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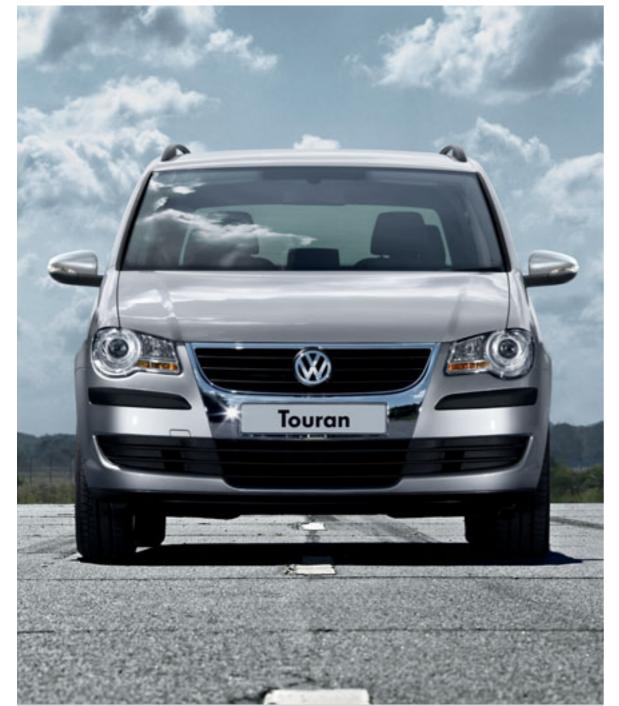
The Touran











Model shown is S with optional metallic paint.

Love at first sight.

Creating a car which combines flexibility and practicality with a striking and unmistakable design is no easy task, but take just one look at the Touran and you will fall in love. The design of its front catches the eye immediately and will make your heart beat just a little bit faster, while the dynamic design extends over its sleek bodylines to the rear tailgate with striking rear light clusters. With design features like these, it's hard not to admire its stylish beauty.



The unique BlueMotion
Technology badge signifying
economy and a drive towards
a cleaner environment.¶



The **matt chrome trimmed radiator grille surround** provides an elegant finish to the exterior of all Match models.



Stylish 'Misano' alloy wheels make a lasting impression with their contemporary elegance. Standard on S models.



The **anodised chrome finish roof rails with black inserts** accommodate the roof carrier system making them extremely practical as well as an exclusive design feature. Standard on Match models.



Elegant 'Perth' alloy wheels add a contemporary finishing touch to the exterior. Standard on Match models. Please note: BlueMotion Technology Match models are fitted with low rolling resistance tyres.

So many variations, the only limit is your imagination.

Whether you're planning a cosy in-car picnic or dropping into the supermarket for a major spend, the Touran's amazingly adaptable interior is ready for almost anything. The single seat system lets you fold the two seats in the third row flush into the floor of the luggage compartment. The three seats in the second row can fold down, move, slide, tip forward or be removed, either altogether or individually.

This means that you can adapt the standard seven seater into a five or two seater with the greatest of ease, should you need the extra space. Your Touran gives you up to 1,989 litres of luggage space, plus the versatility of arranging the seating to accommodate long or bulky items. In fact, with more than 500 seat variations, the only limit to what you can achieve is your imagination!















The single seats of the second row are fully adjustable, enabling you to adapt the space in whatever way you need. Interior shown is Match.

Images shown are to illustrate seating combinations only and may not necessarily reflect UK specification.



Practicality | Exterior | Interior | Safety | Models | Colours & Upholstery | Equipment | Engines | Technology | Service | Print | Exit



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Safety first.

The Touran is a vehicle designed to be practical and that practicality extends to its wide range of safety features. For a start, the front and second row of seats are equipped with no less than six airbags. These include driver's and front passenger's airbags, front seat side impact airbags and a curtain airbag system for front and second row occupants. In addition, all seven seats have three-point seat belts. For children, Volkswagen's innovative Isofix child seat mounting system is fitted on the outer seats of the second row, so children's seats with the Isofix system can be fitted securely to help provide maximum safety.

Then there are the safety features which constantly monitor driving conditions, helping you avoid hazardous situations in the first place. They include an Anti-lock Braking System (ABS) with Hydraulic Brake Assist (HBA) to prevent wheels from locking, and an Electronic Stabilisation Programme (ESP), capable of reacting within milliseconds to help restore the stability of the vehicle.

Safety and convenience are combined with the Park Assist system, a parallel parking guidance system that was made for the city. When considering a parking space, drive past the space at up to 19 mph, press the Park Assist button whilst indicating and ultrasonic sensors detect if the space is sufficient to park in, if so, it notifies you via the multifunction display. Stop, engage reverse gear and the assistant automatically steers you into the space. Parking sensors provide an acoustic warning should you get too close to the vehicle behind – all you have to do is use the clutch, brake and accelerator. Park Assist and parking sensors are standard on all Match and optional on all S models.

Finally, to aid you further, there is also an optical parking display via the vehicle's audio system in conjunction with parking sensors or Park Assist and parking sensors. The optical parking display feature is available with RCD 310, RCD 510 or RNS 310 touch-screen navigation/radio systems.



As well as aesthetic appeal, **front fog lights with static cornering function** provide added safety when driving in poor weather conditions.

Optional on all Match models.



Side airbags provide greater protection for the driver and front passenger, whilst the curtain airbag system protects the front and second row passengers.



When driving past a parking space at up to 19 mph, **Park Assist** with ultrasonic front and rear parking sensors, compares the space available, which can be as little as 1.1 m longer than the length of the Touran. If the space is suitable, the Park Assist parallel parking assistant automatically controls the steering as soon as you engage reverse gear. All you have to do is operate the accelerator, clutch and brake, while keeping a good lookout. Parking sensors also assist in less challenging parking manoeuvres by emitting both audible and visual signals, alerting the driver to any obstacles in the way: the closer you are to an obstacle the faster the sound frequency. Standard on all Match and optional on all S models. Electric glass sunroof and metallic/pearl effect paint are optional at extra cost.



Pedestrian protection: larger spaces between the bonnet and the engine, plus a new special foam padding under the front bumper help to protect pedestrians in the unlikely event of a collision.

Model shown is Match



The driver and front passenger benefit from **whiplash-optimised head restraints** which help lower the risk of whiplash injuries in the event of an accident.

Interior shown features optional 'Nappa' leather upholstery. Some parts of leather interior will contain artificial leather.



Parking sensors fitted in the rear bumper monitor the distance from your vehicle to an obstacle, helping you manoeuvre in and out of parking bays. Standard on all Match and optional on all S models.

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The Touran S and BlueMotion Technology S.

The Touran S is stylish, practical and versatile. It is packed with a range of impressive features all fitted as standard. On the outside, the chrome trimmed radiator grille surround, black roof rails and 15 inch 'Misano' alloy wheels with 195/65 R15 tyres create a look that's designed to be noticed.

Inside, the story continues. The Touran S features 'Media' upholstery and 'Microtec' decorative trim. It also contains a wealth of equipment; from electric front windows, a three-spoke steering wheel and speed sensitive power-assisted steering to a multifunction computer (Midline) to provide important information about your journey. On top of this, cruise control, semi-automatic air conditioning and an RCD 210 radio/MP3 compatible CD player with four front speakers all ensure every journey is an enjoyable one. With ABS, ESP, three-point seat belts fitted on all seats and no less than six airbags offering maximum protection, you couldn't ask for more attention to detail.

The Touran BlueMotion Technology S builds over the impressive list of equipment for the Touran S and can be distinguished by unique 'BlueMotion Technology' badging on the front grille and rear tailgate. But the real bonus of specifying a BlueMotion Technology S is its improved environmental credentials. With the placement of 15 inch steel wheels with 195/65 R15 low rolling resistance tyres and lowering the suspension by 15 mm, fuel figures are lowered to an impressive 52.3 mpg on the Combined fuel cycle*, and CO₂ emissions are lowered to only 144 g/km. Finally, the fitment of a multifunction computer (Highline) means you can keep an eye on useful statistics about your journey, including visual gear change recommendation for optimum fuel consumption.

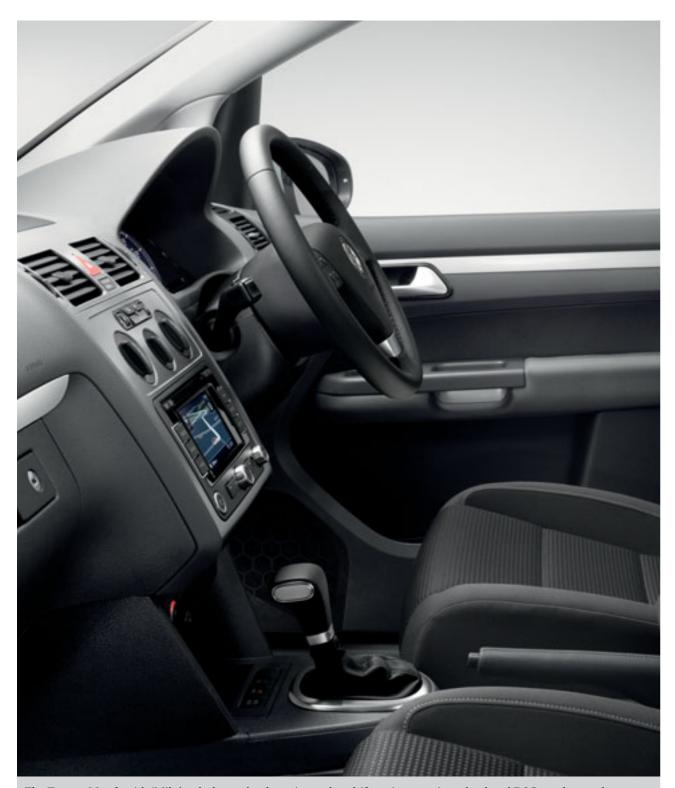
* Please see engines section for CO₂ emissions and fuel consumption figures.



Cruise control, fitted as standard on all Tourans, enables you to maintain your selected speed at the touch of a button, from 19 mph upwards.



High quality 'Media' upholstery with 'Microtec' decorative inserts and an ergonomically designed three-spoke steering wheel ensures an exceptional level of interior comfort.



The Touran Match with 'Milo' upholstery, leather trimmed multifunction steering wheel and DSG gearbox and optional Winter pack.



The RNS 310 touch-screen navigation/radio system features a 5 inch colour display for clear map navigation, guiding you to your destination using all but the last two digits of a UK postcode. The MP3 compatible CD player will play music CDs even when the navigation system is being used, while music can also be played via the SD card slot.

The Touran Match and BlueMotion Technology Match.

Those who are looking for a little more from their car are sure to be impressed by the specification and styling of the Touran Match. Its interior features and aesthetics are complemented perfectly by the unique sporty styling of the exterior. The eye-catching 16 inch 'Perth' alloy wheels complete an impressive exterior design which begins with a radiator grille surround finished in matt chrome. These are complemented by a pair of anodised chrome finish roof rails with black inserts, while darkened headlight lenses and rear light clusters and tinted rear windows finish the look.

Inside the package gets even more impressive. The seats are upholstered in comfortable and hard-wearing 'Milo' cloth, while a leather trimmed steering wheel, gear knob and handbrake grip offer superior comfort. Multifunction buttons on the steering wheel make driving much easier by offering fingertip control of the 'Highline' multifunction computer. The Match includes an RNS 310 touch-screen navigation/radio system, which has an intuitive 5 inch colour touch-screen, MP3 compatible CD player and eight speakers. It also has a built-in SD card reader, AUX-in socket and a Multi Device Interface (MDI) with USB and iPod connection cables for connection to an external multimedia source such as an iPod or compatible MP3 player. The MDI enables you to connect and charge a compatible device, while track selection is viewed and selected via the vehicle's audio system.

In addition to all the comfort and entertainment you'll find in the Touran Match, it also features a wealth of safety features to keep your car looking in showroom condition. Ultrasonic parking sensors are fitted at the front and rear to monitor your vehicle's distance from an obstacle. In addition an optical parking display extends the functions of the parking sensors by indicating your position via the display on your vehicle's audio system. Meanwhile, the innovative Park Assist system aids you to manoeuvre into a parallel parking space just 1.1 m longer than your Touran Match. The system steers the vehicle for you, while you control the accelerator, clutch and keep a proper look out. Finally, the hill hold function stops you from rolling backwards for approximately two seconds on inclines, while stuck in traffic or during a hill start.

The BlueMotion Technology Match enjoys all the features of the Match, but with the added bonus of improved environmental credentials, fuel figures are an impressive 52.3 mpg on the Combined fuel cycle*, and CO₂ emissions are lowered to only 144 g/km. The BlueMotion Technology Match can be distinguished by unique 'BlueMotion Technology' badging, low rolling resistance tyres and lowered suspension.



Paint.



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Upholstery.

Anthracite Anthracite 'Media' cloth 'Nappa' leather* ΑE Standard on S and BlueMotion Technology S Optional on Match and BlueMotion Technology Match Standard Optional Anthracite 'Milo' cloth * Leather upholstery is optional at extra cost. Some parts of leather interior will contain artificial leather. 39 Please note: Screen technology does not allow for exact reproduction of the upholstery colours. For further details, please contact your Volkswagen retailer. Standard on Match and BlueMotion Technology Match

Combinations.

Biscay Blue pearl effect (7Q) * Mountain Grey metallic (Z3) Deep Black pearl effect (2T) Reflex Silver metallic (8E) Wild Cherry metallic (2K) Slate Grey metallic (X9) * Silver Leaf metallic (7B) Upholstery Carpets Dashboard S, BlueMotion Technology S 'Media' cloth Anthracite (AE) Black Anthracite Match, BlueMotion Technology Match 'Milo' cloth Black Anthracite Anthracite (39) Match, BlueMotion Technology Match 0 'Nappa' leather *,† Black Anthracite Anthracite (YV)

• Standard.



^{*} Metallic and Pearl Effect paints and leather upholstery are optional at extra cost.

[†] Some parts of leather interior will contain artificial leather.

Optional at extra cost.

Optional equipment.



The 2Zone electronic climate control air conditioning with automatic air recirculation function, which is optional on all models, maintains a constant preset temperature and has two zones for the driver and front passenger. Heated front seats are part of the Winter pack which is optional on all models.



As well as aesthetic appeal, front fog lights with static cornering function provide added safety when driving in poor weather conditions. Optional on all Match models.



The RCD 310 radio/MP3 compatible CD player with eight speakers, AUX-in socket for external devices and front centre armrest will ensure maximum enjoyment on any journey. Optional on all S models.



The RCD 510 touch-screen radio/dash-mounted MP3 compatible six CD autochanger with eight speakers and AUX-in socket for connection to an external multimedia source (e.g. iPod and MP3 player) and front centre armrest will provide hours of uninterrupted music. Optional on all S models.



When transporting loose items, the optional luggage restraint/net partition helps protect passengers. Interior shown features optional 'Nappa' leather

The optional 'Nappa' leather upholstery features heated sports seats for the driver and front seat passenger. Optional on all Match models.

Some parts of leather interior will contain



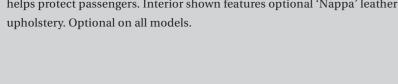
The Winter pack includes heated front seats, heated windscreen washer jets, a low screenwash level indicator and headlight washers. Optional on all models.

Also available, but not shown: Another option for your RCD 310 or RCD 510 is a DAB radio receiver, enabling you to listen to all the digital stations available in crystal digital sound.

Please note, DAB compatible radio cannot be specified in conjunction with RNS 310 navigation/radio system.



The RNS 310 touch-screen navigation/radio system features a 5 inch colour display for clear map navigation, guiding you to your destination using all but the last two digits of a UK postcode. The MP3 compatible CD player will play music CDs even when the navigation system is being used, while music can also be played via the SD card slot. Optional on all S and standard on all Match models.



Some parts of leather interior will contain artificial leather.

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The Convenience pack includes a coming/leaving home lighting function. The headlights and door mirror indicators illuminate at night-time helping you to find your way in the dark. The pack also includes a rain sensor that will switch on the wipers and an automatically dimming interior rear-view mirror to stop dazzle from following cars. Optional on all models.



The **electric glass sunroof** is extremely easy to use. Simply turn the automatic function to your desired setting. It also includes a sunblind for added comfort. Optional on all models.

Alloy wheels.



'Misano' 6½J x 15 alloy wheels with 195/65 R15 tyres. Standard on S models.



'Perth' 6½J x 16 alloy wheels with 205/55 R16 tyres. Standard on all Match models. BlueMotion Technology Match is fitted with 205/55 R16 low rolling resistance tyres as standard.



The Family pack includes handy storage pockets on the seat backrests to keep items tidy and close at hand. The pockets also feature anti-soiling protection which ensures that any mud or dirt from tiny feet can be quickly and easily removed. The child locks on the rear doors are also electrically activated/deactivated to provide even further peace of mind when carrying children. Optional on all Match models.



The parking sensors fitted in the rear bumper monitor the distance from your vehicle to an obstacle, helping you manoeuvre in and out of parking bays. When activated, an automatic reduction in audio levels of the radio/MP3 compatible CD player or optional navigation/radio system ensures an acoustic signal can be heard to warn you as obstacles becomes closer, while an optical parking display via the RCD 310, RCD 510 or RNS 310 helps to makes parking even easier. Optional on all S and standard on all Match models.



The Park Assist system helps you parallel park with the greatest of ease. A push of a button in the centre console is sufficient to activate the Park Assist system. While driving past a possible parking space with the appropriate indicator on at speeds up to 19 mph, ultrasonic sensors detect a suitable parking space and you will be informed via the multifunction display. As you select reverse gear, the parking guidance assistant automatically takes over the steering, you use the clutch, brake and accelerator to ease into the parking space with an audible warning to notify you of your distance to the vehicle behind. To aid you further, there is also an optical parking display via your RCD 310, RCD 510 or RNS 310 when you specify Park Assist and parking sensors. Optional on all S and standard on all Match models.



'Atlanta' 6½J x 16 alloy wheels with 205/55 R16 tyres. Optional on S models only.



TSI technology - combined supercharger and turbocharger in one unit.



Your instinct is for power, but your head tells you economy. And your conscience says environment. Luckily, we've got a solution. Thanks to Volkswagen's leading-edge engine technology, the Touran delivers impressively low fuel consumption without compromising performance.

TSI technology

TSI technology brings an exciting new engine design, unique to Volkswagen, that combines power and economy. This 'Twincharger' engine features a mechanically-driven supercharger and an exhaust-driven turbocharger, which in tandem effectively eliminate turbo lag. The belt-driven supercharger operates at low speeds, while the turbocharger activates as the engine speed increases. This results in an impressive drive and excellent performance throughout the engine's rev range with no turbo lag, continuous power and high maximum torque. Incorporated into the TSI engine is FSI technology, whereby fuel is injected directly into the combustion chamber under high pressure. The benefit of this technology is that it burns only the exact amount of fuel required, helping to reduce fuel consumption. The 1.4 litre TSI engine that powers the Touran produces 140 PS at 5,600 rpm, offering impressive performance and dynamic power whilst still returning an economical 39.2 mpg on the Combined fuel cycle* and a CO_2 emission of just 166 g/km.

TDI power

The Touran is available with a choice of four TDI engines, each utilising high pressure, direct diesel injection to achieve excellent torque while minimising fuel consumption and emission levels. There are two 1.9 litre TDI units, producing a healthy 90 PS, or a more impressive 105 PS. The 2.0 litre TDI produces a powerful 140 PS, delivers 320 Nm of torque at 1,750-2,500 rpm while still returning an impressive 47.1 mpg on the Combined fuel cycle*. Choose a BlueMotion Technology S or BlueMotion Technology Match model and the 1.9 litre 105 PS engine has a Diesel Particulate Filter fitted as standard to help further reduce emissions. Finally, the range-topping 2.0 litre TDI DPF 170 PS, which delivers phenomenal performance and comes complete with DPF and the Winter Driving Programme which prevents wheel skid on slippery surfaces through controlled acceleration and power transfer. Also included with the Winter Driving Programme is a hill hold function which will prevent your Touran from rolling back for approximately two seconds when pulling away or during a hill start, making every journey just that little bit easier.

Depending which engine you choose, you can select either a five or six speed manual gearbox, or the highly innovative DSG Direct Shift Gearbox in six or seven speed. (Winter Driving Programme and hill hold function are fitted as standard with DSG gearboxes and on the 2.0 litre TDI DPF 170 PS with manual gearbox.)

As part of Volkswagen's continued desire to satisfy European emissions legislation, the BlueMotion Technology 1.9 litre TDI 105 PS and 2.0 litre TDI 170 PS engines are fitted with a Diesel Particulate Filter (DPF) as standard. This is part of the exhaust system responsible for cleaning the exhaust gases before they enter the atmosphere. In addition to converting the harmful exhaust gases in the same way as a conventional catalytic converter, the DPF uses advanced technology to reduce the emission of black smoke and soot. It filters the exhaust gases and particles before they leave the vehicle exhaust system, resulting in a cleaner environment and less pollution entering the atmosphere.

Please note, driving conditions within inner-cities and the Channel Islands may not provide optimum conditions for the use of DPF technology. Therefore, it is advised that you consider this before ordering your vehicle with DPF.

^{*} Please see engines section for CO₂ emissions and fuel consumption figures.

S – 1.6 litre 102 PS. Technical specification.

		Manual	
Engine	Engine type	Four cylinder petrol	
j	Cubic capacity, ltrs/cc	1.6/1595	
	Max. output, PS ⁽⁰¹⁾ /kW	102/75	
	at rpm	5600	
	Max. torque, lbs.ft/Nm	109/148	
	at rpm	3800	
	Gearbox	Five speed manual	
Weights, kgs (02)	Unladen weight ⁽⁰³⁾	1502	
	Gross vehicle weight	2090	
	Payload (03)	663	
	Axle load limit: Front	1060	
	Rear	1090	
Trailer load	Braked 12% incline	1200	
limits, kgs ⁽⁰⁴⁾	Unbraked	750	
	Max. roof load	100	
Performance	Top speed (where the law permits), mph (km/h)	111 (179)	
	Acceleration, secs 0 - 62 mph	12.9	
	ABI insurance group, 1 - 20 (1-50)†	6 (10E)	
Environmental	Fuel grade, minimum	Unleaded, 95 RON (05)	
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	25.7/11.0	
	Extra-urban	43.5/6.5	
	Combined	34.9/8.1	
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	193	
	Emission class	EURO 4	
	Noise, dB	73.0	

Manual

- 01 The maximum power output figures are quoted in PS (or Pferdestärke, which is the metric equivalent of horsepower). To convert from metric to imperial horsepower, divide the PS figure by 1.0139.
- 02 Figures shown are for the seven seater.
- 03 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO_2 emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO_2 .

Match – 1.4 litre TSI 140 PS. Technical specification.

		Manda	Adjoinance 250
Engine	Engine type	Four cylinder petrol	Four cylinder petrol
	Cubic capacity, ltrs/cc	1.4/1390	1.4/1390
	Max. output, PS (01)/kW	140/103	140/103
	at rpm	5600	5600
	Max. torque, lbs.ft/Nm	162/220	162/220
	at rpm	1500-4000	1500-4000
	Gearbox	Six speed manual	Seven speed auto DSG
Weights, kgs (02)	Unladen weight ⁽⁰³⁾	1523	1542
	Gross vehicle weight	2130	2150
	Payload (03)	682	683
	Axle load limit: Front	1110	1110
	Rear	1080	1080
Trailer load	Braked 12% incline	1500	1500
limits, kgs ⁽⁰⁴⁾	Unbraked	750	750
	Max. roof load	100	100
Performance	Top speed (where the law permits), mph (km/h)	124 (200)	123 (198)
	Acceleration, secs 0 - 62 mph	9.8	9.7
	ABI insurance group, 1 - 20 (1-50) [†]	9 (16E)	9 (16E)
Environmental	Fuel grade, minimum	Unleaded, 95 RON (05)	Unleaded, 95 RON (05)
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	31.4/9.0	33.6/8.4
	Extra-urban	46.3/6.1	47.1/6.0
	Combined	39.2/7.2	40.9/6.9
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	166	159
	Emission class	EURO 5	EURO 5
	Noise, dB	72.0	69.0

Manual

Notes.

Automatic DSG

- 01 The maximum power output figures are quoted in PS (or Pferdestärke, which is the metric equivalent of horsepower). To convert from metric to imperial horsepower, divide the PS figure by 1.0139.
- 02 Figures shown are for the seven seater.
- O3 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO_2 emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO_2 .

[†] Please note, from December 2009 the insurance industry will switch from the current rating system of groups 1 - 20 to a new 1 - 50 insurance scale.

S – 1.9 litre TDI 90 PS. Technical specification.

Engine	Engine type	Four cylinder diesel	
	Cubic capacity, ltrs/cc	1.9/1896	
	Max. output, PS (01)/kW	90/66	
	at rpm	4000	
	Max. torque, lbs.ft/Nm	155/210	
	at rpm	1800-2500	
	Gearbox	Six speed manual	
NA/ · I . I (02)	11 1 1 1 (03)	1570	
Weights, kgs ⁽⁰²⁾	Unladen weight (03)	1573	
	Gross vehicle weight	2160	
	Payload (03)	662	
	Axle load limit: Front	1130	
	Rear	1090	
Trailer load	Braked 12% incline	1300	
limits, kgs ⁽⁰⁴⁾	Unbraked	750	
	Max. roof load	100	
Performance	Top speed (where the law permits), mph (km/h)	106 (171)	
	Acceleration, secs 0 - 62 mph	14.9	
	ABI insurance group, 1 - 20 (1-50)†	6 (11E)	
Environmental	Fuel grade, minimum	Diesel (06)	
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	37.7/7.5	
	Extra-urban	53.3/5.3	
	Combined	47.1/6.0	
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	157	
	Emission class	EURO 4	
	Noise, dB	73.0	

Manual

- 01 The maximum power output figures are quoted in PS (or Pferdestärke, which is the metric equivalent of horsepower). To convert from metric to imperial horsepower, divide the PS figure by 1.0139.
- 02 Figures shown are for the seven seater.
- O3 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO₂ emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO₂.

[†] Please note, from December 2009 the insurance industry will switch from the current rating system of groups 1 - 20 to a new 1 - 50 insurance scale.

S, Match – 1.9 litre TDI 105 PS. Technical specification.

		Manda	
Engine	Engine type Cubic capacity, ltrs/cc Max. output, PS (01)/kW at rpm Max. torque, lbs.ft/Nm at rpm	Four cylinder diesel 1.9/1896 105/77 4000 185/250 1900	
	Gearbox	Six speed manual	
Weights, kgs ⁽⁰²⁾	Unladen weight ⁽⁰³⁾ Gross vehicle weight Payload ⁽⁰³⁾ Axle load limit: Front Rear	1573 2160 662 1130 1090	
Trailer load limits, kgs ⁽⁰⁴⁾	Braked 12% incline Unbraked Max. roof load	1500 750 100	
Performance	Top speed (where the law permits), mph (km/h) Acceleration, secs 0 - 62 mph ABI insurance group, 1 - 20 (1-50)†	111 (179) 13.2 6 (12E), 6 (12E)	
Environmental information	Fuel grade, minimum Official fuel consumption, mpg/ltr per 100 km ⁽⁰⁷⁾ Urban	Diesel (06) 38.2/7.4	
	Extra-urban Combined	54.3/5.2 47.9/5.9	
	Official CO ₂ emission, g/km ⁽⁰⁸⁾ Emission class	156 EURO 4	
	Noise, dB	72.0	

Manual

- 01 The maximum power output figures are quoted in PS (or Pferdestärke, which is the metric equivalent of horsepower). To convert from metric to imperial horsepower, divide the PS figure by 1.0139.
- 02 Figures shown are for the seven seater.
- 03 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO₂ emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO₂.

[†] Please note, from December 2009 the insurance industry will switch from the current rating system of groups 1 - 20 to a new 1 - 50 insurance scale.

BlueMotion Technology S, BlueMotion Technology Match – 1.9 litre TDI DPF 105 PS.

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Technical specification.

Engine	Engine type	Four cylinder diesel	
	Cubic capacity, ltrs/cc	1.9/1896	
	Max. output, PS ⁽⁰¹⁾ /kW	105/77	
	at rpm	4000	
	Max. torque, lbs.ft/Nm	185/250	
	at rpm	1900	
	Gearbox	Six speed manual	
Weights, kgs (02)	Unladen weight ⁽⁰³⁾	1557	
	Gross vehicle weight	2140	
	Payload (03)	658	
	Axle load limit: Front	1110	
	Rear	1090	
Trailer load	Braked 12% incline	1200	
limits, kgs ⁽⁰⁴⁾	Unbraked	750	
	Max. roof load	100	
Performance	Top speed (where the law permits), mph (km/h)	113 (182)	
	Acceleration, secs 0 - 62 mph	13.0	
	ABI insurance group, 1 - 20 (1-50)†	6 (12E), 6 (13E)	
Environmental	Fuel grade, minimum	Diesel DPF (06)	
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	40.4/7.0	
	Extra-urban	60.1/4.7	
	Combined	52.3/5.4	
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	144	
	Emission class	EURO 4	
	Noise, dB	73.0	

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- 02 Figures shown are for the seven seater.
- 03 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO₂ emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO₂.

Match – 2.0 litre TDI 140 PS. Technical specification.

Engine	Engine type	Four cylinder diesel	Four cylinder diesel
	Cubic capacity, ltrs/cc	2.0/1968	2.0/1968
	Max. output, PS (01)/kW	140/103	140/103
	at rpm	4000	4000
	Max. torque, lbs.ft/Nm	236/320	236/320
	at rpm	1750-2500	1750-2500
	Gearbox	Six speed manual	Six speed auto DSG
Weights, kgs ⁽⁰²⁾	Unladen weight ⁽⁰³⁾	1633	1667
	Gross vehicle weight	2210	2240
	Payload (03)	652	648
	Axle load limit: Front	1160	1190
	Rear	1110	1110
Trailer load	Braked 12% incline	1500	1500
limits, kgs ⁽⁰⁴⁾	Unbraked	750	750
	Max. roof load	100	100
Performance	Top speed (where the law permits), mph (km/h)	124 (200)	123 (198)
	Acceleration, secs 0 - 62 mph	10.2	10.3
	ABI insurance group, 1 - 20 (1-50) [†]	9 (17E)	9 (17E)
Environmental	Fuel grade, minimum	Diesel (06)	Diesel (06)
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	37.2/7.6	34.0/8.3
	Extra-urban	54.3/5.2	52.3/5.4
	Combined	47.1/6.0	43.5/6.5
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	159	172
	Emission class	EURO 4	EURO 4
	Noise, dB	72.0	71.0

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Notes.

Automatic DSG

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- 03 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO₂ emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO₂.

[†] Please note, from December 2009 the insurance industry will switch from the current rating system of groups 1 - 20 to a new 1 - 50 insurance scale.

Match – 2.0 litre TDI DPF 170 PS. Technical specification.

		Manda	Adiditialic D30
Engine	Engine type	Four cylinder diesel	Four cylinder diesel
	Cubic capacity, ltrs/cc	2.0/1968	2.0/1968
	Max. output, PS (01)/kW	170/125	170/125
	at rpm	4200	4200
	Max. torque, lbs.ft/Nm	258/350	258/350
	at rpm	1750-2500	1750-2500
	Gearbox	Six speed manual	Six speed auto DSG
Weights, kgs (02)	Unladen weight ⁽⁰³⁾	1625	1660
	Gross vehicle weight	2210	2240
	Payload ⁽⁰³⁾	659	655
	Axle load limit: Front	1170	1200
	Rear	1100	1100
Trailer load	Braked 12% incline	1600	1600
limits, kgs ⁽⁰⁴⁾	Unbraked	750	750
	Max. roof load	100	100
Performance	Top speed (where the law permits), mph (km/h)	133 (214)	132 (212)
	Acceleration, secs 0 - 62 mph	9.0	9.1
	ABI insurance group, 1 - 20 (1-50) [†]	12 (21E)	12 (21E)
Environmental	Fuel grade, minimum	Diesel DPF (06)	Diesel DPF (06)
information	Official fuel consumption, mpg/ltr per 100 km (07)		
	Urban	33.2/8.5	32.5/8.7
	Extra-urban	50.4/5.6	48.7/5.8
	Combined	42.8/6.6	40.9/6.9
	Official CO ₂ emission, g/km ⁽⁰⁸⁾	174	182
	Emission class	EURO 4	EURO 4
	Noise, dB	75.0	69.0

Manual

Notes.

Automatic DSG

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- 03 Figures are calculated in accordance with manufacturer's criteria. Vehicle unladen weight ranges with 90% tank capacity without driver. The individual unladen weight depends on the specification of the vehicle, this then reduces the possible payload accordingly. The unladen weight and payload both include the fuel tank 90% full, driver (68 kg) and luggage (7 kg) in line with EU directive 95/48.
- 04 With increasing altitude the engine performance diminishes. From 1,000 m above sea level and for every 1,000 m thereafter 10% of the vehicle/trailer weight (trailer weight + gross vehicle weight) must be deducted.
- 05 Thanks to the knock control, unleaded four star (at least 95 RON) can be used instead of Super plus unleaded. In order to achieve maximum fuel consumption benefits on the TSI engine, Ultra Low Sulphur Petrol (ULSP) must be used.
- 06 The use of RME and FAME (bio diesel) is not possible.
- 07 Official fuel consumption according to EU Directive 99/94. The consumption calculation according to 1999/100/EC is based on the actual unladen weight of the vehicle. Additional specifications can lead to a higher weight class and hence to consumption figures of this higher weight class. The driving style, road and traffic conditions, environmental influences and vehicle condition can in practice lead to consumption figures, which may differ from those calculated with this standard.
- 08 The weight of a vehicle will influence the level of CO₂ emission it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO₂.

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The technology.

Engines

- Front transversely-mounted engine
- 1.6 litre/102 PS (01) (75 kW) petrol engine. Four cylinder in-line engine, aluminium cylinder head, two valves per cylinder with roller rocker valves, programmed ignition with cylinder-selective anti-knock control, four single spark ignition coils, Longlife spark plugs, exhaust gas recirculation, three-way front catalyst, lambda control
- 1.4 litre/140 PS (01) (103 kW) petrol engine. TSI engine with dual-charging, double injection catalytic converter heating, turbocharger with waste gate, additional mechanical supercharger, intercooler, maintenance-free timing chain, continuous inlet camshaft timing adjustment, grey cast iron cylinder block, steel crankshaft, duo-centric oil pump, dual-circuit cooling system, fuel system regulated according to requirements, high-pressure fuel pump with a delivery pressure of up to 150 bar, four valves per cylinder
- 1.9 litre/90 PS (01) (66 kW) diesel engine. Four cylinder in-line engine, cast iron cylinder block, two valves per cylinder, electronically controlled direct injection with pump injector unit ('Pumpe Düse'), oil cooler, intercooler, exhaust gas recirculation, turbocharger with variable turbine geometry, catalytic converter
- 1.9 litre/105 PS (01) (77 kW) diesel engine. Four cylinder in-line engine, cast iron cylinder block, two valves per cylinder, electronically controlled direct injection with pump injector unit ('Pumpe Düse'), oil cooler, intercooler, exhaust gas recirculation, turbocharger with variable turbine geometry, catalytic converter or catalytic coated diesel particulate filter (DPF)
- 2.0 litre/140 PS (01) (103 kW) diesel engine. Four cylinder in-line engine, cast iron cylinder block, four valves per cylinder (two valves per cylinder with DPF), electronically controlled direct injection with pump injector unit ('Pumpe Düse'), oil cooler, intercooler, exhaust gas recirculation, turbocharger with variable turbine geometry, catalytic converter
- 2.0 litre/170 PS (01) (125 kW) diesel engine. Four cylinder in-line engine, cast iron cylinder block, four valves per cylinder, electronically controlled direct injection with pump injector unit ('Pumpe Düse'), oil cooler, intercooler, exhaust gas recirculation, turbocharger with variable turbine geometry, catalytic coated diesel particulate filter (DPF)
- The maximum power output figures are quoted in PS (or Pferdestärke, which is the metric equivalent of horsepower). To convert from metric to imperial horsepower, divide the PS figure by 1.0139.

Dimensions.		S, Match	Technology S, BlueMotion Technology Match
Exterior dimensions	Length, mm	4407	4407
	Width – excluding door mirrors, mm	1794	1794
	Width – opened front/rear doors, mm	3590/3584	3590/3584
	Height, mm	1635	1620
	Height – opened bonnet/floor, mm	1871	1856
	Height – opened tailgate/floor, mm	2043	2028
	Wheelbase, mm	2678	2678
Interior dimensions	Effective headroom – front/with sunroof, mm	1020/984	1020/984
	Effective headroom – rear/with sunroof, mm	989/977	989/977
	Elbow width – front, mm	1458	1458
	Elbow width – rear, mm	1484	1484
	Legroom – front, mm	TBA - TBA	TBA - TBA

Transmission

- Front-wheel drive
- Five speed manual gearbox: 1.6 litre 102 PS
- Six speed manual gearbox: all models except 1.6 litre 102 PS
- Six speed automatic DSG gearbox: 2.0 litre TDI 140 PS, 2.0 litre TDI DPF 170 PS
- Seven speed automatic DSG gearbox: 1.4 litre TSI 140 PS

Steering

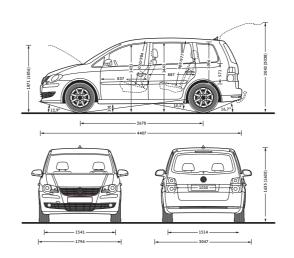
- Maintenance-free rack and pinion steering rack with speed related, electronically controlled servo assistance
- Height and reach adjustable and collapsible safety steering column

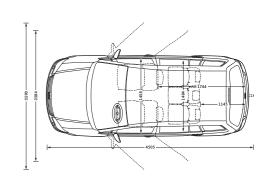
Running gear

- Front suspension uses coil springs with telescopic shock absorbers; all elements integrated in chassis legs
- Rear suspension with oil pressure shock absorbers and separate springs
- Wheel control: front through chassis legs and (lower) triangular wishbones (directionally stabilising steering roll radius), at rear through four link suspension with integrated anti-roll bar
- Front anti-roll bar

BlueMotion

 Electronic Stabilisation Programme (ESP) including Hydraulic Brake Assist (HBA), Electronic Differential Lock (EDL) and Traction Control (ASR)





() BlueMotion figures.



Volkswagen service for your peace of mind.

The Volkswagen Warranty.

Three-year Warranty.

All Volkswagen Tourans come with a three-year/60,000 miles warranty, which protects your car against the failure of most mechanical and electrical components due to manufacturing defects. This comprises a two-year manufacturer's warranty with unlimited mileage plus a further one-year/60,000 miles (whichever is soonest) Retailer Warranty. Should the mileage exceed 60,000 miles within the first two years, the manufacturer's two-year warranty will still be valid. If an additional warranty for subsequent years or higher mileage is desired, it may be purchased from an authorised Volkswagen retailer or repairer; however, this additional warranty must be purchased before the mileage reaches 60,000*. Full details of the three-year warranty are available from your authorised Volkswagen retailer or repairer.

* All warranty work must be completed by an authorised Volkswagen retailer or repairer.

Three-year Paint Warranty.

The paintwork of the Touran is covered against manufacturing defects for a period of three years. Naturally, the Touran must be cared for in compliance with the operating instructions which will be found in your vehicle handbook. Please consult your authorised Volkswagen retailer or repairer for full warranty details.

12-year Body Protection Warranty.

The internal body sections and panels of the Tourans are covered against rusting through from the inside for 12 years. Naturally, the Touran must be cared for in compliance with the operating instructions. Please consult your authorised Volkswagen retailer or repairer for full warranty details.

Approved Accessories.

A comprehensive range of accessories from alloy wheels to carpet mats is available to complement the factory-fitted option list.

Volkswagen Approved accessories purchased from and fitted by your authorised Volkswagen retailer at the point of vehicle sale will also benefit from the three-year vehicle warranty.

Extended Warranty.

You may purchase additional protection from your authorised Volkswagen retailer or repairer, or contact 0870 9000 115.

Service Intervals.

Volkswagen are pleased to offer you a choice on how your Touran is serviced. The appropriate selection is entirely dependent on how the car is likely to be driven and its general use. To help you identify which type of service would be most suitable, please refer to the following guide.

The Time and Distance Service is recommended for vehicles that will cover less than 10,000 miles in 12 months and if the vehicle is likely to be used in the following way:

- Predominantly urban driving, short journeys with frequent cold starts.
- Activities regularly producing high engine loading, e.g. frequent hill climbs, driving with vehicle fully loaded and towing.
- Uneconomical driving style using high rpms with heavy acceleration and heavy braking.

The service intervals for the Time and Distance Service are as follows:

- Oil change service
 Every 10,000 miles/1 year (whichever is soonest).
- Interval service
 Every 20,000 miles/2 years (whichever is soonest).
- Inspection service
 Every 40,000 miles/3 years (whichever is soonest).

The LongLife Service is recommended for vehicles with a daily mileage of more than 25 miles where the vehicle is driven regularly mainly on longer distance journeys. The vehicle is driven mainly at a constant speed with minimum vehicle and engine loading, minimal towing and driven in an economical manner.

With the LongLife Service the vehicle can cover anywhere between $10,000^{\dagger}$ and a maximum of $18,000^{\dagger}$ miles or 24 months (whichever is soonest) between oil changes. Inspection service is typically in the third year of ownership and thereafter every second year, for vehicles with an approximate annual mileage of 10,000 miles.

† Please note that mileages are approximate as the service indicator system uses kilometres as the distance measurement. Please consult your authorised Volkswagen retailer or repairer for advice and full details.

Volkswagen Finance[‡].

Volkswagen Finance specialises in providing funding solutions for Volkswagen drivers. Whether your Volkswagen is for private or business use, you can choose from a range of funding options.

- Solutions a personal contract plan
- · Hire purchase
- · Lease purchase
- Finance lease
- Contract hire

With all Volkswagen Finance products you can choose a fixed-cost maintenance plan to help you budget for your servicing and maintenance costs.

No matter what finance product you choose, your local Volkswagen retailer will be able to provide you with a personalised quote that could meet your budget and vehicle needs.

‡ Volkswagen Finance is a trading name of Volkswagen Financial Services (UK) Limited. An offer of finance depends on certain conditions. Available to people over 18 in the UK only.

Volkswagen Insurance±.

Competitive and comprehensive motor insurance designed especially for Volkswagen drivers. All new and Approved Used Volkswagens come with complimentary seven-day cover upon request – we'll e-mail a cover note straight to your retailer, enabling them to tax your car easily. This way, you can drive straight out of the showroom. Taking out annual cover is easy and it can start when the seven-day cover expires. For more information contact your local Volkswagen retailer or call

0800 051 3136.

± Volkswagen Insurance is underwritten and administered by Zurich Insurance plc. Volkswagen Insurance is a trading name of Volkswagen Insurance Service (Great Britain) Limited which is an appointed representative of Volkswagen Financial Services (UK) Limited. Zurich Insurance plc and Volkswagen Financial Services (UK) Limited are both authorised and regulated by the Financial Services Authority.

Volkswagen Roadside Assistance.

Every new car is registered for Volkswagen Roadside
Assistance for one year. This provides vehicle home and
roadside recovery in the unlikely event of a breakdown in
the UK and Europe (subject to conditions). Volkswagen
Roadside Assistance can also be purchased for subsequent
years. For full details, please contact your authorised
Volkswagen retailer or repairer.

Tax Free Sales.

For full details, please contact your authorised Volkswagen retailer.

CO₂ Emission.

Increased weight of a vehicle, including higher trim levels and the addition of options will have a detrimental influence on the level of fuel consumption and CO_2 emissions produced.

The $\rm CO_2$ and fuel consumption figures are obtained from tests on a representative vehicle of the type, conducted and approved in accordance with Council Directive 80/1268/EEC as amended by Directive 1999/100/EC (or later) on the approximation of the laws of the member states relating to the carbon dioxide emissions and the fuel consumption of motor vehicles.

Please Note:

Some illustrations in this brochure do not necessarily reflect UK specifications and may not be available. In particular, controls and some items of equipment are positioned differently for the UK.

The specifications contained in this brochure are for information purposes only and are subject to change. If you require any specific feature, you must consult your authorised Volkswagen retailer who is regularly updated with any change in specification. Please check model availability and full specification details with your authorised Volkswagen retailer prior to ordering.

Note: We would like to advise you that telephone calls to Volkswagen Customer Care may be monitored and recorded as part of our training and quality assurance processes. All our monitoring and recording processes meet Oftel regulations.