

2013 Volkswagen Golf English Owner's Manual

Owner's Manual

Radio RCD 310

USA Warranty and Maintenance

California Emissions Warranties



Volkswagen
Owner's Manual



Owner's Manual


Golf, Golf R

U.S. Edition, Model Year 2013



Signs and symbols



Indicates a reference to a section with important information and safety warnings  that should always be heeded.



Arrow indicating that the section continues on the next page.



Arrow marking the end of a section.




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




The symbol indicates registered trademarks. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.



⇒  Cross-reference to a red, orange, or yellow warning in the same section or on the stated page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.



⇒  Cross reference to a Notice about possible property damage, in the same section or on the stated page.



DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if not avoided.



WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if not avoided.



CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor or moderate injuries if not avoided.



NOTICE

Texts with this symbol contain information regarding situations which could cause vehicle damage if not avoided.



Texts with this symbol contain information about the environment and how you can help to protect it.



Texts with this symbol contain supplementary information.

We thank you for buying a Volkswagen vehicle

This Volkswagen vehicle provides advanced technology incorporating many convenience features for you to enjoy in your daily driving.

Please carefully read and follow the information in this Owner's Manual. It will help you both to become more familiar with your vehicle and to recognize and avoid situations that could endanger you and others.

If you have questions about your vehicle or if you believe that the manual is not complete, please contact your authorized Volkswagen dealer or your authorized Volkswagen Service Facility. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities always welcome your questions, suggestions and constructive criticism.

We hope you enjoy your vehicle and we wish you many years of safe and enjoyable driving.

Volkswagen AG

◀



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About this Manual

- At the end of this Manual, you will find an **alphabetical index**.
- The list of **Abbreviations** at the end of the Manual explains the technical abbreviations and designations.
- **Directions** (left, right, front, back) refer to the driving direction unless noted otherwise.
- **Illustrations** are only for orientation and are merely used to help explain the text descriptions and instructions.
- Any technical modifications to the vehicle that were introduced after the editorial deadline can be found in a **supplement** to this Manual.

All options and models are described without identification as optional equipment or model versions. Some of the described equipment may not be installed on your vehicle or may be available at a later time or only in certain markets. Please consult the sales documents regarding your vehicle's equipment and options and contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

All information in this Manual corresponds to information available as of the editorial deadline. Due to ongoing vehicle development, there may be differences between your vehicle and the information in this Manual. No legal obligations or commitments can be derived from the information, illustrations, or descriptions in this Manual.

If you sell or lend your vehicle, please make sure that the complete Manual set is in the vehicle.

Standard Manual set includes:

- Warranty and Maintenance booklet
- Owner's Manual

The Manual set may also include:

- Supplement
- Radio or Navigation system
- Mobile Phone Package
- *Other inserts*



Vehicle overview

Exterior views

Side view

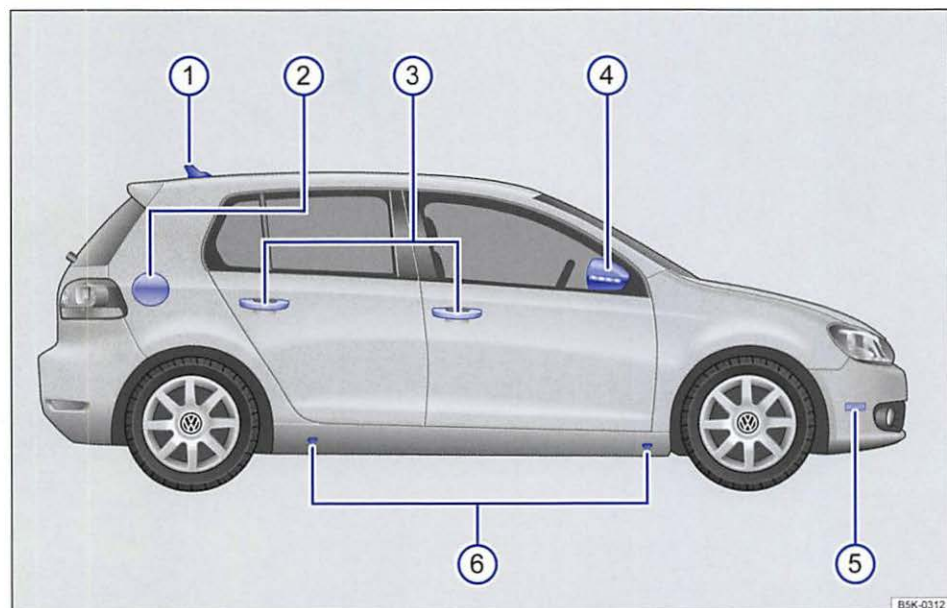


Fig. 1 Vehicle side overview.

Key to fig. 1:

①	Roof antenna	297
②	Fuel filler flap	218
③	Outside door handles	48
④	Outside mirror	136
	– Additional turn signal light	124
⑤	Side marker light	
⑥	Lift points for the jack	317 ◀

Front view

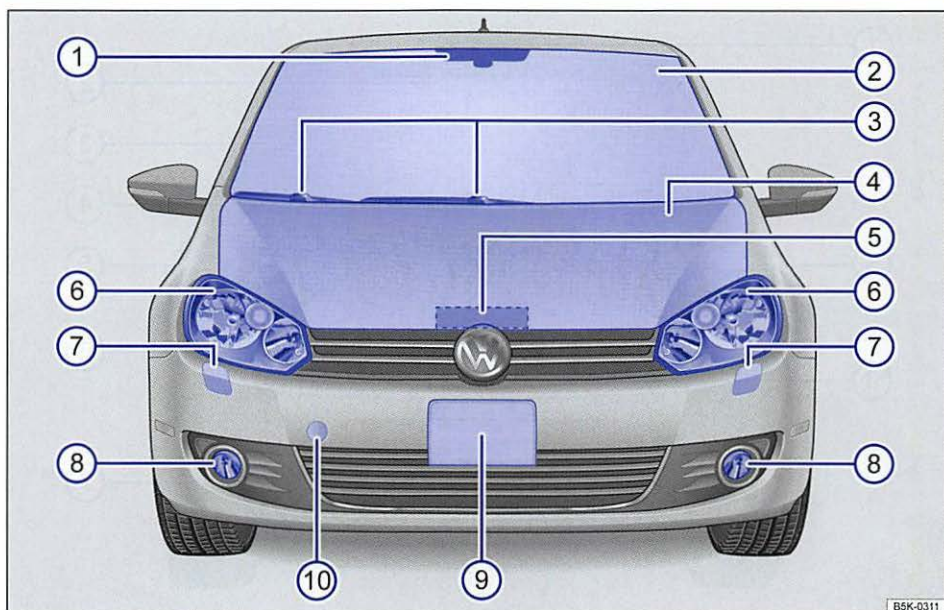


Fig. 2 Vehicle front overview.

Key to fig. 2:

① Inside mirror	136
② Front windshield	
③ Front windshield wipers	131
④ Engine hood	227
⑤ Engine hood release	227
⑥ Headlights	124, 326
⑦ Headlight washers (if applicable)	131
⑧ Fog lights/static cornering lights (if applicable)	124, 326
⑨ Front license plate bracket	
⑩ Threaded hole for the front towing eye (behind cover)	338 ◀

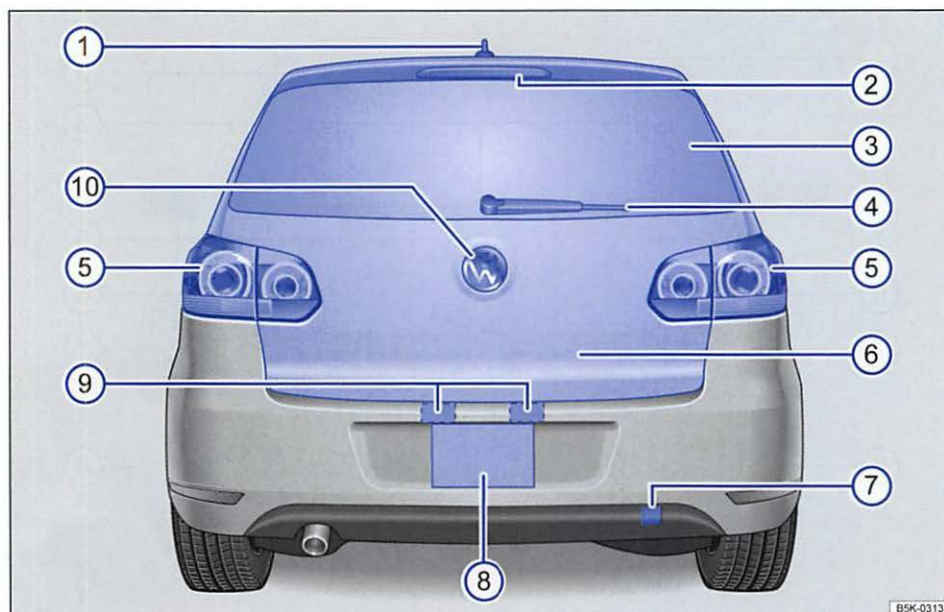


Fig. 3 Vehicle rear overview.

Key to fig. 3:

① Roof antenna	297
② High-mounted brake light	
③ Rear window	
– Rear window defroster	212
④ Rear windshield wiper	131
⑤ Taillights	124, 326
⑥ Rear hatch	50
⑦ Threaded hole for the rear towing eye (behind cover)	338
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⑨ License plate lights	326
⑩ Volkswagen Emblem for opening the rear hatch	50 ◀

Passenger compartment

Driver door overview

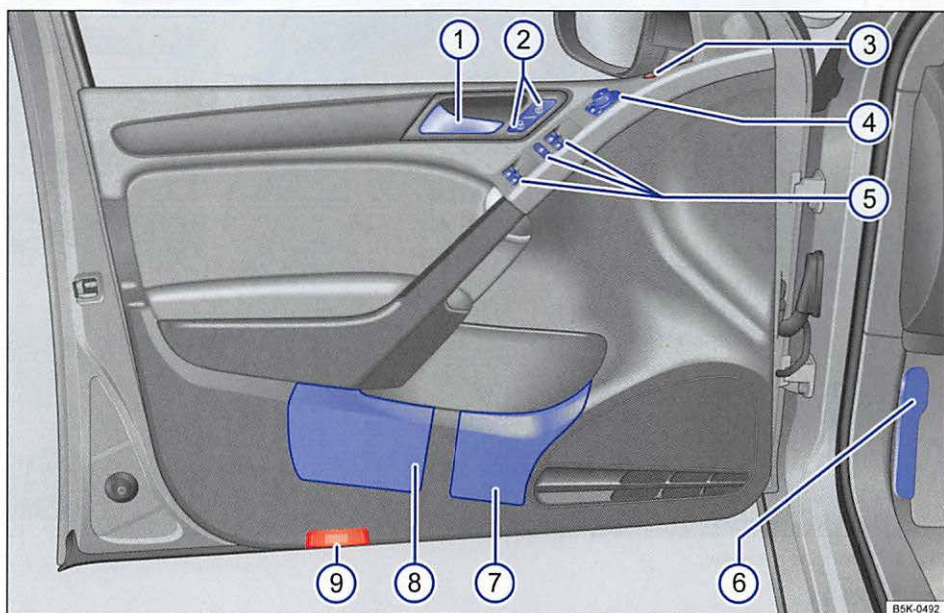


Fig. 4 Overview of controls in the driver door.

Key to fig. 4:

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③	Indicator light for anti-theft alarm system	42
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	– Adjusting outside mirrors L – 0 – R	
	– Outside mirror heating	
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	– Power windows	
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⑧	Storage compartment	159
⑨	Reflector	



Driver side overview



Fig. 5 Driver side overview.

Key to ⇒ fig. 5:

- | | |
|--|-----|
| ① Headlight switch ☼ | 124 |
| – Off position 0 | |
| – Low beams ☼D | |
| – Fog lights ☼D | |
| ② Dimmer control for the instrument and switch illumination ☼ | 124 |
| ③ Lever ☼ | 124 |
| – For high beams ☼D | |
| – For headlight flasher ☼D 1x | |
| – For turn signals ☼ | |
| – With buttons for the cruise control system (CCS) ON – CANCEL – OFF – RES/+ – SET/– | 201 |
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| ⑤ Instrument cluster: | |
| – Instruments | 18 |
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| – Warning and indicator lights | 15 |
| ⑥ Windshield wiper and washer lever | 131 |
| – Windshield wiper HIGH – LOW | |
| – Intermittent operation for windshield wipers | |
| – Windshield wiper OFF | |
| – "One-tap wiping" 1x | |
| – Windshield wiper ☼ | |
| – Automatic wipe/wash for windshield ☼ | |




RCD 310

Radio



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About This Manual

- At the end of this Manual, you will find an **alphabetical index**.
- A **list of abbreviations** explains technical abbreviations and terminology.
- **Directions** usually refer to the driving direction.
- **Illustrations** are only for orientation and are merely used to help explain the text descriptions and instructions.
- For **vehicles with right-hand drive** controls are sometimes arranged differently from shown in the illustrations or described in the text.

All options and models are described without their being specifically identified as optional equipment or model versions. It is therefore possible that

equipment not present in your vehicle may be described. Please contact your Volkswagen dealer for further information.

All information in this manual was correct at the time of printing and only applies to factory fitted devices. Discrepancies between the displays and features of the device and the descriptions in this manual may be due to continued development of the device and possible firmware updates. No legal commitment can be derived from the information, figures or descriptions in this manual.

If you sell or lend your vehicle, please ensure that this manual is in the vehicle. <

Introduction

Before using

Before using the device for the first time, the following steps should be performed in order to operate the device safely and to use all functions to their full extent:

- ✓ Follow all basic safety instructions ⚠ ⇒ page 3.
- ✓ Familiarize yourself with the device overview ⇒ page 6.
- ✓ Use data media suitable for Media mode ⇒ page 26.

Safety instructions

⚠ WARNING

Driver distraction can cause accidents and serious personal injury. Using the radio system while driving can distract from traffic.

- Always drive attentively and responsibly.
- Select volume settings so that acoustic signals from the outside are audible (for example, the sirens of emergency rescue vehicles).
- Setting the volume too high can damage the hearing. This can also extend to short exposure of the ears to loud volumes.

⚠ WARNING

Sudden volume fluctuations may occur when the audio source is changed or connected.

- Lower the volume before changing or connecting to an audio source.

⚠ WARNING

Never let yourself be distracted from the traffic by connecting, inserting or removing the device while driving, which can cause accidents.

⚠ WARNING

Connecting cables of external devices may obstruct the driver.

- Route cables so as not to interfere with the driver.

⚠ WARNING

Unmounted or improperly mounted external devices can be thrown through the passenger compartment in the event of a sudden driving or braking maneuver or an accident, causing injury.

- Never leave external devices in the doors, on the front windshield, on or near the area marked "AIRBAG" on the steering wheel, instrument panel, seat backs or between these areas and the occupants. External devices can cause serious injury in the event of an accident, especially if the airbags inflate.

⚠ WARNING

The center armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.

- Always keep the armrest closed while driving.

⚠ WARNING

Injuries can be caused by invisible laser beams if the housing of the CD player is opened.

- Have the CD player repaired only by a specialist.

ⓘ NOTICE

Inserting data media incorrectly or inserting incompatible data media can damage the device.

- When inserting or removing a CD from the CD slot, always keep it straight and at a right angle to the front of the unit. Do not tilt it or it could become scratched.

NOTICE (continued)

- Inserting a second CD while a CD is inserted or being ejected can destroy the CD drive. Always wait for the medium to be ejected fully!

NOTICE

Contaminants on a disc and non-circular discs can damage the CD drive.

- Only use clean standard 12 centimeter CDs!
 - Do not affix labels or similar items to the medium. Labels can get loose and damage the drive.

NOTICE (continued)

- Do not use printable data media. Labels can come loose and damage the drive.
- Do not insert 8 centimeter single CDs or non-circular CDs (shape CDs) and DVDs.
- Do not insert DVD-Plus, Dual Discs and Flip Discs, as these are thicker than standard CDs.

NOTICE

Excessively loud or distorted playback can damage the vehicle speakers.



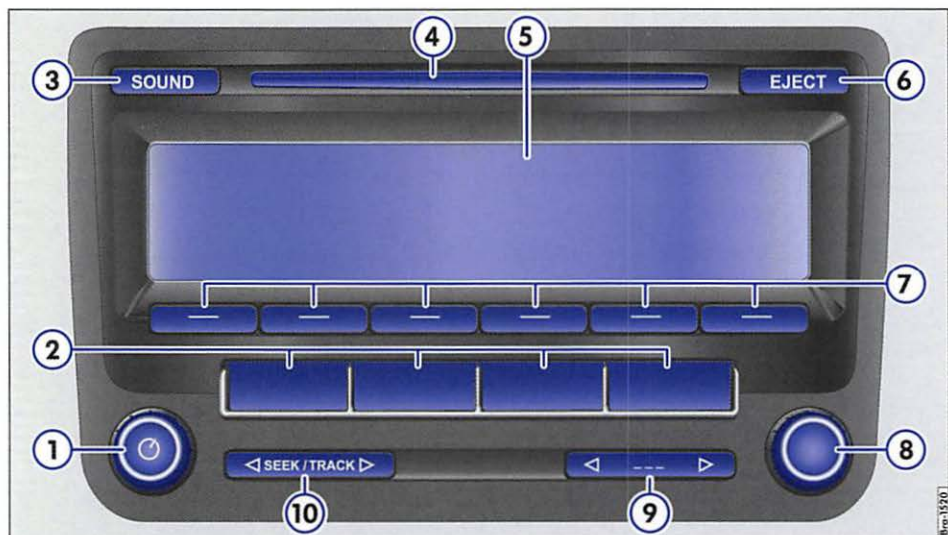


Fig. 1 Overview of the controls.

There are various versions of the RCD 310 that may have different key labels. The keys are shown without labels in the figure fig. 1 ② and ⑨.

① **Rotary and push button**

- To switch on or off *press* ⇒ page 8.
- To adjust the volume *turn* ⇒ page 8.

② **Device keys:** Press a device key to access a function. Labels and functions depend on the device variant.

- **[RADIO]**: Switch to Radio mode. Change the frequency band and the display of station preset keys in Radio mode ⇒ page 10.
- **[BAND]**: Switch to Radio mode. Change the FM or AM frequency and display of radio station keys in Radio mode ⇒ page 10.
- **[FM]**: Switch to FM Radio mode. Change display of radio station keys in FM Radio mode ⇒ page 10.
- **[AM]**: Switch to AM Radio mode. Change display of radio station keys in AM Radio mode ⇒ page 10.
- **[SAT]**: Switch to Satellite Radio mode. Change display of radio station buttons in Satellite Radio mode ⇒ page 23.
- **[MEDIA]**: Switch to Media mode. Select a different media source in Media mode ⇒ page 26.
- **[MENU]**: Display additional functions alongside the current functions (radio, media, etc.). The **[SETUP]** function key can be selected from the list of additional functions to display system and function settings ⇒ page 43.
- **[TP]**: Switch Traffic Program function on or off ⇒ page 16.
- **[TI]**: Switch to a traffic radio station (Traffic Information) ⇒ page 19.

③ **[SOUND]**: Press to access sound settings ⇒ page 42.

④ **CD slot**: To insert and eject CDs ⇒ page 26.

⑤ **Screen**: The brightness can be adjusted ⇒ page 43.

⑥ **[EJECT]**: Press to eject a CD ⇒ page 26.

- ⑦ **Function keys:** The current function is displayed above the corresponding key on the screen and can be accessed by *pressing* it ⇒ page 8.
- ⑧ **Adjustment knob:** The function depends on the operating mode.
- *Turn* to program stations or channels manually and *press* to start and stop scanning (SCAN) in **all radio modes** ⇒ page 10.
 - In **Media mode**, *turn* to change title manually and *press* to start and stop scanning (SCAN) ⇒ page 26.
 - *Turn* to change a setting within a **settings menu** ⇒ page 42.
- ⑨ **<...> rocker switch:** Labels and functions depend on the device variant.
- **<ENS / ...>**: In **DAB Radio mode**, *briefly press* the right or left side to change to the next or previous DAB station ensemble ⇒ page 20.
 - **<CAT / ...>**: In **Satellite Radio mode**, *briefly press* the right or left side to select the station category ⇒ page 23.
 - **<FOLDER>** or **<... / FLDR>**: In **Media mode**, *briefly press* the right or left side to change folders or playlists ⇒ page 26.
- ⑩ **<SEEK / TRACK> rocker switch:**
- In **all radio modes**, *briefly press* the right or left side to change channels ⇒ page 10.
 - In **Media mode**, *briefly press* right or left to change titles and *press and hold* the right or left side to search forward or backward ⇒ page 26.



USA Warranty and Maintenance

CC, Eos, GTI, Golf, Tiguan, Passat

Model year 2013



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Warranty

Owner's information

Dear Owner,

This booklet contains the limited warranties applicable to your new Volkswagen model. Please read these limited warranties carefully to determine your warranty rights and obligations.

Your New Vehicle Limited Warranty includes virtually bumper to bumper coverage for 3 years or 36,000 miles, whichever occurs first and Powertrain Limited Warranty coverage for 5 years or 60,000 miles, whichever occurs first. Your vehicle has a Limited Warranty Against Corrosion Perforation for a period of 12 years without mileage limitation.

In addition, your vehicle is covered by emissions control system limited warranties mandated by Federal law. If you are a resident of the State of California, Connecticut, Maine, Maryland, New Jersey, New York, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania and have purchased a California emissions equipped vehicle, you may also have rights under California mandated emissions warranties. Please consult these warranties whenever a repair to your emission control system is required to determine whether it is covered by warranty. Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. Any questions concerning warranty coverage should be directed to:

**Volkswagen Group of America, Inc.
Customer CARE
3800 Hamlin Road
Auburn Hills, MI 48326
Telephone: 1 (800) 822-8987**

Refer to the California Emissions Warranty Supplement for additional information on California Emissions Warranty coverage.

In addition to and separate from the above comprehensive warranty package, Volkswagen of America, Inc., an operating unit of Volkswagen

Group of America, Inc. ("Volkswagen") also offers you complimentary participation in the Volkswagen Carefree Maintenance Program described in this booklet.

If you have a concern or you are not satisfied with the service that you receive from your dealer, we suggest that you discuss it with the Service Manager at your dealership. If it is not resolved through your dealership, you may call or write to the Volkswagen Customer CARE Center.

In the event that your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to address the concern to your satisfaction, you may take advantage of BBB AUTO LINE, a program administered through the Council of Better Business Bureaus. The BBB AUTO LINE program offers both mediation and arbitration services for the resolution of disputes arising while a vehicle is under warranty.

Complete details of Volkswagen's Customer CARE programs begin on ⇒ page 16.

- **Notice of Address Change**
- **Notice of Used Car Purchase**

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a safety-related defect or a noncompliance with an applicable Federal motor vehicle safety standard becomes necessary. If you change your address or buy a used Volkswagen model, complete one of the postcards in the middle of this booklet. You need not use this card if you purchased your Volkswagen through an authorized Volkswagen dealer.



New Vehicle Limited Warranty

What is covered

Warranty period

The New Vehicle Limited Warranty period is 3 years or 36,000 miles, whichever occurs first.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

You are required to use the BBB AUTO LINE procedure before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You may also be required to use the BBB AUTO LINE procedure before pursuing legal remedies under your state lemon law. Please refer to the Consumer Protection Information section of this booklet for more information.

Coverage

This limited warranty covers any repair to correct a manufacturer's defect in material or workmanship except wheel alignment, tire balance, and the repair or replacement of tires.

The repair or replacement of wear and tear items, which are defined as brake pads/shoes worn below manufacturer specifications, and brake discs/drums worn below manufacturer specifications, replaced for wear and tear, are covered up to one year or 12,000 miles, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 6,000 miles, whichever occurs first.

Original Equipment Battery

Original equipment batteries are covered 100% parts and labor for 2 years or 24,000 miles, whichever occurs first, for defects in material or workmanship.

Mechanical Adjustments

Mechanical adjustments not associated with a defect in material and workmanship, are covered up to one year or 12,000 miles, whichever occurs first (i.e. headlight adjustment).

24-Hour Roadside Assistance Services

24-Hour Roadside Assistance Services include the following:

Towing for a mechanical breakdown or collision

Battery jump start

Flat tire service

Lock-out service

Fuel delivery service

Trip interruption benefits

Refer to the 24-Hour Roadside Assistance Owner's Guide for specific details on the services provided.

Where to go for warranty service

This limited warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

When the warranty period begins

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This New Vehicle Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

Free-of-charge repair

Repairs under this limited warranty are free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** genuine Volkswagen part. ▶



California Emissions Warranties

Model year 2013



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Warranty

Owner's information

Dear Owner,

This supplement contains the limited California emissions warranties applicable to your new Volkswagen model. Please read these limited warranties carefully to determine your warranty rights and obligations.

Your vehicle is covered by Emissions Limited Warranties mandated by Federal law. If you are a resident of the state of California, Connecticut, Maine, Maryland, New Jersey, New York, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania and have purchased a California emissions-equipped vehicle, you may also have rights under both federal and state mandated emissions warranties.

The state of New York has adopted emissions warranty requirements identical to California mandated emissions warranties ONLY for vehicles equipped to meet California's Partial Zero Emission Vehicle or Advanced Technology Partial Zero Emission Vehicle (PZEV or ATPZEV) requirements, as identified on the Vehicle Emission Control Information Label located under the hood. Therefore, the owner of a Volkswagen model equipped to meet California's PZEV or ATPZEV emissions requirements and imported and distributed by Volkswagen for sale and registration in New York may have warranty rights under both Federal and State mandated emissions warranties.

Please consult these warranties whenever a repair to your emission control system is required to determine whether it is covered by warranty. Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. Any questions concerning warranty coverage should be directed to:

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In the event that your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to address the concern to your satisfaction, you may take advantage of BBB AUTO LINE, a program administered through the Council of Better Business Bureaus. The BBB AUTO LINE program offers both mediation and arbitration services for the resolution of disputes arising while a vehicle is under warranty.



California Emissions Warranties

Your warranty rights and obligations

California law requires us to provide you with the following Emissions Warranty Statement

The California Air Resources Board is pleased to explain the emission control system warranty on your **model year 2013** vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Volkswagen must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts including but not limited to the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Volkswagen will repair your vehicle at no cost to you including diagnosis, parts and labor.

Manufacturer's warranty coverage:

For 3 years or 50,000 miles, whichever occurs first.

If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Volkswagen to ensure that your vehicle passes the inspection. This is your Emission Control System PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Volkswagen. This is your short-term Emission Control System DEFECTS WARRANTY.

For 7 years or 70,000 miles, whichever occurs first.

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Volkswagen. This is your long-term Emission Control System DEFECTS WARRANTY.

For 15 years or 150,000 miles, whichever occurs first.

Some Volkswagen models may be specially equipped to meet California **Partial Zero Emission Vehicle** ("PZEV or ATPZEV") requirements, as identi-

fied on the Vehicle Emission Control Information Label located under the hood. For these vehicles, if your Volkswagen model fails a Smog Check inspection, OR if any emission-related part is found to be defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original retail purchaser or original lessee. This represents your Emission Control System PERFORMANCE WARRANTY and DEFECTS WARRANTY.

For High-Voltage batteries in Hybrid models equipped to meet PZEV or ATPZEV requirements, this warranty term is 10 years or 150,000 miles, whichever occurs first.

Owner's warranty responsibilities:

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Maintenance booklet. Volkswagen recommends that you retain all receipts covering maintenance on your vehicle, but Volkswagen cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Volkswagen dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Volkswagen may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Volkswagen Group of America, Inc.
Customer CARE
Tel.: 1 (800) 822-8987

or the

California Air Resources Board
P.O. Box 8001
El Monte, CA 91734-2302

California Emissions Control System Defect Warranties

General

For 3 years / 50,000 miles.

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (Volkswagen), warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2013** Volkswagen vehicle imported by Volkswagen and certified for sale and registered in California:

- was designed, built and equipped so as to conform with all applicable requirements of the California Air Resources Board ("CARB") and
- is free from defects in material and workmanship which cause the vehicle to fail to conform with ARB requirements, including any defect which would cause the vehicle's on-board malfunction indicator to illuminate, for 3 years or 50,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty re-

pair, which affects any regulated emission from a motor vehicle or engine which is subject to California emission standards.

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with California regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories, the dealer will make repairs as may be required by these regulations free of charge.

These coverages may also be included in the Volkswagen 3 years / 36,000 miles New Vehicle Limited Warranty. <