



AAA CENTER FOR DRIVING SAFETY & TECHNOLOGY



2017 VOLKSWAGEN JETTA S

INFOTAINMENT SYSTEM* DEMAND RATING

High Demand



The 2017 Volkswagen Jetta S MIB II® infotainment system* placed high demand on drivers in the study. Infotainment functions are only accessible via the touch screen; voice command is not available in this vehicle. Making audio entertainment selections and placing phone calls produced very high visual (eyes-off-road) and cognitive (mental) demand.

Standard and Optional Features in the 2017 Volkswagen Jetta

- Optional
- Standard

	S	SE	SEL	GLI	Sport
Android Auto		●	●	●	●
Apple CarPlay		●	●	●	●
Mobile App Support		●	●	●	●
Text Messaging		●	●	●	●
Navigation			●	●	●
Touch Screen	●	●	●	●	●
Gesture Control					
Heads-Up Display					
Voice Commands		●	●	●	●
Console Control					

ABOUT THE STUDY

Researchers evaluated 40 new 2017/2018 vehicles' infotainment systems* to measure overall demand** placed on a driver when using voice command, touch screen and other interactive technologies to make a call, send a text message, program audio entertainment or program navigation, all while driving down the road.

WEAKNESSES

- The small font in the calling and dialing and audio menus produced very high visual and cognitive (mental) demand when users searched through content on the screen.
- The compact screen is dense with tiny buttons that are labeled with unfamiliar icons; users must rely on trial and error to identify them.
- All phone functions are available while the vehicle is in motion.

STRENGTHS

- The touch screen and manual buttons allow users to quickly make selections for audio and calling functions.

* Infotainment System: Vehicle system that combines entertainment and information content.
 ** Overall demand measured: visual (eyes-off road), cognitive (mental) and time-on-task.

VEHICLE OVERVIEW: CONTROLS AND DISPLAYS



STEERING WHEEL COMMANDS



INSTRUMENT CLUSTER



CENTER STACK

INFOTAINMENT SYSTEM

The MIB II In-Vehicle Infotainment System offers the following features:

CALLING AND DIALING



The 2017 Volkswagen Jetta S MIB II infotainment system* allows drivers to place phone calls and dial phone numbers using the touch screen on the center stack. Limited phone functions are available via certain steering wheel buttons; users can easily answer or end a phone call using a designated button located on the right side of the steering wheel. Phones can be paired via a Bluetooth connection through several pathways via the touch screen. The system automatically searches for a previously paired device. All phone functions are available while the vehicle is in motion.

The system imposed an overall moderate demand on drivers when placing calls to contacts and dialing numbers. It took an average of 14 seconds[‡] to place a call. However, that short amount of time was offset by the very high levels of cognitive (mental) and visual (eyes-off-road) demand placed on drivers. Researchers[‡] noted that the Jetta's 5-inch touch screen reduces the text size and its unfamiliar icons to an almost unreadable size, making it difficult to discern meaning or function of either. In addition, researchers[‡] found that the small and thin phone menu navigation buttons are positioned closely together — particularly those on the dial pad, contacts list and search features. Pressing these buttons required immense precision.

AUDIO ENTERTAINMENT



The 2017 Volkswagen Jetta S audio entertainment system provides access to FM and AM radio; Bluetooth audio; and auxiliary, USB and SD card connections primarily through the center stack interface. Limited functionality is available via the steering wheel, which allows users to cycle through audio presets, skip songs and control volume. Audio sources can only be changed using the center stack interface touch screen and its manual controls. These features allow users to tune the radio in a variety of different ways and provide a browser for media sources, including Bluetooth audio and USB connections. All audio entertainment functions are available while the vehicle is in motion.

Audio selection required 18 seconds[‡] on average and imposed high demand on drivers overall. Drivers were subjected to very high levels of cognitive and visual demand, likely due to the center stack's design configuration. Researchers[‡] noted that while the touch screen is highly responsive and the tuning dial makes scrolling convenient, compact manual buttons closely surrounding the touch screen are labeled with unfamiliar icons, hindering audio selection. In addition, researchers[‡] found the interface lacks a consistent "back" or "home" button, making menu navigation a difficult and frustrating user experience.

* Infotainment System: Vehicle system that combines entertainment and information content.

[‡] Compared to a recommended maximum of 24 seconds.

[‡] Researchers with expertise about how humans interact with technology evaluated the usability of the infotainment system in stationary vehicles.

VEHICLE CONTROLS AND DISPLAYS

VOICE COMMANDS



The 2017 Volkswagen Jetta does not offer voice command interactions in the S trim level.

INSTRUMENT CLUSTER



The instrument cluster located behind the steering wheel features a 3.5-inch LCD black-and-white display, which drivers can control using a variety of buttons on the steering wheel. The display includes a digital clock, the vehicle's active gear at the top of the screen and a fuel gauge along the bottom. Specific pages of the display show vehicle speed, driving time, trips and the odometer. The tachometer and speedometer are housed outside of the LCD display.

STEERING WHEEL CONTROLS



The steering wheel contains 16 buttons that control a variety of functions. The left side of the steering wheel includes two volume adjustment buttons and six buttons for managing cruise control. On the right, users have access to a phone button, instrument cluster menu navigation controls (up, down, left, right and "OK"), and two audio control buttons.

CENTER STACK



The 2017 Volkswagen Jetta S center stack is equipped with a 5-inch full-color touch-screen display accompanied by eight manual buttons and two knobs for tuning and volume. Without a home screen, the manual buttons allow users to switch between audio, phone, set-up and sound pages. The manual tuning knob can be used for scrolling or selection when navigating through menus.

Controls for the vehicle's simple climate control system are located below the center stack display. Three dials allow users to adjust temperature, fan speed and vent location. In addition, three buttons activate rear defrost, A/C and air recycle.

VEHICLE SALES SUMMARY

The 2017 Volkswagen Jetta is the 42nd bestselling vehicle in the United States, with 115,807 sold during 2017.⁵

⁵ Source: *GoodCarBadCar* at goodcarbadcar.net — data updated to Dec. 31, 2017.