



**2016 Tiguan**  
Quick-Start Guide



**Das Auto.**



The information within this guide must be used in conjunction with the information in the Volkswagen Owner's Manual. Refer to your vehicle's Owner's Manual for all information and warnings. By using this guide, you acknowledge that you are aware of and have read the warnings and information provided in the Owner's Manual on the topics in this guide and will use this information to augment that material.

## Driver Controls

- 1. Driver Information Display (Multifunction Display)**  
When the ignition is switched on, you can display trip computer information and control a variety of vehicle functions using the multifunction steering wheel.
- 2. Cruise Control**  
To activate, pull the stalk toward you. Braking or pushing the stalk away will cancel cruise control.
- 3. Climate Control**  
Your vehicle is equipped with either a manual or automatic climate control system.
- 4. Windshield Wiper Stalk**  
Vehicle equipped with automatic, variable intermittent windshield wipers with rain sensors, and heated washer nozzles.
- 5. Infotainment**  
Hard keys and touchscreen buttons that control the various infotainment functions, including radio, media selections, phone operation, car functions, and the optional navigation system.
- 6. Steering Wheel Left Side Controls**  
**Microphone Button:** Activates Bluetooth® Voice Recognition or mutes the radio.  
**Phone Button:** Displays the Phone main menu or accepts and ends phone calls.  
**Increase or Decrease:** Volume settings for radio, navigation system notifications or phone calls.  
**Arrow Buttons:** Can be used to change radio stations, scroll through radio presets, or select the next or previous media track.
- 7. Steering Wheel Right Side Controls**  
The buttons on the right side of the multifunction steering wheel are used to access functions in the instrument cluster.  
**OK Button:** Used to select settings for features in the multifunction display.  
**Menu Buttons:** Used to move up and down through the instrument cluster menus:  
**Up/Down Buttons:** Navigate inside a specific menu.  
**Back Arrow:** Return to previous selection.

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# Introduction to your Tiguan

# Rain-Sensing Wipers

From the OFF position, move the wiper stalk up one click to activate the rain-sensing wipers. The rain sensor automatically turns on the wipers when it begins to rain, adjusting the wiper frequency in line with rainfall intensity.

The rain sensor's sensitivity can be adjusted manually.

To adjust the sensitivity of the rain sensor:

- Move switch to the right – high sensitivity.
- Move switch to the left – low sensitivity.



Note: Be sure to turn off the wipers before going through a car wash.



Text **WIPERS11-16** to **38981** to watch the Windshield Wipers video.

Standard text and data rates apply.  
Do not text while driving.

## Continuous

- **LOW:** From the OFF position, move the wiper stalk up two clicks.
- **HIGH:** From the OFF position, move the wiper stalk up three clicks.

## Pulsing/quick wipes

- From the OFF position, press the wiper stalk down for a single wipe.
- Press and hold the wiper stalk down for two seconds for a continuous wipe.



## Wash

Pull the stalk toward you to spray washer fluid. You can also hold the stalk in this position for longer washing.

## Rear wiper

Simply push the lever one click away from you. Also, anytime you have the front wipers on and you put the car into reverse, the rear wipers activate automatically.

## Rear wash

To clean the rear window, push the lever two clicks to send a spray of washer solvent onto the rear window and to activate the rear wiper. You can also hold it in this position for longer washing.

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### Important Safety Instructions and Warnings: Windshield Wipers

- Windshield washer fluid without enough frost protection can freeze on the windshield and reduce visibility.
- Use the windshield washer system with enough frost protection for winter temperatures.
- Never use the windshield wipers/washers when it is freezing without first defrosting the windshield. The washer solution may freeze on the windshield and reduce visibility.
- Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.
- Always replace wiper blades that are worn, damaged, or do not keep the windshield clear.

- The rain sensor cannot always recognize rain and activate the wipers. Switch the wipers on manually when water on the windshield reduces visibility.
- Never mix antifreeze or similar additives into the windshield washer reservoir. This could produce an oily film on the windshield, which would considerably reduce visibility.
- Use clear water (not distilled water) with a cleaning solution recommended by Volkswagen.
- If necessary, blend with a suitable windshield washer fluid antifreeze agent.



# Windshield Wipers

# Unlock

- Make sure you have your key fob with you\*.
- Slide hand behind door handle and wait for the door to unlock. (Remember to avoid touching the indent on the handle front, or the door will remain locked.)
- Pull the handle. To ensure your safety, only the driver's door unlocks.



Text [KEYLESS11-16](#) to [38981](#) to watch the Keyless Entry video.

Standard text and data rates apply.  
Do not text while driving.

## Lock

- Make sure you have your key fob with you\*.
- Touch your thumb to the lock depression on the handle. The door will not lock if you are grasping the handle.

Note: Be sure not to store your key too close to the vehicle for prolonged periods of time as it may drain your vehicle's battery.  
\*Some heavy purses, bags, etc. may block the signal from your car to your key fob, preventing keyless access from working.  
The door will not lock if you are grasping the handle.



## Push Button Start

- When starting your vehicle, the key fob must be in the cabin. Otherwise, the "Key not in range" message will appear on the multifunction display.
- Press down the brake pedal.
- Push the **START/STOP** button on the console.



## Push Button Stop

Make sure your vehicle is parked. Press the **START/STOP** button. Your vehicle's engine will turn off.

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### Important Safety Instructions and Warnings: Keyless Entry

- Improper use of power locks can result in serious personal injury.
- The power locking button locks all doors. Locking the doors from the inside can help prevent unintended door opening during a collision and can also prevent unwanted entry from the outside. Locked doors can, however, delay assistance to vehicle occupants and rescue from the outside in an accident or other emergency.
- Never leave children or anyone who cannot help themselves behind in the vehicle. All doors can be locked from the inside with the power lock button. This could leave people trapped in the vehicle in an emergency. Depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.
- A closed vehicle can become very hot or very cold, depending on the season. Particularly in the summer, heat buildup in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.
- Never allow passengers to remain in a locked vehicle. In an emergency any person still inside the vehicle might not be able to get out.



# Keyless Entry



# Enter a Destination on Your Touchscreen

1. Press the **NAV** button.
2. Press **New destn. (New destination)** on the touchscreen.
3. Begin entering address information, starting with House number, Street, City.
4. When your address appears, touch the correct address on the screen.
5. Press **Start** to begin route calculation.



## Additional Settings

To include alternative routes and make additional navigation customizations, select **Route Options** prior to starting route guidance.

Here you can include three alternative routes. Use Dynamic route to recalculate route guidance when traffic occurs using SiriusXM Traffic as well as avoid types of roads and more.



Text [NAV11-16](#) to [38981](#) to watch the Navigation video.

Standard text and data rates apply.  
Do not text while driving.



## Points-of-Interest (POI)



1. Press **NAV** button, then press **POIs** on the touchscreen to select your point of interest.
  - Tap **Other POIs** on the touchscreen to further define your search.
  - Once you have identified your search category, you have three options:
    - a. Select **Store** and tap **OK**.
    - b. Select **Dial number** to call the POI if available.
    - c. Select **Start** to begin route guidance.



Note: The navigation SD card must be in one of the Media Box SD card slots.

## Views

In the Navigation main menu, press the **View** function button. This gives you a choice to show:

-  a conventional two-dimensional map display.
-  a three-dimensional bird's-eye view.
- Split screen: provides map display along with turn-by-turn directions.

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### Important Safety Instructions and Warnings: Navigation & Infotainment

- Driver distraction can cause accidents and serious personal injury. Operating the infotainment system while driving can distract the driver from the traffic.
- Always drive attentively and responsibly.
- Select the volume settings so that the acoustic signals from the outside are still audible (for example, the sirens of emergency rescue vehicles).
- Setting the volume too high can damage the hearing. This also applies to loud volume set for only a short time.
- Sudden volume fluctuations may occur when the audio source is changed or connected.
- Please lower the volume before changing or connecting to an audio source.
- Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.
- Traffic signs and regulations take precedence over navigation driving recommendations and displays.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Never let yourself be distracted from the traffic by connecting, inserting or removing the device while driving, which can cause accidents.

- Connecting cables of external devices may obstruct the driver.
- Route cables so as not to interfere with the driver.
- 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.
- 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.
- 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.

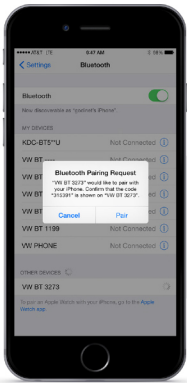


# Navigation

# Pairing your Compatible Phone

1. First, check your phone's compatibility at [www.vw.com/bluetooth](http://www.vw.com/bluetooth).
2. Start the ignition. Your vehicle's Bluetooth system will be in "discovery" mode.
3. From the Bluetooth menu on your phone, search for new devices and select VW BT with the last four digits of your VIN.
4. A connection request will appear on the infotainment display.
5. Press **Connect** on the infotainment display.
6. The infotainment display will then show a PIN.
7. Make sure the same PIN is displayed on your phone and press **Yes** on the touchscreen, then press Pair on your phone.

Once the PIN is shown, pairing must be completed within 30 seconds; otherwise, the process will need to be repeated.



## Pairing a second compatible phone

A second compatible phone can be paired and active in the system.

1. Select **Setup** on the touchscreen (ensure your device is in Bluetooth discovery mode).
  2. Select **Bluetooth** on the touchscreen.
  3. Select Search for devices.
  4. Select **Results** on your touchscreen, then select your device.
  5. Select the device profile option of "Handsfree" or "Bluetooth Audio".
  6. Make sure the same PIN is displayed on your phone and press **Yes** on the touchscreen, then press Pair on your phone.
- Up to four phone profiles can be stored in the system.

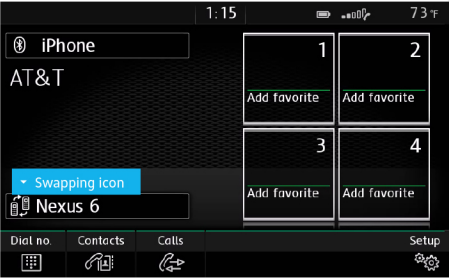
Note: You can have one phone paired and activated to the Bluetooth phone system and another paired for Bluetooth streaming simultaneously. If your phone displays a prompt asking to connect to your vehicle, make sure to enable future automatic connections. This will help to automatically reconnect the compatible paired device to system.

Text **PAIR11-16** to **38981** to watch the Phone Pairing video.

Standard text and data rates apply.  
Do not text while driving.

## Switching from a primary to a secondary phone

Press the swapping icon on touchscreen.



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Requires compatible phone/device.

### Important Safety Instructions and Warnings: Bluetooth® Pairing

- Talking on the phone and/or operating phone control while driving can distract from traffic and lead to accidents.
- 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.
- In areas with no or poor mobile network coverage and possibly in tunnels, garages and subways, phone conversations may be interrupted, and it may be impossible to make phone calls – even emergency calls.
- A cell phone on the seat, instrument panel or in other places can be thrown around the inside of the vehicle during a sudden braking maneuver, a crash or other accident and injure vehicle occupants.
- Always fasten mobile phone, additional devices and phone accessories, such as phone holders, notepads, portable Infotainment systems properly and outside of the inflation area of the airbag or safely stow away during travel.
- Using a cell phone or CB radio inside the vehicle without a properly installed and separate outside antenna can be dangerous to your health and that of your passengers because the electromagnetic radiation energy that cell phones and CB radios emit may be above established limits. This also applies if the outside antenna is not installed properly.
- Maintain a minimum distance of 20 centimeters between the antenna of the mobile phone and any active medical implants, such as pace makers, as mobile phones can negatively influence the function of active medical implants.
- Do not hold an operationally ready mobile phone in the immediate vicinity of or directly over any active medical implant, for example in the chest pocket.
- Immediately switch off the mobile phone if you suspect interference with an active medical implant or other medical device.
- An open armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.
- Always keep the armrest closed while driving.
- Switch off the mobile phone at explosion prone locations.



# Call by Name

1. Short press the **TALK** button on the multifunction steering wheel.
2. After the chime say, “Call”, followed by the name of the person you want to call. For example, “Call Mike Brown”.
3. The system will confirm “Do you want to call Mike Brown?” and respond, “Contact is being dialed”.



## Voice Recognition tips

- The name must be said exactly as it is stored in the directory. If the name is not recognized, ensure you are saying it as it is stored in the directory.
- If multiple numbers are stored per name, you may use the shortcut “Call Mike Brown at work”, or the system may ask you to choose (e.g., work, mobile, home, etc.).

## Help

1. From the Phone menu, press the **TALK** button on the multifunction steering wheel, and a selection of possible voice commands appears.
2. Say, “Help”, then follow the prompts.
3. You can say, “Help” after any prompt for the system to give you additional available options (e.g., call history, read telephone contacts, or settings).



Text **VOICE11-16** to **38981** to watch the Phone Voice Recognition video.

Standard text and data rates apply.  
Do not text while driving.

## Answer an incoming call



The Bluetooth system will interrupt your car stereo with a ringtone. Press the **PHONE** button on the multifunction steering wheel to answer the call, or you may select on the touchscreen.

## Switch to privacy mode

To switch a Bluetooth call to your mobile phone, which would prevent passengers from overhearing the conversation:

1. Use the right/left arrow buttons on the steering wheel to access the telephone menu in the Multifunction Display (MFD).
2. Press the up or down button until “Private” appears in the display.
3. To select, press the **OK** button on the multifunction steering wheel.



## End call

Press the red phone icon on the touchscreen.

Or

1. Use the **MENU** button on the multifunction steering wheel to access the telephone menu in the Multifunction Display.
2. Press the up or down button until “End” appears in the display.
3. Press the **OK** button on the multifunction steering wheel.

## Volume settings



To adjust the volume of the Bluetooth system while in a call, press the volume up or volume down switch on the left side of the multifunction steering wheel.



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Note: Voice Recognition available on certain trim lines only.

### Important Safety Instructions and Warnings: Voice Recognition

- Driver distraction can cause accidents and serious personal injury. Operating the infotainment system while driving can distract the driver from the traffic.
- Always drive attentively and responsibly.
- Select the volume settings so that the acoustic signals from the outside are still audible (for example, the sirens of emergency rescue vehicles).
- Setting the volume too high can damage the hearing. This also applies to loud volume set for only a short time.
- Sudden volume fluctuations may occur when the audio source is changed or connected.
- Please lower the volume before changing or connecting to an audio source.
- Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.
- Traffic signs and regulations take precedence over navigation driving recommendations and displays.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Never let yourself be distracted from the traffic by connecting, inserting or removing the device while driving, which can cause accidents.

- Connecting cables of external devices may obstruct the driver.
- Route cables so as not to interfere with the driver.
- 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.
- 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.
- 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.



# Voice Recognition



# App-Connect

App-Connect takes the features and functions of your smartphone and makes them available through the built-in infotainment touchscreen in your Volkswagen.

App-Connect is available on certain infotainment units only. Always pay careful attention to the road, and do not drive while distracted. App-Connect features require compatible device, operating system, and mobile app. Standard text and data usage rates apply. See mobile app provider for terms and privacy. Android Auto is a trademark of Google Inc. Apple CarPlay is a trademark of Apple Inc.

## Apple CarPlay™

1. Ensure your phone is unlocked.
2. Plug your Apple iPhone into the USB port using a certified lightning connector.
3. A screen appears telling you that a new device has been detected and asking, “Do you want to connect with Apple CarPlay?”
4. Select **Connect** and allow on device.

## Features

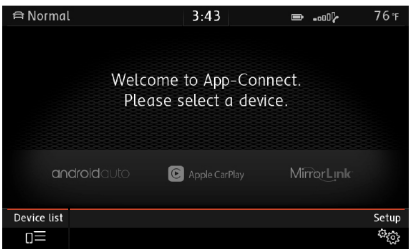
CarPlay features Siri voice control. There are two ways to activate Siri (Siri must be enabled on device to activate Siri features):

- a. Press and hold the **Talk** button (voice control button) on the steering wheel until you hear the tone, which activates Siri.
- b. Press and hold the **Home** button on the touchscreen to activate Siri.

1. **Home** Button: Two features include:
  - Backward to Apple CarPlay home screen.
  - Long press to activate Siri.
2. **Phone** Button: Siri can help you make calls, return missed calls, and listen to voicemail.
3. **Maps** Button: Activate Siri to assist with turn-by-turn directions, traffic conditions, and estimated travel time. Say “Navigate to.”
4. **Messages** Button: Siri can send, read, and reply to your text messages for you.

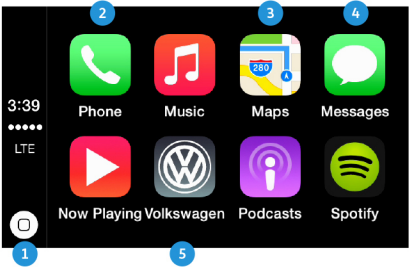
Additional apps available to stream music include Pandora, iHeartRadio, and Spotify.

5. To exit Apple CarPlay, press the Volkswagen logo icon.



Text **CARPLAY11-16** to **38981** to watch the Apple CarPlay video.

Standard text and data rates apply.  
Do not text while driving.

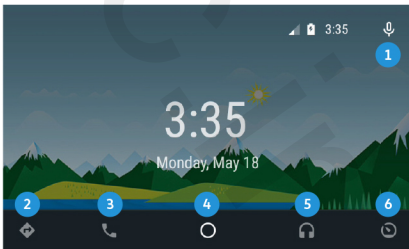


## Android Auto™

1. Download Android Auto from Google Play.
2. Press the **MENU** hard key and select App-Connect.
3. Select the Setup icon on the touchscreen > Preferred connection > Select Android Auto.
4. Plug your Android device into the USB port using a certified cable.
5. Select Device list on your touchscreen and select your device.
6. Select **OK** on your touchscreen for data transfer prompt.
7. Follow instructions on your device to continue setup.
8. Android Auto will appear on the infotainment touchscreen (once all the prompts have been accepted on device).

## Features

1. **Microphone** Button: Google Voice Control can be activated by a long press, or touchscreen voice commands work with available apps. (Google Voice Control can also be activated with a long press on the voice control button on the steering wheel).
2. **Navigation** Button: Predictive navigation provides turn-by-turn directions, traffic conditions, and estimated travel time. Android Auto can predict where you want to go next based on your calendar and recent destinations.
3. **Phone** Button: Listen and reply to text messages, make calls, or check your voicemail.
4. **Home Screen** Button: Takes you back to the home screen of Android Auto.
5. **Music and Audio** Button: Use your touchscreen to gain access to your favorite artists, songs, and playlists\*. Android Auto lets you download audio streaming apps such as Pandora, Spotify, and iHeartRadio.
6. **Vehicle Functions** Button: Return to Volkswagen screen.



\*For driver distraction reasons Android Auto does not list all the media on your phone. Use Google voice control instead to access specific albums or artists.  
Note: Apple CarPlay is compatible with iPhone 5 or higher running iOS 7.1 or later. Further information is available on [siriuserguide.com](#).  
Android Auto is supported by phones running 5.0 (lollipop) or higher. Further information is available on [android.com/auto](#).

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### Important Safety Instructions and Warnings: App-Connect

- Loose or improperly installed mobile devices can be thrown around the passenger compartment during sudden driving or braking maneuvers or a crash and cause serious personal injuries.
- Always mount or stow mobile end devices away properly before driving, making sure that they are outside the operational area of the airbags.
- Applications that are improperly executed can cause damage to the vehicle, accidents and serious injuries.
- Volkswagen recommends using only applications provided by Volkswagen.

- Protect the mobile end device and its applications from misuse.
- Never change applications.
- Adhere to owner's manual of the mobile end device.
- Using applications while driving can distract from traffic. Driver distraction can cause accidents and serious personal injury.
- Always drive attentively and responsibly.



# Infotainment

	Stop! Lights up: Electronic parking brake engaged. Flashes: Electronic parking brake malfunction.		Brake pads worn.		Daytime running lights (DRL) on.
<b>PARK</b>	Stop! Lights up: Electronic parking brake engaged. Flashes: Electronic parking brake malfunction.		Electronic parking brake malfunction.		Lights up: Depress brake pedal! Flashes: The release button in the selector lever is not engaged.
	Stop! Brake fluid level too low or brake system malfunction.		One or more driving lights burned out. Cornering light malfunction. Adaptive Front Lighting System (AFS) malfunction.	<b>CRUISE</b>	Cruise control is regulating vehicle speed.
<b>BRAKE</b>	Stop! Brake fluid level too low or brake system malfunction.		Not enough windshield washer fluid.		High beams switched on or headlight flashers in use.
	Stop! Engine coolant level too low, engine coolant temperature too high, or engine coolant system malfunction.		Lights up: Engine control malfunction. Flashes: Misfire.		Service reminder display.
	Stop! Engine oil pressure too low.	<b>EPC</b>	Engine control malfunction.		Flashes, alternating with the selector lever indicator: Automatic transmission malfunction.
	Stop! Lights up: Steering system malfunction. Flashes: Electronic steering column lock malfunction.		Problem with the steering.		Mobile phone is connected via Bluetooth to the factory-installed mobile phone package.
	Driver and/or passenger safety belts not buckled.		Lights up: Tire pressure too low. Flashes: Tire Pressure Monitoring System (TPMS) malfunction.		Charge level of the mobile phone battery. Applies only to models with a factory-installed mobile phone package.
	Alternator malfunction.		Fuel tank almost empty.		Icy road warning. Outside temperature colder than +39 °F (+4 °C)
<b>BRAKE WEAR</b>	Brake pads worn.		Fuel filler cap not properly closed.		
	Lights up: ESC malfunction or ESC switched off by the system. Flashes: ESC or ASR is working.		Lights up: Engine oil level too low. Flashes: Engine oil system malfunction.		
	ASR manually deactivated.		Airbag and safety belt pretensioner system malfunction.		
	ABS malfunction.	<b>OFF</b> 	Passenger front airbag turned off (PASSENGER AIR BAG OFF  light).		
<b>ABS</b>	ABS malfunction.		Turn signals, left or right. Emergency flashers switched on.		
			Daytime running lights (DRL) on.		