securely in the storage bag and stow the storage bag safely in the vehicle.
- Always keep the refrigerator box closed while the vehicle is in motion.

Net pocket in the roof

WARNING

Loose or incorrectly secured objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Only use the net pocket when the vehicle is stationary.
- Load the net pocket with a maximum of 2.5 kg (5.5 lbs) in total.

Stowage pockets

WARNING

Loose or incorrectly secured objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Always keep the stowage pockets securely attached and closed while the vehicle is in motion.
- Place only soft, lightweight objects in the stowage pockets.
- To avoid exceeding the maximum load, do not stow any other heavy objects in the provided stowage pockets apart from the camping table and camping chairs.

Camping equipment

Clear view

WARNING

Covered windows can impair visibility and driving safety. This can cause accidents and serious injuries.

- Only drive when you have sufficient visibility through all windows.
- Remove all ventilation grilles before driving off.
- Remove all interior shades before driving off.
- Always stow the removable shades safely in the vehicle before starting your journey.
- Open all rear shades before driving off.
- Ensure that the stowage areas are properly closed and that the catch has clicked into place and is flush with the cover.

Tables and chairs

WARNING

Improper use of the tables could cause serious injury.

- Never use the tables while driving.
- Always stow the tables securely while the vehicle is in motion.
- Never use the tables to sit or stand on.
- Always position the folding table on firm and even ground.

WARNING

Improper use of the camping chairs can cause serious injury.

- Securely store the camping chairs while the vehicle is in motion.
- Never use the camping chairs to sit or stand on.
- Always position the camping chairs on firm and even ground.

WARNING

Serious injuries could result if the tables and camping chairs are not folded open and closed carefully and in a controlled manner.

- Always keep hands, fingers, feet or other body parts away from the swivel area when folding and unfolding the tables and chairs.

Shower

DANGER

Liquids entering the electrical system can result in death or serious injuries.

- Do not spill any liquids on the sockets or electrical devices.
- Do not use any electrical devices when showering.
- Maintain a distance of at least 1.2 m (3.9 ft) from the vehicle when showering.

Awning

WARNING

An incorrectly fitted awning could fall down and cause accidents and serious injuries.

- Always check that the awning is firmly seated after installation.

Sleeping

High bed or roof bed

WARNING

Incorrect handling of the high bed or roof bed can cause accidents and serious injuries.

- Never stand on the kitchenette or use it as a support.
- Never step onto the front seat armrests or the head restraints and never use them as a support.
- Never step on to the closed access board and never use it as a support.
- Never jump off the high bed or roof bed. Always climb down carefully.
- Help others, especially children, to climb up and down safely.
- Never leave children unsupervised in the high bed or roof bed or in the vehicle.
- Never transport people in the high bed or roof bed.
- Never exceed the maximum permitted bed load of 150 kg (330 lbs).
- Before driving off, stow the ladder and the safety net securely in the vehicle interior.

- Always stow the high bed or roof bed securely while driving.

Safety net

WARNING

If the safety net is not fitted or not properly fitted, people could fall off the high sleeper and seriously injure themselves.

- Always fit the safety net when children sleep in or otherwise occupy the high bed or roof bed.
- Never leave children unsupervised in the high bed or roof bed or in the vehicle.

Bed extension, bed and mattress

WARNING

Incorrect actuation and removal and fitting of the bed extension can cause serious injuries.

- Always get a second person to help when fitting and removing the bed extension.
- Always keep hands, fingers, and other body parts out of the path of the bed extension.

WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Never place any objects on the assembled bed while the vehicle is in motion.
- Make sure that the bed and frame are always installed and secured with the retaining pins and locking pins while the vehicle is in motion.
- Always fold away the bed and mattress before driving and secure the bed using the retaining straps.

Power supply for camping equipment

DANGER

Contact with the high voltage in the electrical system, e.g. sockets, can cause electric shocks, serious burns and death.

- Do not spill any liquids over the socket.
- Do not plug any adapters or extension cables into the 230-volt socket with earthing contact. Otherwise the built-in child socket protection will disengage and power will be supplied to the socket.

- Do not insert any conductive objects into the contacts of the 230-volt socket with earthing contact, such as knitting needles.
- Make sure that the vehicle is properly earthed in accordance with local safety standards.
- Never connect the vehicle to sockets or extension cables without proper protective earthing.

Sockets

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe or fatal injuries.

- Never leave a child unsupervised in a vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the connected electrical device gets too hot, switch off the device immediately and disconnect it from the power supply.

Second battery

WARNING

Using the wrong second batteries or second batteries that are not approved or connected correctly can cause damage to the vehicle and electronics.

- All work on the electrical system should be carried out by a suitably qualified workshop.
- Use only batteries of the same type that match the specifications of the factory-installed batteries.

Residual current circuit breaker

DANGER

High voltage in the electrical system can cause electric shocks and burns. This can result in serious injury or death.

- Modifications and repairs to the residual current circuit breaker and the electrical system should only be carried out by a suitably qualified workshop.

Pop-up roof

After purchasing the vehicle, observe the information in the owner's manual on the maximum load capacity of the pop-up roof and all other information on correct handling of the pop-up roof.

WARNING

Incorrect handling of the [pop-up roof](#) can cause accidents and serious injuries.

- Never drive while the pop-up roof is open. The pop-up roof must always be completely closed and securely locked while the vehicle is in motion.
- Never transport people in the pop-up roof.
- Open and close the pop-up roof only while the vehicle is stationary.
- The pop-up roof must be opened and closed only when there is no [roof load](#).
- Only mount a luggage roof rack when the pop-up roof is completely closed and securely locked.

WARNING

Careless or inattentive use of the pop-up roof could cause serious injuries.

- Open or close the [pop-up roof](#) only when there is no-one in its opening and closing path.
- Never leave children or people requiring assistance alone in the vehicle when the doors are locked.
- Always take all vehicle keys with you every time you leave the vehicle.

Window in the pop-up roof

WARNING

If the front opening in the [pop-up roof](#) is completely open, children can climb from the high bed onto the vehicle. They risk serious injuries if they were to fall off the vehicle.

- Do not fully open the front opening in the pop-up roof when there are children in the high bed.
- Do not allow children to open or close the front opening in the pop-up roof.
- Never leave children unsupervised in the high bed or in the vehicle.

Access board

The [access board](#) for accessing the pop-up roof is located above the front seats. Always keep the access board closed while the vehicle is in motion. Do not place any objects on the access board.

WARNING

Careless or unsupervised use of the [access board](#) can cause serious injuries.

- Never step on the closed access board.

- Never use the access board as a shelf.

Locking the electric pop-up roof manually

WARNING

Driving at high vehicle speeds and with a strong headwind after closing the pop-up roof manually could cause the pop-up roof to lift up or open on its own and potentially cause serious injuries.

- Never exceed a speed of 60 km/h (37 mph) when the pop-up roof has been manually closed.
- Drive especially carefully and slowly in the presence of a strong headwind.
- Have the pop-up roof checked without delay by a qualified workshop.

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 gloves.
- Never bend over the 12-volt vehicle battery.
- Always connect the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure that the cable insulation is intact.
- Ensure that the lead attached to the positive terminal on the 12-volt vehicle battery does not touch any electrically conductive parts of the vehicle.

Vehicle recovery

Tow-ropes or tow-bar

WARNING

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for transport and towing.
- Never fasten the tow-ropes or tow-bar to axle or running gear components.
- Contact a suitably qualified workshop 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 effect will change significantly. This could mean that you lose control over the vehicle and cause 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 may engage suddenly. The steering wheel can then 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

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for recovery and towing.
- Never fasten the tow-ropes or tow-bar to axle or running gear components.
- Contact a suitably qualified workshop 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 injury.

- 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

DANGER

The components of the high-voltage system are under high electrical voltage. Making contact with live components of the high-voltage system can cause burns, other injuries and 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.

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 battery could explode.
- Never touch the components of the high-voltage system or orange high-voltage cables when you are activating the vehicle's drive system or while the vehicle's drive system is being 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 as long as steam or coolant is escaping.

Rotating parts in the bonnet space

Vehicles with combustion engine

WARNING

The bonnet space contains rotating parts. 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 can start automatically.

12-volt vehicle battery

Severe burns, fire or electric shock

WARNING

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 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- 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.
- Have all work carried out by a suitably qualified workshop.

Explanation of the warnings on the 12-volt vehicle battery



Always wear eye protection!



Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!



No fires, sparks, naked lights or smoking!



A highly explosive mixture of gases is given off when the 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 gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can result in serious 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.

Handling service fluids and materials

Windscreen washer fluid

WARNING

Service fluids may be toxic. Incorrect 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. Follow the mixing instructions on the packaging and do not use distilled water.
- Add a suitable antifreeze agent to the washer fluid if necessary.

Coolant

WARNING

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 anti-clockwise 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. Making contact with live components of the high-voltage system can cause burns, other injuries and 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 high-voltage cables.
- Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work.

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 can be live. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not breathe in the emitted gases.
- Never touch any escaping fluids.
- Leave the vehicle rapidly together 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 high-voltage 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 .



Fig. 3 Warning sign on high-voltage components.



Fig. 4 Warning sign on high-voltage components.



Fig. 5 Warning sign in the bonnet space.



Fig. 6 Warning sign for hot surfaces on the battery 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 coming to a standstill in traffic, and thus to accidents and serious or fatal injuries.

- Always ensure that the high-voltage battery has a sufficient charge level.

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 high-voltage battery.
- Always ensure that the high-voltage battery has a sufficient charge level.

Charging the 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, serious injury or death.

- 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 relating to the supplied charging cable.
- Always protect electrical connectors from water, moisture and other liquids.
- Always end charging before removing the charging connector so that you do not come into contact with residual energy in the charging storage device.
- Only charge in the household using a connection that is suitable for electric vehicles and has been installed and tested by qualified personnel.
- 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 charging cable that has been damaged or tampered with.
- Have the charging cable checked by a suitably qualified workshop if there is a malfunction.

WARNING

Charging the high-voltage battery with an unsuitable charging cable may cause a short circuit and an electric shock. This can result in damaged charging cables and serious or fatal injury.

- Always observe the information on the charging cable.
- Research the local electrical installation before travelling abroad.
- Before travelling abroad, inform yourself about the correct, country-specific charging cable and the maximum permissible charging current.

WARNING

If the charging cable for mains power sockets is improperly connected or used, this can result in a serious malfunction. This can result in damage to the electric installation and charging cable as well as 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 unlocking procedure. Touching the contacts in the charging socket will cause 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 refueling.

- Switch off the auxiliary heater before refuelling.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

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.

Information on the exhaust system

Closed 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 spaces.
- 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 flammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filters or the heat shields.

Wheels and tyres

Wheels are the most used 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, tighten the wheel bolts with the wheel bolt wrench and have the torque checked as soon as possible by a suitably qualified workshop.
- 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 rings.
- 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 power. 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.
- Use only radial tyres of the same type, size (rolling circumference) and the same tread pattern on the wheels of one axle.

- 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. For this reason, drive with particular care 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 assistance from a suitably qualified workshop.
- 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.
- Have tyres mounted on the wheel rims only by a suitably qualified workshop.

WARNING

Wheels must have the necessary clearance. If there is insufficient clearance, the tyres can rub against parts of the running gear, body and brake lines. This can lead to failure of the brake system, tread separation or the tyre bursting and can thus cause 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 body. This can lead to overheating of the tyres, damage to the tyres, suspension and body, pressure loss, tread separating or bursting of the tyres, resulting in serious accidents and fatal injuries.

- Never swap the wheels between the front and rear axles.
- Use only radial tyres of the same type, size (rolling circumference) and the same tread pattern on the wheels of one axle 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 a suitably qualified workshop.

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.

- If the tyres have worn down to the tread wear indicator, replace the tyres with new tyres. <

Vehicle maintenance

Replacing airbags and belt tensioners

WARNING

Vehicle repairs and modifications that are performed incorrectly 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.
- 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 remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Observe the system limits.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

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General safety notes
For all Volkswagen Commercial Vehicles
V2, R1, en_GB