



**2021 Passat**  
Quick-Start Guide





The information within this guide must be used in conjunction with the information in the Volkswagen Owner's Manual. You should refer to your vehicle's Owner's Manual, and Infotainment System Booklet for all information, warnings, and feature limitations. Always pay careful attention to the road and do not drive while distracted. Some Infotainment features can only be accessed and operated when the vehicle is standing still.

#### 1. Driver Information Display

When the ignition is switched on, you can display trip computer information and control a variety of vehicle functions using the multi-function steering wheel.

#### 2. Climatronic Climate Control

Your vehicle is equipped with either an Automatic Climate Control system or a Manual Climate Control system.

#### 3. Infotainment

Hard keys and touchscreen buttons control the various Infotainment functions, including radio, media selections, phone operation, vehicle functions and the optional Navigation system.

#### 4. Remote Start (not shown)

If equipped, the engine can be started from outside the vehicle with the **Remote Start** button, allowing the HVAC system to heat or cool the interior. On your key fob, press the **Lock** button , then the **Remote Start** button  (x2) twice. Pressing three times will cancel the operation.

#### 5. Tire Pressure Monitoring System (TPMS)

After inflating tires to the correct pressure, turn the ignition on and press the SET button inside the glove box for at least two seconds to reset the TPMS.

#### 6. USB Port

The USB port in the center console marked with  will transfer data and charge your device.

#### 7. Steering Wheel Left Side Controls

Buttons for operating the Cruise Control system and increasing or decreasing volume settings for radio, Navigation system notifications or phone calls.

#### 8. Steering Wheel Right Side Controls

 **Voice Control Button:** Activates the Voice Recognition system. Short press to activate Volkswagen Voice Control, long press to activate third party voice control with a compatible connected smartphone.

 **Phone Button:** Displays the Phone's main menu or can be used to accept or end phone calls.

**OK Button:** Used to select settings for features in the instrument cluster display.

 **Horizontal Menu Buttons:** Used to navigate through the instrument cluster main menus.

 **Vertical Arrow Buttons:** Push to navigate inside a specific menu.

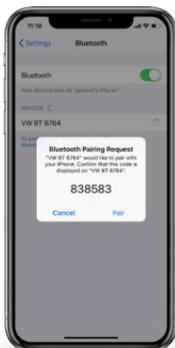
 **Horizontal Arrow Buttons:** Push to change radio stations, scroll through radio presets or select the next or previous media track.

# Introduction to Your Passat

## Pairing a Compatible Phone

1. Be sure to check your phone's compatibility at [www.knowyourvw.com/bluetooth/](http://www.knowyourvw.com/bluetooth/).
2. With ignition on and vehicle in Park, turn the Infotainment system on. Your vehicle's Bluetooth system will then be in "discovery" mode.
3. From the Bluetooth menu on your phone, search for new devices and select VW BT XXXX (last four digits of VIN).
4. A connection request will appear on the Infotainment display.
5. Make sure the same PIN is displayed on the touchscreen and press **Yes** on the touchscreen, then press **Pair** on your phone.

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



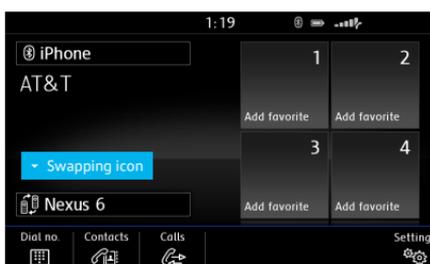
## Primary and Secondary Phone Functionality

Two active phones can be connected simultaneously. Follow steps 1-5 above.

Both devices can receive incoming calls. However, only the primary phone's contact list will be available through the Infotainment system.

To switch between phones, press the Swapping icon  on the Infotainment touchscreen.

Note: This feature is not available when the phone is connected to Apple CarPlay® and Android Auto™.



 Watch the Phone Pairing video.

## Bluetooth® Audio Streaming

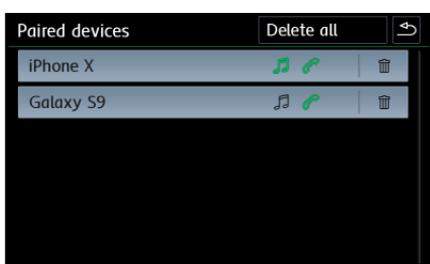
1. First, pair your compatible Bluetooth-equipped phone or audio player. Refer to Pairing a Compatible Phone steps 1-5 above.
2. Press the **MEDIA** Infotainment button.
3. Tap **Source** on the touchscreen and select **BT audio**.
4. To browse through your music, select **Play**, **Pause**, **Previous** or **Next** on the touchscreen.

Note: Browsing capability is available only with an iPhone® Bluetooth connection.

To stream music from a secondary paired device:

1. Press **MEDIA**.
2. Choose **BT audio** as the source and then select the secondary device.

 Watch the Bluetooth Audio Streaming video.



## App-Connect

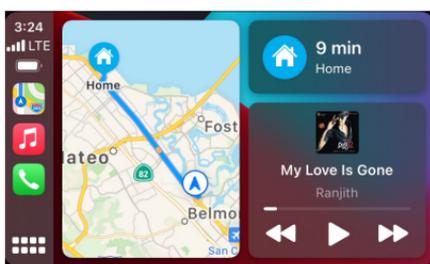
Volkswagen App-Connect makes your Volkswagen more like a personal assistant. To start App-Connect, plug your compatible smartphone into your VW's USB port and watch as select apps appear on the touchscreen display of your Volkswagen! Now you can experience your favorite smartphone apps with layouts and interactions specifically meant to be used in your vehicle.

## Apple CarPlay®

Apple CarPlay is a smart way to use your iPhone®. With the updated user interface that helps you control tunes, directions and Siri® suggestions, a calendar app that lets you view and manage your day, and maps that reveal more of what's around you, getting there just got a whole lot easier—and a lot more fun.\*

1. Ensure you are running the latest iOS on your device.
2. Unlock your iPhone and plug it into the USB port using a certified lightning cable.
3. A message will appear on the Infotainment touchscreen stating that a new device has been detected. It will then ask, "Do you want to connect with Apple CarPlay?" Select **Connect**.
4. Select **Allow** on iPhone to enable Apple CarPlay to access your iPhone while your phone is locked.

\*Always pay careful attention to the road, and do not drive while distracted. Not all features are available on all operating systems. Standard text and data usage rates apply. App-Connect features require a compatible device, operating system and mobile apps. See mobile device and app providers for terms and privacy.  
Note: You will have to have had an unlocked iPhone within the past hour in order to use Apple CarPlay. When you are connected using Apple CarPlay, your iPhone can no longer be used as a source in MEDIA or as a Bluetooth device. Apple CarPlay is compatible with iPhone 5 or higher running iOS 7.1 or later. Further information can be found at [support.apple.com](http://support.apple.com) and [siriuserguide.com](http://siriuserguide.com). Apple CarPlay is a trademark of Apple Inc.

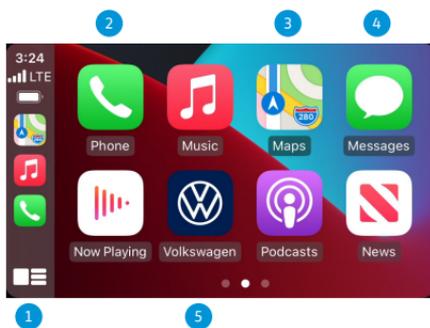


## Features

Apple CarPlay features Siri voice control. Siri must be enabled on the device to use Apple CarPlay. There are two ways to activate Siri:

- Press and hold the **Voice Control** button  on the multi-function steering wheel until you hear the tone, which activates Siri.
- Press and hold **Home** on the touchscreen to activate Siri.

1. **Home** features include:
  - Return to the Apple CarPlay home screen or to the CarPlay Dashboard.
  - Long press to activate Siri.
2. **Phone**: Siri can help you make calls, return missed calls and listen to voicemail.
3. **Maps**: Opens Apple Maps for turn-by-turn directions, traffic conditions, immersive 3D experiences and estimated travel time. Siri can also help with directions. Activate Siri and say "Navigate to" and your destination.
4. **Messages**: Siri can send, read and reply to your text messages for you.
5. Tapping the **Volkswagen Logo** icon simply takes you to the Volkswagen native user interface with all the features and functions of Apple CarPlay still active.
  - To charge iPhone only, disconnect from Apple CarPlay by pressing the **Volkswagen Logo** icon, then select **Disconnect** on the touchscreen. This will enable Bluetooth® functions while charging your iPhone.



[Click here](#) for further information on Apple CarPlay apps.

## Android Auto™

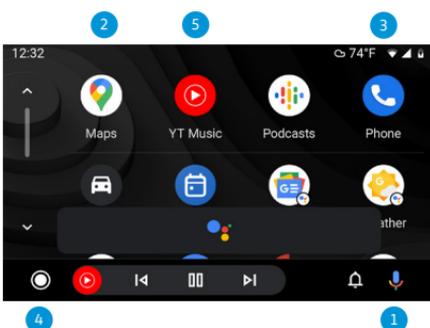
1. Ensure you are running the latest Android™ OS on your device and download Android Auto from the Google Play Store. An active Google account and an internet connection is required. If you're using Android 10 or higher, the app is already on your phone.
2. Plug your Android phone into the USB port using a certified USB Cable.
3. Press the **App** key on your touchscreen.
4. Select **Android Auto** on your touchscreen. Ensure phone is unlocked.
5. Select **OK** on your touchscreen for data transfer prompt.
6. Follow instructions on your device to continue setup.
7. Android Auto will appear on the Infotainment touchscreen once all the prompts have been accepted on the device.

Google, Android, Google Play and Android Auto are trademarks of Google LLC. [Click here](#) for further information. To use Android Auto on your car display, you'll need an Android phone running Android 6.0 or higher, an active data plan, and the Android Auto app.

## Features

1. **Microphone**: Google Assistant can be activated with a long press of the **Microphone** icon on the touchscreen or by using touchscreen commands that work with available apps. Google Assistant can also be activated with a long press of the **Voice Control** button  on the multi-function steering wheel or just by saying "Hey Google".
2. **Navigation**: 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**: Listen and reply to text messages, make calls or check your voicemail.
4. **Home Screen**: Takes you back to the home screen of Android Auto.
5. **Music and Audio**: Use your touchscreen to access to your favorite artists, songs and playlists. Android Auto lets you stream from apps such as Pandora, Spotify and iHeartRadio.

Tapping the Exit icon  simply takes you to the Volkswagen native user interface, then select **Disconnect** if you wish to completely disconnect Android Auto.



 Warnings: Visit [www.knowyourvw.com/bluetooth/](http://www.knowyourvw.com/bluetooth/) to view more detailed information and important safety warnings for **Bluetooth Pairing**.

 Warnings: See **App-Connect** in your Infotainment System Booklet for more detailed information and for important safety warnings.

## Bluetooth® & App-Connect

# Heating and Air Conditioning

- Press the **AUTO** button to reach a selected temperature automatically. The system will control fan speed and direction.
- Adjust the driver's temperature dial to your preferred setting.
- Press the **SYNC** button to synchronize the temperatures between the zones. If there is a large temperature difference between the two zones, it may hamper the system's ability to quickly cool the interior.
- In extreme heat, press the **MAX A/C** button. When a comfortable temperature has been reached, press the **AUTO** button.

 Watch the Automatic Climate Control video.

## Max Defrost/ Rear Defog <sup>1</sup>

1. Press the **Max Defrost** button. It is recommended to turn the temperature setting to HI for quickest defrost/defogging.
2. The A/C function comes on automatically and it is recommended to leave A/C on to dry the air.
3. When the windshield is clear, press the **AUTO** button.
4. Switch on outside mirror heating . Heats only at outside air temperatures below +68°F (+20°C).

Note: In the event of significant fogging, opening a window briefly can help.

 Watch the Climate Control / Defrost video.

## SYNC <sup>2</sup>

The driver's settings will be applied to the passenger climate zones.

1. Select your preferred temperature with the left temperature dial.
2. Adjust the fan speed and vents if necessary.
3. A light on the button will illuminate when active.

## Air Distribution <sup>3</sup>

The **Air Distribution** button directs air to either the floor, panel or defrost vents or a combination of vents.

## Seat Heating <sup>4</sup>

To warm up quickly, press the  button for seat heating.

## AUTO <sup>5</sup>

When **AUTO** is activated, the control knob will illuminate and the system will control fan speed and airflow direction to achieve the set temperature.

1. Adjust the driver's side dial to the desired temperature.
2. Press the **AUTO** button.

## Fan Speed <sup>6</sup>

Adjust fan speed by turning the dial clockwise to increase, counterclockwise to decrease.



 Warnings: See **Climate Control** in your Owner's Manual for more detailed information and for important safety warnings.

# Climatronic Climate Control

# Enter a Destination on Your Touchscreen

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

Note: Navigation is available on select trims. When entering an address for another state, use only the two character abbreviation for the state. Entering a destination on the touchscreen or changing any settings can only be done when the vehicle is stationary. The navigation SD card must be in one of the Media Box SD card slots.

 Watch the Navigation Manual Destination video.

## Additional Settings

If you wish to include alternative routes and make additional navigation customizations, select route options prior to entering a destination. While in the navigation function, select **Settings** on your touchscreen > **Route options** > enable **Suggest 3 alternative routes**.

Here you can:

- Include up to three alternative routes.
- Use Dynamic route guidance using SiriusXM® Traffic.
- Avoid certain road types and more.

## Cancel Active Route Guidance

1. Select **Route** on the touchscreen.
2. Select **Stop route guidance** option on the touchscreen.

## Points of Interest

1. Press NAV button, then press **POIs** on the touchscreen to choose the most common POI types for your travels.
2. Select **Start** to begin route guidance.

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

 Watch the Navigation Point of Interest video.

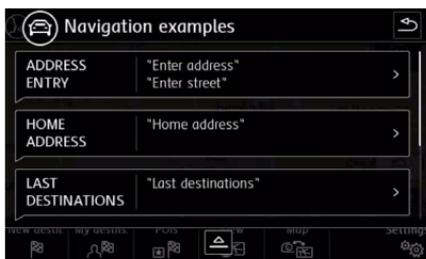
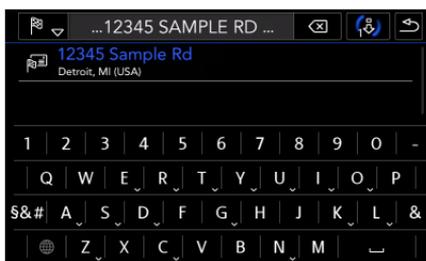
## Destination Entry with Voice Recognition

1. Short press the **Voice Control** button  on the multi-function steering wheel. A beep will sound.
2. Say, "Enter address."
3. After the beep, speak the address. For example: "Two zero two four Main Street, Los Angeles." Speak in single digits.
4. The system will repeat the address for confirmation and ask if you would like to start route guidance. After the beep, say, "Yes" and route guidance will begin.

Note: If you would like to change the state say, "Enter state again," and say your current state, then follow instructions.

## Cancel an Active Route with Voice Recognition

1. Short press the **Voice Control** button  on the multi-function steering wheel. A beep will sound.
2. Say, "Cancel destination."



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[knowyourvw.com](http://knowyourvw.com)

 **Warnings:** See **Navigation** in your Infotainment System Booklet for more detailed information and for important safety warnings. Navigation is an optional feature.

# Navigation

# Activate Cruise Control

Locate the Cruise Control buttons on the left side of the multi-function steering wheel.

- Press the  button to activate Cruise Control.
- A speedometer icon  will appear in the instrument cluster display.

 Watch the Cruise Control video.



## Set Cruising Speed

1. When you get to your cruising speed, press the **SET** button on the multi-function steering wheel.
2. A green cruise indicator light  will appear in the instrument cluster display.
3. To increase the speed by 1 mph increments, press the **+** button.
4. To decrease the speed by 1 mph increments, press the **-** button.

## Cancel, Resume and Off

1. To cancel the cruise speed, press the brake pedal or press the **CNL** button on the multi-function steering wheel. The green cruise indicator light  will go off.
2. To resume your speed, press the **RES** button on the multi-function steering wheel.
3. To turn off the cruise control, press the  button twice.

## Adaptive Cruise Control

Adaptive Cruise Control (ACC) maintains a set speed within the range of 16mph and 95mph, and will decelerate to maintain a set distance from vehicles in front. ACC may also automatically apply braking when necessary. When vehicles ahead clear, ACC resumes the set speed.

You can set the speed-dependent distance from the vehicle ahead to one of five levels.

- When the  button is pressed to activate ACC distance level setting, the  indicator light illuminates in the instrument cluster.
- To change the ACC distance interval, press the  button to cycle through the distance intervals. When the greatest interval is reached, the distance returns to the shortest interval when the button is pressed again.

Note: This feature is not a substitute for attentive driving. Adaptive Cruise Control only works when driving above 16mph. See the Owner's Manual for further details and important limitations. Adaptive Cruise Control is available only on select trim lines.

 Watch the Adaptive Cruise Control video.

## Driver Assistance Systems

If your vehicle is equipped with Driver Assistance features, you can activate/deactivate the system.

1. Press the **Driver Assistance System** button  on the end of the turn signal stalk or press the **Horizontal Menu** buttons  on the multi-function steering wheel until you access the Assistance menu in the instrument cluster display.
2. Use the **Vertical Arrow** buttons  on the multi-function steering wheel to select the Driver Assist system you wish to modify.
3. A check mark indicates the system is active.

You can modify some Driver Assist functions further using the multi-function steering wheel and instrument cluster display.

1. Press the **Horizontal Menu** buttons  on the multi-function steering wheel until you reach the Settings menu.
2. Use the **Vertical Arrow** buttons  to access the Assistance menu.
3. When Front Assist is selected, you can activate/deactivate the system, along with distance warning and advance warning level.

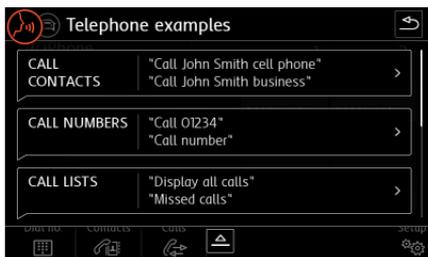
 **Warnings:** See [Driver Assistance Systems](#) in your Owner's Manual for more detailed information and for important safety warnings.

# Driver Assistance Features

# Call by Name via Native Bluetooth

1. Short press the **Voice Control** button  on the multi-function steering wheel.
2. After the chime say, "Call," followed by the name of the person you want to call. For example, "Call John Smith."
3. The system will ask, "Do you want to call John Smith?" You then reply "Yes." If the contact has multiple numbers, select or say the desired line number on the screen when prompted. Once selected, the system will then say, "Contact is being dialed."

Note: If connected to App-Connect, Apple Carplay, press and hold the Voice Recognition button to activate Apple Siri > then say, "Call Mike Brown."



## Voice Recognition Tips

- The contact must be said exactly as it is stored in your phone's contact list.
- If multiple numbers are stored per contact, you may use the shortcut, "Call John Smith work," or the system may ask you to choose work, mobile, home, etc.

 Watch the Voice Recognition video.

## Volume Settings

To adjust the volume of the Bluetooth system while on a call, press the **Volume Up** or **Volume Down** switch  on the left side of the multi-function steering wheel.

## Answer an Incoming Call

The Bluetooth system will interrupt your car stereo with a ringtone. Press the **Phone** button  on the multi-function steering wheel or the green **Phone** icon  on the Infotainment screen to answer the call.

## Switch to Private Mode

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

1. Use the **Horizontal Menu** buttons  on the multi-function steering wheel to access the Phone menu in the instrument cluster display.
2. Press the **Vertical Arrow** buttons  until "Private" appears in the display.
3. To select, press the **OK** button on the multi-function steering wheel.



## Help

1. From the Phone menu, press the **Voice Control** button  on the multi-function steering wheel and a selection of possible voice commands will appear on the Infotainment touchscreen.
2. Say "Help" and then follow the prompts.

## End a Call

- On the multi-function steering wheel, press the **Phone** button  to end the call.
- Press the red **Phone** icon  on the touchscreen while in the **Phone** menu function.
- Press the **Vertical Arrow** buttons  on the multi-function steering wheel until "End" appears on the Infotainment touchscreen. Press the **OK** button on the multi-function steering wheel.

## Cancel Active Voice Recognition

Double press the **Voice Control** button  on the multi-function steering wheel.

 **Warnings:** See [Voice Control](#) in your Owner's Manual for more detailed information and for important safety warnings.

# Voice Recognition

# Keyless Access

## Unlock

1. Make sure you have your key fob with you.
2. Slide hand behind driver or front passenger door handles and wait for the door to unlock. Avoid touching the indent on the front of the handle or the door will remain locked.
3. By touching the unlocking sensor twice in a row, the entire vehicle will unlock.
4. Pull the handle to open door.



## Lock

1. Make sure you have your key fob with you.
2. Touch your thumb to the lock depression on the handle.

## Customize which Doors to Unlock with Keyless Access

1. Make sure the vehicle is parked. The vehicle will not allow you to customize Keyless Access while driving.
2. Using the horizontal steering wheel buttons , select **Settings** from the Instrument cluster.
3. Select **Convenience**.
4. Select **Central Locking**.
5. Select **Unlock doors** and select which doors to lock or unlock with keyless entry.
  - "All doors" unlocks all doors.
  - "Single door" unlocks only the driver's door.
  - "Vehicle side" unlocks the door(s) on the side of the vehicle where the key is.



 Watch the Keyless Access video.

# Setting the Clock

## To Set the Time in Your Vehicle

The clock can be set using the  button in the Instrument cluster.

1. With the ignition on and vehicle in Park, press the  button to highlight the hour or the minutes in the clock display.
2. To advance the clock, push the  button. Press and hold  button to fast forward.
3. Push the  button again to finish setting the clock.

 Watch the Setting the Clock video.



 Warnings: See [Time and Keyless Access](#) in your Infotainment System Booklet for more detailed information and for important safety warnings.

# Keyless Access & Time

## Warning and Indicator Lights

For additional information on indicator lights, refer to your vehicle's Owner's Manual.

	Central warning light: Read and follow the text message in the instrument cluster display.		Lights up: ESC malfunction or ESC switched off by the system. Flashes: ESC or ASR is working.		Passenger front airbag turned OFF.		When displayed in white, ACC is active. Vehicle detected ahead. When displayed in grey ACC is not active. Vehicle detected ahead. System switched on, doesn't regulate.
	Stop! Parking brake engaged.		Lights up: ESC malfunction or ESC switched off by the system. Flashes: ESC or ASR is working.		Passenger front airbag turned OFF.		Service reminder display.
<b>PARK</b>	Stop! Parking brake engaged.		ABS malfunction.		Blind Spot Monitor malfunction.		Ice road warning. Outside temperature colder than +39 °F (+4 °C).
	Stop! Brake fluid level too low or brake system malfunction.		ABS malfunction.		Lane Assist switched on.		Charge level of the mobile phone battery. Applies only to models with a factory-installed mobile phone package.
<b>BRAKE</b>	Stop! Brake fluid level too low or brake system malfunction.		One or more driving lights burned out. Cornering light malfunction.		Turn signals, left or right. Emergency flashers switched on.		
	Stop! Lights up: Engine coolant level too low, too high, coolant temperature too high, or engine coolant system malfunction. Flashes: Engine coolant system malfunction.		Not enough windshield washer fluid.		Fog lights switched on (indicator light on the headlight switch).		Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.
	Stop! Engine oil pressure too low.		Lights up or flashes: Engine control / monitoring system malfunction (engine Malfunction Indicator Light – MIL).		Daytime running lights (DRL) on.		<ul style="list-style-type: none"> <li>Never ignore warning lights or text WARNINGS.</li> </ul>
	Stop! At least one vehicle door is ajar or not closed properly.		Engine control malfunction.		Daytime running lights (DRL) on.		<ul style="list-style-type: none"> <li>Always stop the vehicle as soon as it is safe to do so.</li> </ul>
	Stop! Engine hood is open or not closed properly.		Lights up or flashes: Problem with the steering.		Lights up: Depress brake pedal! Flashes: The lock button in the selector is not engaged.		<ul style="list-style-type: none"> <li>Park the vehicle at a safe distance from moving traffic and where no part of the hot catalytic converter and exhaust system can come into contact with flammable materials under the vehicle, such as dry grass, brush, spilled fuel, etc.</li> </ul>
	Stop! Trunk lid is open or not closed properly.		Tire pressure too low or Tire Pressure Monitoring System (TPMS) malfunction.		Cruise control is regulating vehicle speed. Or Adaptive Cruise Control (ACC) switched on.		<ul style="list-style-type: none"> <li>A broken down vehicle presents a high accident risk for itself and others. Switch on emergency flashers and set up a warning triangle to warn oncoming traffic.</li> </ul>
	Stop! Lights up or flashes: Steering system malfunction.		Fuel tank almost empty.		Cruise control is regulating vehicle speed. Or Adaptive Cruise Control (ACC) switched on.		<ul style="list-style-type: none"> <li>Before opening the engine hood, always switch off the engine and let the engine cool down.</li> </ul>
	Driver and/or passenger safety belts not buckled.		Fuel tank almost empty.		Lane Assist switched on and ready.		<ul style="list-style-type: none"> <li>Always be very careful when working in the engine compartment, which is a potentially dangerous area in any motor vehicle and can cause serious personal injury.</li> </ul>
	Alternator malfunction.		Fuel filler cap not properly closed.		High beams switched on or headlight flashers in use.		
	DSG® transmission too hot.		Lights up: Engine oil level too low. Flashes: Engine oil system malfunction.		ACC is active. No vehicle has been detected ahead.		
<b>BRAKE WEAR</b>	Front brake pads worn.		Airbag and safety belt pretensioner system malfunction.		Cruise control malfunction.		
	Brake! Depress brake pedal. ACC driver intervention warning.						