

Wiper Blades

Wiper blades are covered for 1 year or 12,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

Wear and Tear Coverage for Brake Pads/Shoes, Brake Discs/Drums and Wiper Blades

The repair or replacement of wear and tear items, which are defined as brake pads/shoes worn below manufacturer specifications, and brake discs/drums worn below manufacturer specifications, replaced for wear and tear, are covered up to 1 year or 12,000 miles, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 6,000 miles, whichever occurs first.

Mechanical Adjustments

Mechanical adjustments not associated with a defect in manufacturer's material or workmanship, are covered up to **1 year or 12,000 miles**, whichever occurs first (e.g., headlight adjustment).

Where to go for warranty service

This limited warranty will be honored by any Volkswagen dealer in the United States, including its territories.

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by a Volkswagen dealer. If your Volkswagen vehicle is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you. Alternatively, you may reach out to Customer CARE to file a claim directly. Please refer to → page 3 for contact information

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle being operated outside the United States and its territories is only honored when registered across the U.S./Canadian border and where warranty coverages are shared between both markets. An authorized VW dealer in any other country has no

obligation to provide warranty service to such vehicle. Warranty parameters are based off the country of origin, not the country the customer current resides. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact a local Volkswagen Dealer.

When the warranty period begins

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This New Vehicle Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

Free-of-charge repair

Repairs under this limited warranty are free of charge. Your Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** Genuine Volkswagen Part.

Emergency repairs

Emergency warranty repairs may be necessary at a time or place where you are unable to have repairs performed by an authorized Volkswagen Dealer, and you have no other recourse but to have them performed by an independent repair shop.

If your vehicle has broken down or is inoperable, an Emergency repair may be performed by a non-Volkswagen Dealer if the work would have been covered by this limited warranty if presented to a Volkswagen Dealer for repair; if the local authorized Volkswagen Dealer is closed (i.e. Sunday) or is beyond the Roadside Assistance towing parameters.

The maximum reimbursement allowable is an amount your local authorized Volkswagen dealer would have charged for the repair(s).

Reimbursement will be considered when you submit the following items to your Volkswagen dealer: ▶

- A statement explaining the circumstances that prevented you from getting to a Volkswagen dealer,
- Repair order(s) and
- A photo of the part(s) removed from your Volkswagen vehicle, if applicable.¹⁾

What is not covered

Tires

Tires are not covered by this limited warranty, but are separately warranted by the tire manufacturer. To assist you in obtaining related Warranty information, a list of tire manufacturers and addresses is provided at the end of this booklet. Verify with the tire manufacturer what is covered under their warranty.

Maintenance services and mechanical adjustments

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in the Maintenance section of this booklet.

This limited warranty does not cover the replacement of spark plugs, clutch discs, filters, oil, lubricants, fluids, or air conditioner refrigerant charge, unless their replacement is a necessary part of warranty service on a covered component.

Mechanical adjustments not associated with a defect in manufacturer's material or workmanship are not covered after **1 year or 12,000 miles**, whichever occurs first (e.g. headlight adjustment). This limited warranty does not cover wheel alignment * or tire balancing *.

*** Exception: Wheel alignment and tire balance will be covered when required to correct a defect in manufacturer's material or workmanship present at the time of delivery of the vehicle to the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company car" on the date such vehicle is first placed in service.**

Damage or malfunctions due to misuse, negligence, alteration, accident, vandalism, or fire

This limited warranty does not cover:

- Damage, malfunctions, or symptoms resulting from negligent or otherwise improper repair of the vehicle; installation of any non-Genuine Volkswagen Parts that alter the vehicle performance specifications from those set by the vehicle manufacturer; modifications to the vehicle (including but not limited to the engine management system) ; accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment; or
- Damage, malfunctions, or symptoms resulting from the use of used parts or new parts not sold or approved by Volkswagen, or the resultant damage to associated parts or systems; or
- Non-Genuine Volkswagen Parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- Damage, malfunctions, or symptoms resulting from the alteration of the vehicle, in particular (but not limited to) any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- Damage, malfunctions, or symptoms resulting from the use of contaminated or improper fuel, or from misfueling, whether intentional or unintentional misfueling; or
- Damage, malfunctions, or symptoms resulting from modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- Damage, malfunctions, or symptoms resulting from the use of the vehicle in competitive events, or caused by negligent driving or misuse, accident, collision, vandalism, fire; or

¹⁾ The physical part is not required to be presented to the authorized Volkswagen Dealer for reimbursement. Some components may potentially be hazardous and unsafe for transport

- Damage, malfunctions, or symptoms resulting from continued operation of the vehicle after a warning light, gauge reading, or other warnings indicate a mechanical or operational problem; or
- Damage, malfunctions, or symptoms resulting from suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This limited warranty does not cover vehicles severely damaged or declared to be a total loss by an insurer or vehicles substantially re-assembled from or repaired with parts obtained from another used vehicle (referred to as salvage parts).

Accessories, spare parts, and modification of your Volkswagen

A wide variety of non-genuine spare parts and accessories for Volkswagen vehicles are currently available in the market. You should know that Volkswagen does not warrant these products and is not responsible for their performance, repair, or replacement, or for any damage they may cause to, or adverse effect they may have on, your Volkswagen vehicle.

Your Volkswagen vehicle should not be modified with non-genuine Volkswagen products. Modification with non-genuine Volkswagen products could affect the vehicle's performance, safety, or durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty.

Noise, vibration, cosmetic conditions, and deterioration

This limited warranty does not cover deterioration resulting from normal wear and tear, and it does not cover noise, vibration, or cosmetic conditions (unless the noise, vibration, or cosmetic condition was caused by a defect in manufacturer's materials or workmanship).

Aesthetics and design

This limited warranty does not cover aesthetic or design elements of the vehicle.

Damage or malfunctions due to lack of maintenance

This limited warranty does not cover damage, malfunctions, or symptoms resulting from the failure to follow recommended maintenance and use requirements as set forth in the Volkswagen Owner's Manual and the Maintenance section of this booklet.

Your dealer will deny warranty coverage unless you present to the dealer proof in the form of Service or Repair Orders that all scheduled maintenance was properly performed with the correct materials in a timely manner.

Damage caused by the environment

This limited warranty does not cover damage, malfunctions, or symptoms resulting from stones, floodwater, airborne industrial pollutants (e.g. acid rain), bird droppings, windstorms, tree sap, plant debris, or other similar materials or occurrences.

Glass

This limited warranty does not cover glass breakage unless due to a defect in manufacturer's material or workmanship.

Odometer tampering

This limited warranty does not cover repairs to a Volkswagen model on which the odometer has been altered or on which the actual mileage cannot readily be determined.

If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by a Volkswagen dealer.

Communication technology malfunctions, inoperability, or discontinuation of service

This limited warranty does not cover any malfunction, inoperability, or failure of telecommunication parts, systems, or services (including but not limited to Car-Net) caused by the obsolescence, discontinuation, or replacement of communication network technologies (including but not limited to 3G and 4G networks) that are beyond Volkswagen's direct control. ▶

Other expenses

This limited warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.¹⁾

This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Other terms

This New Vehicle Limited Warranty is issued by Volkswagen Group of America, Inc. This limited warranty does not apply to Volkswagen vehicles or parts and accessories not imported and/or distributed by Volkswagen.

This New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, and the Emissions Warranties are the only express warranties made in connection with the sale of this Volkswagen vehicle. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so, the above limitation may not apply to you.

Volkswagen reserves the right to make improvements or change the design of any Volkswagen model at any time with no obligation to make similar changes on vehicles previously sold.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf. <

¹⁾ Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.