

# The Touran



Volkswagen



# The Touran. The family car that ticks all the boxes.

Versatile, spacious and packed with features, the Touran is the family MPV that ticks every box. The latest engine technology, driver assistance systems and over 50 innovations make driving easier and more enjoyable than ever. Large windows and a panoramic sunroof enhance the sense of spaciousness, and the sloping roofline gives a confident, dynamic look. Despite its compact, sporty appearance, it's a true seven-seater, with ample head and legroom in every row, while the fold-down seating arrangement provides all the space for your family's activities.

**01 LED premium headlights** provide optimum road illumination by producing a light that is brighter than conventional halogen headlights. Also featured with this option is projection technology, LED daytime running lights and rear tail lights, and dynamic cornering lighting. Optional on SE models and above. Model shown features optional metallic paint.



01

Front cover model shown is Touran R-Line with optional LED premium headlights, panoramic sunroof and Pure White non-metallic paint. Panoramic sunroof is standard on SE Family and optional on all other models.



Model shown is Touran SEL with optional LED premium headlights and metallic paint.

# A virtual world and multimedia experience at your fingertips.

Thanks to Car-Net connectivity you can enjoy a whole range of online services while you travel, helping to make your journey easier, more comfortable and ultimately more informed. As well as enjoying up-to-the-minute information, you can also access many of your favourite apps from your smartphone, all conveniently displayed on the infotainment system's touch-screen display.



01

**01 Car-Net 'Security & Service'**<sup>1</sup> acts as your personal assistant supporting you in every driving situation and providing you with all the key information you need regarding your mobility. An integrated SIM-card provides continuous connectivity and interaction between the driver, vehicle and Volkswagen's call centre or server. In the event of an accident, should the driver activate the 'eCall' button or the airbags are deployed triggering the 'eCall' service, Volkswagen's Emergency Centre will be contacted directly. Key information such as the condition and location of the vehicle will be sent to emergency response units. In the event of minor incidents, the 'Automatic accident notification' can send location and vehicle details to the Volkswagen Emergency Centre should the driver wish. Additional data is also shared including details of 'Car breakdown', 'Vehicle health report' and 'Service schedule' ensuring your vehicle's information is always up to date – 10-year subscription included.

The service also allows vehicle information to be accessed via the Car-Net Portal or Car-Net app, via a laptop or smartphone, from the comfort of your home or even the office. Information such as 'Driving data', the status of 'Doors and lights', 'Area alert', 'Speed alert', remote control of 'Horn and hazard lights', 'Parking position' and 'Online anti-theft alarm' can be easily accessed and monitored – 3-year subscription included. Standard on R-Line.



02

**02 Car-Net 'App-Connect'**<sup>2,3</sup> combines the functionality of Apple 'CarPlay', Google 'Android Auto' and 'MirrorLink'<sup>TM</sup>, allowing you to mirror apps from your smartphone onto the infotainment touch-screen via USB connection. It cleverly allows display and operation of certified apps including audio and voice control, if supported by the app. Please note, usage of certified apps only while driving. Standard on SEL and R-Line and optional on all other models. Image shown features optional Discover Navigation Pro touch-screen navigation/DVD infotainment system.

**03 The Volkswagen Car-Net 'Cam-Connect'**<sup>3</sup> app, standard on SEL and R-Line and optional on all other models, literally gives you eyes in the back of your head. As an additional feature of Car-Net 'App-Connect', simply download the free app from the Volkswagen website and connect your GoPro<sup>®</sup> camera<sup>4</sup> (not supplied). Using 'MirrorLink'<sup>TM</sup>, one of the Car-Net 'App-Connect' functions, it will cleverly transmit images from the rear of the vehicle onto the infotainment system's touch-screen. This will allow you to keep a close eye on the rear seat's precious contents without having to look over your shoulder – be it fragile gifts, the dog or the most precious cargo – your family. Image shown features optional Discover Navigation Pro touch-screen navigation/DVD infotainment system. Car-Net 'Cam-Connect' functionality only operable in conjunction with a 'MirrorLink'<sup>TM</sup> compatible smartphone. Please note, image shown is for illustrative purpose only.

**04** A unique feature on the Touran is the **media box**. Located on the passenger's side of the dashboard, it gives you access to a high-tech world, neatly housing the single CD player and SD card connection. Standard on all models.

**Electronic voice amplification** (not shown) allows the driver to speak to those in the second and third row rear seats easily and clearly, without raising their voice. Standard on SE Family and optional on all other models as part of the Family pack.

**Volkswagen Media Control**<sup>5</sup> (not shown), available as an option or standard with the Discover Navigation or Discover Navigation Pro navigation infotainment systems, allows your smartphone or tablet to be turned into a remote control which is able to operate the infotainment system's functions from the rear seats. Standard on SE Family, SEL and R-Line and optional on all other models.



03

<sup>1</sup> Use of Car-Net 'Security & Service' is governed in a separate Contract concluded online with Volkswagen. The customer has 90 days after vehicle handover to register the vehicle at [www.volkswagen.com/car-net](http://www.volkswagen.com/car-net). This will enable the customer to use Services for the full period of validity. The Emergency Call Service is already activated when the vehicle is delivered, without registration being required. Availability of Car-Net Services may vary depending on the country in question. The services are available during the agreed contractual period and may be subject to amendments during the duration of the contract. To use the free Car-Net app you will need a smartphone with iOS or Android operating system and a SIM-card with a data option. You will also need an appropriate mobile phone contract already in place or separately arranged with your mobile phone provider. Depending on your mobile tariff, sending and receiving data online may incur additional charges (e.g. roaming charges), particularly if you are using Car-Net abroad. For more information on Car-Net Security & Service, go to [www.volkswagen.com/car-net](http://www.volkswagen.com/car-net) or contact your Volkswagen retailer. For information on your mobile tariff rates, please contact your mobile phone provider.

<sup>2</sup> Only operable in conjunction with compatible smartphones including iPhone 5 and above. Display and operation of certified apps including audio and voice control (if supported by the app). Usage of certified apps only while driving. Please see [www.volkswagen.co.uk](http://www.volkswagen.co.uk) to check smartphone compatibility.

<sup>3</sup> Included with optional Discover Navigation Pro touch-screen navigation/DVD infotainment system.

<sup>4</sup> The GoPro<sup>®</sup> camera is not included in the Touran and must be separately purchased by you. The described function is compatible with the following versions: GoPro<sup>®</sup> Hero camera (3, 3+ or 4). GoPro<sup>®</sup>, Hero, the GoPro<sup>®</sup> logo and the GoPro<sup>®</sup> Be a Hero logo are trademarks or registered trademarks of GoPro<sup>®</sup>.

<sup>5</sup> Only operable in conjunction with compatible tablets and smartphones including iPhone 5 and above. Please see [www.volkswagen.co.uk](http://www.volkswagen.co.uk) to check compatibility.



04

# The sky's the limit on every trip.

The panoramic sunroof adds a new dimension of fresh air and light to every trip. At 1.4m<sup>2</sup>, it offers a stunning view of the skies above from every seat, enabling occupants to count clouds and stargaze to their heart's content. Electrically operated, the panoramic sunroof is fitted with an integrated roller blind and wind deflector. Day or night, driving's never been more fun.



01

01-02 The climate control – 3Zone electronic air conditioning system allows the driver, front passenger and those seated in the 2nd row to set their own desired temperature, independently of one another. This advanced air conditioning system also features a 'gentle' climate option, making steamed-up windows a thing of the past, while the biogenic filter keeps out pollens and allergens, ensuring consistent air quality throughout the passenger compartment. Standard on SEL and R-Line and optional on all other models.



02

Panoramic sunroof is standard on SE Family and optional on all other models.



Interior shown is Touran SEL with optional panoramic sunroof, luggage restraint/net partition and metallic paint.



# Taking the family on the road has never been easier.

Everything about the Touran is designed to try and help make family life easier, more enjoyable and more fun. Whether you're taking a long trip, stuck in traffic or performing a tricky parking manoeuvre, a host of intelligent and innovative features provide high levels of comfort, convenience and occupant protection. For example, all five rear seats have Isofix child seat preparation, there are seven airbags and a range of assistance systems, depending on which trim level you choose, that include Adaptive Cruise Control (ACC), Front Assist with City emergency braking and Driver Alert system that help to provide peace of mind on every journey.

**01 Ambient lighting** in the front footwell and door trim inserts creates a warm welcome when getting in and out and can be adjusted to provide your preferred level of illumination. Standard on SEL and R-Line and optional on SE and SE Family models.

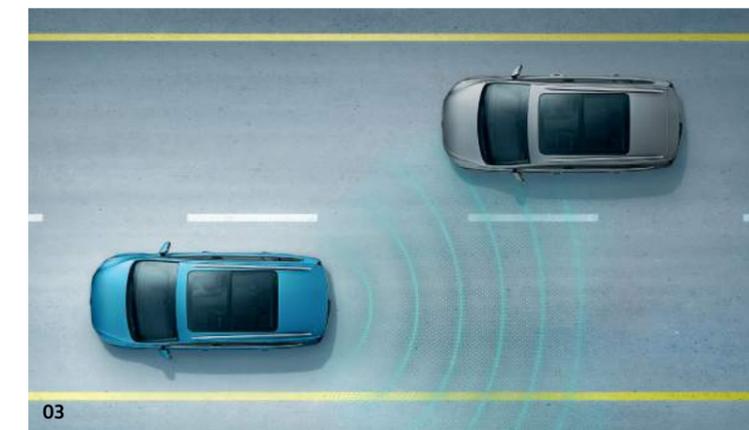
**02 The comprehensive airbag system** includes front seat side impact airbags, driver's and front passenger's airbags with passenger's airbag deactivation switch, curtain airbag system for front and 2nd row passengers, and a knee airbag for the driver. Standard on all models. Also available as an option for all models are side airbags for the 2nd row seats.

**03 Side scan and Lane Assist** help you change lanes confidently. A radar sensor controlled system warns you via lights in the door mirror housing if it detects road users in your blind spot while a camera controlled warning system alerts you if your car drifts out of its chosen lane. Optional on SE models and above, must be ordered in conjunction with Mirror pack on SE and SE Family models.

Images shown are for illustration purposes only and may not necessarily reflect UK specification. Models shown feature optional metallic paint.



02



03

01



**01** Thanks to the flexible **folding seat arrangement**, the Touran can be as versatile as you wish. Simply flick the catch on the top of the rear seats and they fold down to create a completely flat floor, increasing your boot space as required. With all seats upright there's a generous 137 litres of space. This increases to 1,857 litres when the second and third row seats are folded flat. If you need to carry longer items the load length is an impressive 1.89m, and with the front passenger seat folded flat, it offers even more load length of 2.7m. Model shown is Touran SEL DSG with optional Discover Navigation Pro touch-screen navigation/DVD infotainment system with integrated voice activation and metallic paint. Front passenger's seat folding backrest is standard on SE models and above.

Please see page 24 for full details of dimensions.



02

**02** The **cargo management system** offers even greater flexibility in the boot space. The adjustable, elastic luggage net can be used to keep items secure whilst driving and there is also a convenient removable luggage compartment light. Optional on all models. Model shown features optional metallic paint.

**03** **Hands free tailgate opening** opens the rear tailgate even when you don't have a free hand. Sensors recognise your key and a simple foot movement below the rear bumper is all it takes to unlock and open the tailgate automatically. Optional on SE models and above as part of the keyless entry option. Model shown features optional metallic paint.



03

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# Flexibility and family life go hand in hand.



Model shown is Touran R-Line with optional LED premium headlights and Pure White non-metallic paint.

# Stand out from the crowd. The R-Line.

Add a touch of luxury to family life with the dynamic R-Line. Eye-catching looks combine with the stylish interior to give a sporty feel, taking family motoring to a whole new level.



**01** Externally, the charismatic R-Line exudes confidence and style. The dynamic **'R-Line' styling pack** comprises uniquely shaped, body-coloured front and rear bumpers, body-coloured side skirts and a chrome-trimmed front air intake grille. Silver anodised roof rails enhance the bodylines, while stylish **18 inch 'Marseille' alloy wheels** complete the picture.

**02** Unique **'R-Line' badging** on the radiator grille and door sills add an extra touch of style, highlighting its athletic appeal. Image shown features optional LED premium headlights.

**03** Inside, the R-Line offers an exceptional level of specification. Front seats feature **'Race' upholstery centre sections** and **'San Remo' microfibre side bolsters**, ensuring comfortable support on every trip, and the exclusive 'R-Line' logo on the front seat backrest completes the look.

Models shown feature optional Pure White non-metallic paint.





**01** Door sill protectors feature unique 'R-Line' styling, emphasising the careful attention to detail that distinguishes the Touran R-Line.

Models shown feature optional Pure White non-metallic paint.

**02** The leather trimmed three-spoke multifunction steering wheel is finished with colour-coordinated grey stitching, aluminium inserts and the 'R-Line' logo, while stainless steel pedals, black rooflining and 'Black Lead Grey' look decorative inserts in the dash, centre console and front doors add elegance and excitement, creating a truly luxurious feel. Image shown features optional Discover Navigation Pro touch-screen navigation/DVD infotainment system.

**03** The rear bumper with diffuser look effect and chrome twin exhaust tailpipe emphasise the sporty style, while rear tinted glass from B-pillar backwards, approximately 65% tinted, gives the R-Line real road presence.



02



Model shown is Touran R-Line with optional Pure White non-metallic paint.

# Wheels.

**01** 6½J x 16" steel wheels with 205/60 R16 tyres and full size wheel trims. Standard on S models.

**02** 'Trondheim' 6½J x 16" alloy wheels with 205/60 R16 tyres and anti-theft wheel bolts. Standard on SE and SE Family and optional on S models.

**03** 'Stockholm' 6½J x 17" alloy wheels with 215/55 R17 mobility tyres and anti-theft wheel bolts. Standard on SEL and optional on SE and SE Family models.

**04** 'Marseille' 7J x 18" alloy wheels with 225/45 R18 mobility tyres and anti-theft wheel bolts. Standard on R-Line models.

**05** 'Brighton' 6½J x 16" alloy wheels with 205/60 R16 tyres and anti-theft wheel bolts. Optional on S models.

**06** 'Vallelunga' 6½J x 17" alloy wheels with 215/55 R17 mobility tyres and anti-theft wheel bolts. Optional on SE, SE Family and SEL models.

Please note, mobility tyres in lieu of tyre mobility kit.



01



02



03



05



06



04

Please note, the addition of larger optional wheels may result in a higher CO<sub>2</sub> emission figure and change in VED band, and subsequently an increase in the Manufacturer's Recommended 'On the road' Retail price. Please see [www.volkswagen.co.uk](http://www.volkswagen.co.uk) for full details.

Models shown features optional metallic paint.

# Accessories.

## Protection.



01

**01 Premium carpet mats – front and 2nd row seats**  
The Volkswagen Genuine textile floor mats made from durable, high-quality velour with Touran branding are a visual highlight that also helps to protect the car interior. The easy attachment using the 2-point fastening system ensures that the premium floor mats do not slip or turn. Four-piece set.

Part number: 5QC 061 270 WGK



02

**02 Rear sill cover – transparent**

Help protect your rear bumper from scratches and scuffs with this transparent film. It's subtle, practical and protects your paintwork when loading and unloading.

Part number: 5QA 061 197

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03

**03 Front mudflaps – set of two**

Prevent muck from messing up your vehicle's underbody, bumpers, sills and doors with Volkswagen mudflaps. They're long-lasting and durable, protecting your vehicle against excessive mud and reducing the chance of road chip damage.

Part number: 5TA 075 111



04

**04 Rear mudflaps – set of two**

Perfectly shaped to fit the rear, these durable, hard-wearing mudflaps offer protection against flying stones and other debris, with water spray being reduced quite substantially.

Part number: 5TA 075 101



**01 Upper partition grille**  
 Keep your best friend happily in the back with the partition grille, separating the luggage compartment from the rear passenger space. Made of a black powder-coated tubular frame with wire mesh, it's easily installed behind the rear seat.  
 Part number: 5QA 017 221

**02 Rear sill cover – transparent**  
 Help protect your rear bumper from scratches and scuffs with this transparent film. It's subtle, practical and protects your paintwork when loading and unloading.  
 Part number: 5QA 061 197

**03 Boot liner – 5-seater**  
 The luggage compartment liner is light, flexible and perfectly shaped to fit the contours of your vehicle. The edge provides adequate protection against moisture and dirt. Goods are effectively prevented from slipping. If the luggage compartment liner is not required, it can simply be rolled up so that it takes up less storage space.  
 Part number: 5QA 061 160

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 Models shown feature optional metallic paint.

## Travel and transport.



## Styling.



**01 Protective strip – chrome**  
 A dazzling finish, the chrome-look strip for the lower edge of the rear tailgate gives the vehicle a refined and elegant look and also serves as a sill protector.  
 Part number: 5QA 071 360

**02 Door sill trims – aluminium**  
 An eye-catcher when getting into your vehicle, the high-quality aluminium sill panel trims protect the entry areas of your vehicle and gives them an individual look. Each set consists of two sill panel trims with vehicle lettering for the front entry areas.  
 Part number: 5QA 071 303

**03 Rear sill cover – brushed stainless steel look**  
 Perfect protection with an elegant look, the brushed stainless steel effect loading sill protection fits your vehicle perfectly and protects the bumper against scratches when loading and unloading the luggage compartment, while also enhancing the vehicle's appearance.  
 Part number: 5QA 061 195



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 Models shown feature optional metallic paint.

## Paint.

- 01 'Pure White' Non-Metallic 0Q
- 02 'Urano Grey' Non-Metallic 5K
- 03 'Titanium Beige' Metallic 0N
- 04 'Reflex Silver' Metallic 8E
- 05 'Caribbean Blue' Metallic F9
- 06 'Atlantic Blue' Metallic H7
- 07 'White Silver' Metallic K8
- 08 'Indium Grey' Metallic X3
- 09 'Deep Black' Pearl Effect 2T

Standard  Optional

S | S SE | SE SEF | SE Family SEL | SEL RL | R-Line



01

S  SE  SEF  SEL  RL



02

S  SE  SEF  SEL  RL



03

S  SE  SEF  SEL



04

S  SE  SEF  SEL  RL



05

S  SE  SEF  SEL  RL



06

S  SE  SEF  SEL



07

S  SE  SEF  SEL  RL



08

S  SE  SEF  SEL  RL

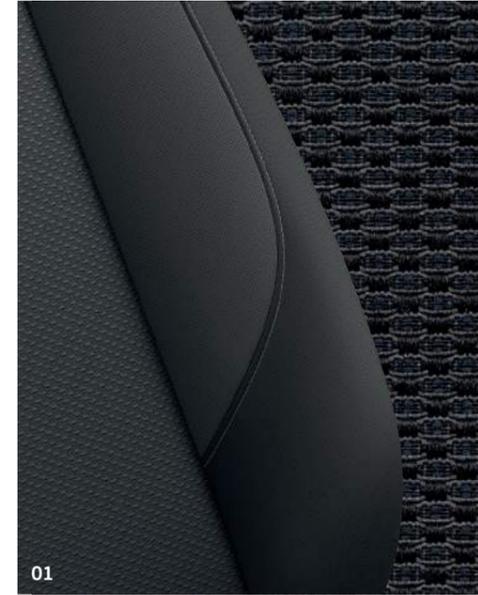


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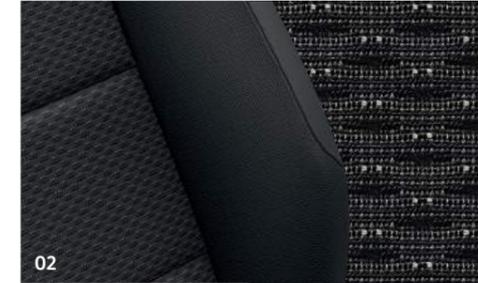
S  SE  SEF  SEL  RL

## Upholstery.

- 01 'Charlie' cloth  
Anthracite AB Standard on S models
- 02 'Lasano' cloth  
Titan Black BG Standard on SE and SE Family models
- 03 'Lasano' cloth  
Storm Grey/Palladium BH Standard on SE and SE Family models
- 04 'Art Velours' seat centre section and 'Microfibre' side bolsters  
Titan Black BG Standard on SEL models
- 05 'Art Velours' seat centre section and 'Microfibre' side bolsters  
Deep Mocha BJ Standard on SEL models
- 06 'Art Velours' seat centre section and 'Microfibre' side bolsters  
Storm Grey/Palladium BH Standard on SEL models
- 07 'Race' seat centre section and 'San Remo' microfibre side bolsters  
Magnet Grey/Anthracite OV Standard on R-Line models
- 08 'Vienna' leather\*  
Titan Black VE Optional on SE, SE Family, SEL and R-Line models
- 09 'Vienna' leather\*  
Storm Grey/Palladium VG Optional on SE, SE Family and SEL models



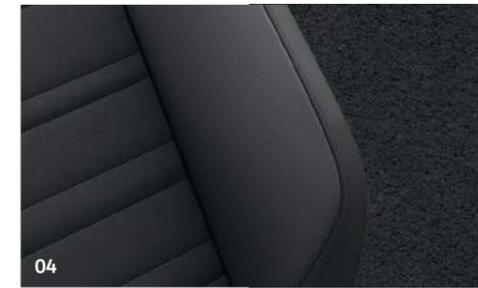
01



02



03



04



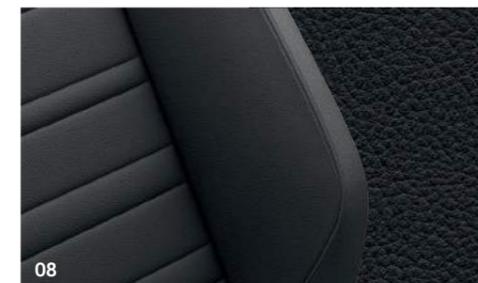
05



06



07



08



09

Please note: Colour range is reproduced for illustration purposes only. Actual on-car colours may vary from those shown, as screen technology does not allow exact reproduction of the paint colours. Models shown are Touran SEL with optional LED premium headlights.

Please note: Swatches reproduced for illustration purposes only. Actual upholstery colours may vary from those shown, as screen technology does not allow exact reproduction of the upholstery colours. \* Optional at extra cost. Some parts of leather interior will contain artificial leather.

# Combinations.



Interior shown is Touran SE Family with optional Discover Navigation Pro touch-screen navigation/DVD infotainment system with integrated voice activation, 3Zone electronic air conditioning, carpet mats, Driver Alert system and metallic paint.

	Carpet	Dashboard	Rooflining	Pure White OQ Non-Metallic*	Urano Grey 5K Non-Metallic	Titanium Beige ON Metallic*	Reflex Silver 8E Metallic*	Caribbean Blue F9 Metallic*	Atlantic Blue H7 Metallic*	White Silver K8 Metallic*	Indium Grey X3 Metallic*	Deep Black 2T Pearl Effect*
<b>'Charlie' cloth Standard on S models</b>												
Anthracite (AB)	Titan Black	Titan Black	Storm Grey	●	●	●	●	●	●	●	●	●
<b>'Lasano' cloth Standard on SE and SE Family models</b>												
Titan Black (BG)	Titan Black	Titan Black	Storm Grey	●	●	●	●	●	●	●	●	●
Storm Grey/Palladium (BH)	Titan Black	Palladium/Storm Grey	Storm Grey	●	●	●	●	●	●	●	●	●
<b>'Art Velours' seat centre section and 'Microfibre' side bolsters Standard on SEL models</b>												
Titan Black (BG)	Titan Black	Titan Black	Storm Grey	●	●	●	●	●	●	●	●	●
Deep Mocha (BJ)	Titan Black	Titan Black	Storm Grey	●	●	●	●	-	●	●	●	●
Storm Grey/Palladium (BH)	Titan Black	Palladium/Storm Grey	Storm Grey	●	●	●	●	●	●	●	●	●
<b>'Race' seat centre section and 'San Remo' microfibre side bolsters Standard on R-Line models</b>												
Magnet Grey/Anthracite (OV)	Titan Black	Titan Black	Black	●	●	-	●	●	-	●	●	●
<b>'Vienna' leather*† Optional on SE, SE Family and SEL models</b>												
Titan Black (VE)	Titan Black	Titan Black	Storm Grey	○	○	○	○	○	○	○	○	○
Storm Grey/Palladium (VG)	Titan Black	Palladium/Storm Grey	Storm Grey	○	○	○	○	○	○	○	○	○
<b>'Vienna' leather*† Optional on R-Line models</b>												
Titan Black (VE)	Titan Black	Titan Black	Black	○	○	-	○	○	-	○	○	○

\* Pure White non-metallic, metallic and pearl effect paints and leather upholstery are optional at extra cost.

† Some parts of leather interior will contain artificial leather.

● Standard. ○ Optional at extra cost. - Not available.

# Dimensions.

## Exterior dimensions

Length, mm	4527
Width – excl. door mirrors, mm	1829
Height – mm	1659
Height – opened tailgate/floor, mm	2035
Wheelbase, mm	2791
Turning circle, m	11.5

## Interior dimensions

Effective headroom – front, mm (with sunroof)	1064 (1021)
Effective headroom – 2nd row rear, mm (with sunroof)	979 (952)
Effective headroom – 3rd row rear, mm (with sunroof)	930 (930)
Interior width, front, mm	1490
Interior width – 2nd row rear, mm	1518
Interior width – 3rd row rear, mm	1269

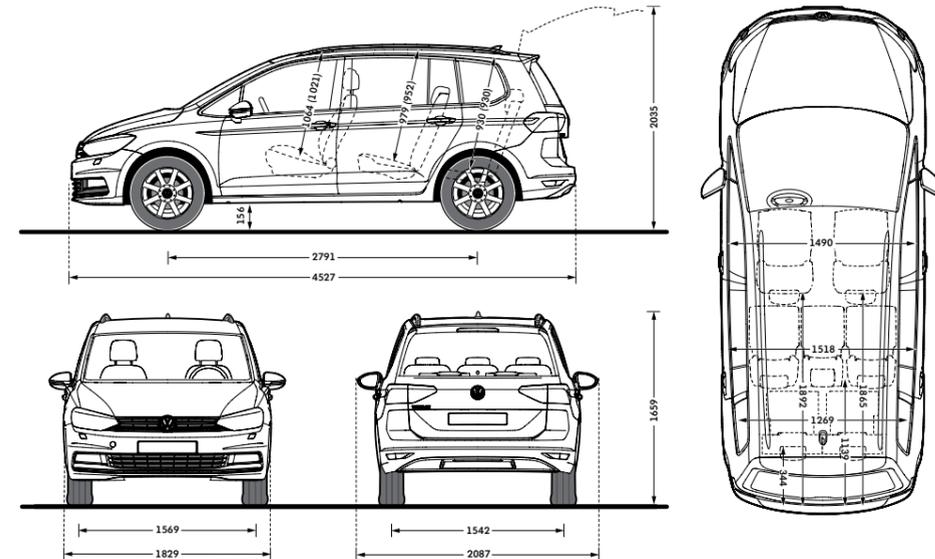
## Luggage dimensions

Length – seats up, mm	344
Length – seats down, mm	1892
Maximum width, mm	1048
Maximum height, mm	561
Floor to roof height, mm	932

## Maximum luggage capacity, litres – VDA measuring method using 200 x 100 x 50mm blocks

With rear seats upright	137
With rear seats folded	1857

Figures shown are for standard specification models. The addition of certain factory-fitted options and/or accessories may affect some of the dimensions shown.



On illustrations, where arrows and figures are shown inside of the vehicle, the measurements are for interior dimensions. Where arrows and figures are shown outside of the vehicle, the measurements are for exterior dimensions.

# AdBlue®.

Your Volkswagen car is fitted with an advanced emissions control system, which helps your vehicle meet EURO 6 exhaust gas regulations.

## How does the system work?

AdBlue®, a water/urea based additive, is stored in a tank (like diesel fuel), however, unlike fuel it is not injected into the engine, but directly into a specially modified part of the vehicle's exhaust. This begins a chemical reaction which removes the polluting oxides of nitrogen (NOx), converting them into harmless oxygen and nitrogen in a process known as Selective Catalytic Reduction, or SCR for short. SCR is only applicable to diesel engines and the more economically you drive, typically, the less AdBlue® you will use.

The size of the AdBlue® tank fitted to your car will vary depending on which Volkswagen model you have, therefore the interval between top-ups will vary. In addition, many factors such as mileage, journey type, driving style and environmental conditions can influence how much AdBlue® is consumed. A passenger car can consume approximately 1.5 litres of AdBlue® every 620 miles (1.0–1.5 litres for the Passat and Passat Estate). The chart below details the AdBlue® tank size and location.

Model (SCR derivatives only)	Tank size (Approximately)	AdBlue® tank filler location	Initial warning of low AdBlue® (2,400km/1,500 miles to go) can be expected to occur at:
Touran	11 litres	Next to fuel filler nozzle	3,000 to 4,000 miles or sooner*

\* Distances are approximate and the warning light may come on sooner depending on driving style, journey type, engine and vehicle load and environmental conditions.

## How will I know if the system needs topping-up?

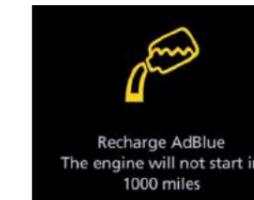
A series of warnings will be given via the driver information system, accompanied by advice/messages.

The first message is displayed when the remaining range is approximately 1,500 miles, and is repeated every 62 miles until the range reaches 1,000 miles, at which point the warning turns amber. This warning is repeated every 31 miles and is accompanied by an audible tone. If these warnings are not acted upon, the warning turns red; once this happens the car will not restart once the ignition is turned off. This is not a fault, but a required feature of the system. If this stage is reached the system will need a full top-up before the car can be restarted. Further information is available in the vehicle handbook.

## Why should I use a Volkswagen Authorised repairer for top-ups?

- AdBlue® top-ups at authorised repairers are extremely competitive and charged by the litre, so you only pay for what you need
- Authorised repairer staff are trained to handle AdBlue®
- AdBlue® tanks need special adaptors on fillers to ensure there are no spillages
- Volkswagen do not recommend keeping top-up bottles in cars

The top-up bottles supplied by Volkswagen have a capacity of 1.89 litres, and come complete with the adaptor nozzles that fit the Volkswagen AdBlue® tank. These are available from all Volkswagen Authorised repairers.



AdBlue® warning lights.

## Important information

- AdBlue® is not a fuel additive. This is why there is a separate AdBlue® tank
- If you put AdBlue® in your fuel tank by mistake, please do not start the engine, but contact a retailer for help
- Put only AdBlue® in the AdBlue® tank; do not fill the AdBlue® tank with any other liquids
- Prevent anything from contaminating AdBlue®
- If small quantities of AdBlue® come into contact with the vehicle's paintwork, for example, wipe them off and if necessary rinse the area with water

# Volkswagen service.

**Exclusions and terms and conditions apply to all warranties and plans listed. For pricing and further details of Volkswagen Warranties and Service Plans, please consult your authorised Volkswagen retailer or repairer, or visit [www.volkswagen.co.uk](http://www.volkswagen.co.uk)**

## The Volkswagen Warranty

### Three-year Warranty

All Volkswagen passenger cars come with a three-year/60,000 miles warranty, which protects your car against the failure of most technical 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<sup>1</sup>. Should the mileage exceed 60,000 miles within the first two years, the manufacturer’s two-year warranty will still be valid. Full details of the three-year warranty are available from your authorised Volkswagen retailer or repairer.

### Body Protection Warranty

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

### Three-year Paintwork Warranty

This latest paintwork warranty, pioneered by Volkswagen, provides you with cover on a new car. Naturally, during the warranty period the car must be cared for in compliance with the manufacturer’s operating instructions. Any paintwork defects, as a result of the manufacturing process, will be rectified without charge.

### 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.

## Service Intervals

Volkswagen is pleased to offer you a choice on how your Volkswagen 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 Fixed 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 Fixed Service are as follows:

- Oil change service – After 1 year or 10,000 miles (15,000km), whichever is soonest.
- Inspection service<sup>2</sup> – First after 2 years or 20,000 miles (30,000km), then every one year or 20,000 miles (30,000km), whichever is soonest.

The Flexible Service is recommended for vehicles with 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 Flexible Service the vehicle can cover anywhere between 10,000<sup>3</sup> and a maximum of 20,000<sup>3</sup> miles or 24 months (whichever is soonest) between oil changes.

The service intervals for the Flexible Service are as follows:

- Oil change service – According to flexible service interval display (after 2 years at the latest).
- Inspection service<sup>2</sup> – First after 2 years or 20,000 miles (30,000km), then every one year or 20,000 miles (30,000km), whichever is soonest.

The up! model is only available with the Fixed Service schedule. Please consult your authorised Volkswagen retailer or repairer for advice and full details.

Please note: If you purchase a Volkswagen Fixed Price Service Plan your vehicle will follow the Fixed Service schedule.

## Volkswagen Insurance<sup>4</sup>

We want you to start enjoying your new car from day one, and thanks to our 5 day complimentary Volkswagen Drive Away Insurance you can. Call 0345 300 6119 (lines are open Monday to Friday 8am-8pm and Saturday 9am-5pm). If eligible, we will also give you a quotation for our annual insurance, designed specifically for Volkswagen drivers.

## Volkswagen Ensurance<sup>5</sup>

Get three years’ Volkswagen Ensurance cover for free.

Another great benefit of being a Volkswagen driver. If your Volkswagen was damaged in an accident, wouldn’t you want it fixed by a Volkswagen trained technician using only genuine Volkswagen parts? Ensurance is Volkswagen’s accident and repair cover which does exactly that. It works alongside your main comprehensive motor insurance policy no matter who you are insured with, to make sure you get the quality repair and service you would want. If you’re involved in an accident or your car is stolen, just one call to us and we’ll look after your claim from start to finish ensuring your Volkswagen is restored to the highest standard.

Activate your cover and benefit from:

- A guarantee that your Volkswagen will be repaired in a Volkswagen approved repairer, by Volkswagen trained technicians, using only genuine Volkswagen parts and paints.
- A dedicated Claims Manager who will manage your claim from start to finish, liaising with your insurer and the repairer so you don’t have to.
- Help to recover any uninsured losses using our Legal Expenses Cover.
- Online claims tracking so you can keep up to date with the status of any claim.

Volkswagen Ensurance is free to all Volkswagen customers for three years and it only takes a minute to get cover. To find out more and to activate your cover, visit [www.volkswagen-ensurance.co.uk](http://www.volkswagen-ensurance.co.uk)

## Volkswagen Finance<sup>6</sup>

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.

## Tax Free Sales

For full details, please contact your authorised Volkswagen retailer.

## Volkswagen Roadside Assistance

Every new car is registered for Volkswagen Roadside Assistance for one year except the Touareg which is registered for three years. This provides vehicle roadside and home 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.

**Exclusions and terms and conditions apply. For pricing and further details of Volkswagen Roadside Assistance, please consult your authorised Volkswagen retailer, or visit [www.volkswagen.co.uk](http://www.volkswagen.co.uk)**

## Fuel consumption and CO<sub>2</sub> Emissions

From 1996 and prior to September 2017, fuel consumption and CO<sub>2</sub> emission figures were obtained under standardised NEDC (New European Driving Cycle) EU test conditions (Directive 93/116/EEC). This allowed a direct comparison between different manufacturer models but did not represent the actual fuel consumption achieved in ‘real world’ driving conditions.

As of September 2017, WLTP (Worldwide Harmonised Light-Duty Vehicles Test Procedure) a new worldwide standardised testing procedure for estimating fuel consumption and CO<sub>2</sub> emissions was introduced. More information is available at [www.volkswagen.co.uk/owners/wltp](http://www.volkswagen.co.uk/owners/wltp). In line with Government guidance, to facilitate direct comparison between different models from different manufacturers and to accommodate the full transition to this new testing regime, we are displaying the NEDC figures. These NEDC figures are the values for this vehicle used in all registration and taxation documentation until further notice from the UK authorities. Fuel consumption and efficiency figures are provided for comparative purposes only and may not reflect ‘real world’ driving results. The weight of a vehicle will influence the level of CO<sub>2</sub> emissions it produces; as a result, vehicles with higher levels of specification and factory-fitted options may emit higher levels of CO<sub>2</sub>. Choosing larger alloy wheels than those fitted as standard may result in increased fuel consumption as well as higher CO<sub>2</sub> emissions and subsequently an increased Vehicle Excise Duty (VED) band. BIK rates paid by company car drivers may also increase. In some instances, the recommended ‘On the road’ retail price paid for a vehicle may increase as a result of the increased VED rate. CO<sub>2</sub> is the main greenhouse gas responsible for global warming. The specifications contained in this brochure are for information purposes only and are subject to change. More information is available on the Volkswagen website at [www.volkswagen.co.uk/owners/wltp](http://www.volkswagen.co.uk/owners/wltp) and at [www.dft.gov.uk/vca](http://www.dft.gov.uk/vca).

## AdBlue®

Diesel engines with SCR (Selective Catalytic Reduction) technology require AdBlue® which must be kept topped up. Please see page 25 or visit [www.volkswagen.co.uk/technology/adblue](http://www.volkswagen.co.uk/technology/adblue) for more details.

## 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 Ofcom regulations.

<sup>1</sup> All warranty work must be completed by an authorised Volkswagen retailer or repairer.

<sup>2</sup> The inspection service first at 3 years (or 40,000 miles) and then every second year (or 40,000 miles) has additional workscope.

<sup>3</sup> The quoted mileage is based on a conversion from kilometres and is therefore unlikely to exceed circa 18,000 miles between oil changes.

<sup>4</sup> Volkswagen Car Insurance is underwritten by U K Insurance Limited. Registered Office: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales number: 1179980. U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Calls may be recorded. Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited ('VWFS UK'), registered in England and Wales number: 2835230 (Registered Office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR). Volkswagen Insurance Service (Great Britain) Ltd. is an appointed representative of VWFS UK. VWFS UK is authorised and regulated by the FCA, registration number: 311988. Authorisation details for both organisations can be checked on the Financial Services Register by visiting [www.fca.org.uk](http://www.fca.org.uk). VWFS UK and U K Insurance Limited are not part of the same corporate group.

<sup>5</sup> Ensurance from Volkswagen Financial Services is sold and administered by Lawshield UK Limited, registered in England number: 3360532. Registered office: Lawshield House, 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, Cheshire, WA1 1RL and underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Lawshield UK Limited is authorised and regulated by the Financial Conduct Authority (FCA). Authorisation details can be checked on the FCA’s register at [www.fca.org.uk](http://www.fca.org.uk). Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

<sup>6</sup> Finance is available to 18s and over, subject to status. Terms and conditions apply. Volkswagen Finance.

# The Touran

Volkswagen Information Service. Telephone: 0800 333 666

Internet: [www.volkswagen.co.uk](http://www.volkswagen.co.uk)

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