



# USA Warranty and Maintenance

## Gasoline engine models only

Model Year 2018



USA Warranty and Maintenance:  
Gasoline engine models only  
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## Afterword

Volkswagen works constantly to improve all of its products. Due to ongoing vehicle development, changes in design, equipment, and technology are possible at any time. The information about equipment, appearance, performance, dimensions, weights, fuel consumption, standards, and functions of the vehicles is the information that was available as of the editorial deadline. Some of the equipment may not be available until later or may be available only in certain markets. Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information. No legal obligations or commitments may be derived from the information, illustrations, and descriptions in this Manual.

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# Warranty

## Owner's information

Dear Owner,

This booklet contains the limited warranties applicable to your Model Year 2018 Volkswagen vehicle. Please read these limited warranties carefully to determine your warranty rights and obligations.

**Your New Vehicle Limited Warranty includes virtually bumper to bumper coverage for 6 years or 72,000 miles, whichever occurs first except as specified in the section entitled "Limited Coverage". Additionally, your vehicle has a Limited Warranty Against Corrosion Perforation for a period of 7 years or 100,000 miles, whichever occurs first.**

Emissions Control System warranties, mandated by Federal and California laws, are also included in your warranty package. The extent of warranty coverage for emission parts follows those mandates.

**To determine the California Emissions Warranty coverage for your vehicle, please refer to the California Emissions Warranty Supplement for additional information.**

Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. If you have any questions concerning warranty coverage please refer to the Customer Care section → page 15 for contact information.

Likewise, if you have a concern or you are not satisfied with the service that you receive from your dealer, we suggest that you discuss it with the Service Manager at your dealer. If it is not resolved through your dealer, you may reach out to Customer CARE for further assistance. Please refer to the Customer Care section → page 15 for contact information.

**Volkswagen participates in BBB AUTO LINE, an arbitration program administered by the Council of Better Business Bureaus. If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1-800-955-5100. There is no charge for the call.**

**You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other State or Federal law. You may also be required to use the BBB AUTO LINE procedure before pursuing legal remedies under your state lemon law. Further information on the BBB AUTO LINE can be found in the "Consumer Protection Information" section of this manual.**

In the event that your authorized Volkswagen dealer or Volkswagen Customer CARE Representative has been unable to address the concern to your satisfaction, you may take advantage of BBB AUTO LINE, a program administered through the Council of Better Business Bureaus. The BBB AUTO LINE program offers arbitration services for the resolution of disputes.

### Notice of Address Change Notice of Used Car Purchase

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturer's to be in a position to contact vehicle owners if a correction of a safety-related defect or a noncompliance with an applicable Federal motor vehicle safety standard becomes necessary. If you change your address or buy a used Volkswagen vehicle, complete one of the postcards in the middle of this booklet. You need not use this card if you purchased your Volkswagen through an authorized Volkswagen dealer. ◀

# New Vehicle Limited Warranty

## What is covered

### Warranty period

The New Vehicle Limited Warranty period is **6 years or 72,000 miles**, whichever occurs first, except as specified in the section entitled "Limited Coverage".

**Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.**

### Coverage

Except as specified in the section entitled "Limited Coverage", this warranty covers any repair to correct a defect in manufacturer's material or workmanship (i.e., mechanical defects), except wheel alignment, tire balance, and the repair or replacement of tires.

### Limited Coverage

#### Battery

6-volt/12-volt original equipment batteries are covered for 3 years or 36,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

#### Brakes Pads/Shoes

Brake pads/shoes are covered for 1 year or 12,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

#### Bulbs

Halogen/xenon bulbs are covered for 3 years or 36,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

Bulbs other than halogen/xenon bulbs are covered for 1 year or 12,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

#### Paint

Paint is covered for 3 years or 36,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

### Wheel Alignment and Tire Balance

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.

### 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 one 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 authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen vehicle is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in manufacturer's material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

### Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized 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

## 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: ▶

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 15, *Customer Care* for contact information

### 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 authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** Genuine Volkswagen Part.

### Emergency repairs

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed; if it would have been covered by this limited warranty if presented to an authorized Volkswagen dealer for repair; and, if it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen vehicle to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer,
- Repair order(s) and
- Part(s) removed from your Volkswagen vehicle. ◀

- Damage, malfunctions, or symptoms resulting from negligent or otherwise improper repair of the vehicle; installation of any non-Genuine Volkswagen Parts that will 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

- 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 an authorized Volkswagen dealer.

### **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.<sup>1)</sup>**

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.** <

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



# Limited Warranty Against Corrosion Perforation

## What is covered

### Warranty period

The coverage under this limited warranty lasts for **7 years or 100,000 miles, whichever occurs first.**

**Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.**

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

### Coverage

This limited warranty covers any repair or replacement of body sheet metal panels that have been **perforated** by rust from the inside out.

### Where to go for warranty service

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

If your Volkswagen vehicle is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the warranty for new Volkswagen vehicles in effect in that country (except Canada).

### Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen vehicle is within the United States Limited Warranty Against Corrosion Perforation, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your warranty 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 15, *Customer Care* for contact information


### 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 Limited Warranty Against Corrosion Perforation 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 made free of charge. An authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** Genuine Volkswagen Part.

 Your Volkswagen vehicle is corrosion protected at the factory. You do not need to purchase rustproofing when you buy your Volkswagen vehicle in order to keep this warranty in effect.



## What is not covered

### Surface corrosion without perforation

Repairs are covered under this limited warranty only if there is a rust-through condition in the body sheet metal not caused by outside influences.

### Perforation of sheet metal due to accident, lack of care, or failure to repair or modifications to the paint/painted surface

This limited warranty does not cover corrosion perforation resulting from the failure to promptly and properly repair paint damage, damaged undercoating, or surface corrosion.

It does not cover damage due to failure to wash or otherwise regularly care for the vehicle as described in the Volkswagen Owner's Manual.

This limited warranty does not cover corrosion perforation resulting from unrepaired collision damage or improper collision repair.

### Special exclusion for any aluminum portions that may be part of your Volkswagen vehicle

This limited warranty does not cover corrosion perforation due to failure to perform body repairs in accordance with Volkswagen's specified repair procedures, including use of **non-aluminum alloy parts**.

It does not cover corrosion perforation resulting from the use of any inferior rustproofing agent or method.

Your authorized Volkswagen dealer will do its best to match your vehicle's original finish, but this limited warranty does not cover the cost of painting the entire vehicle solely for paint matching.

### Environmental damage

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.

### Corrosion perforation because of failure to rustproof when collision damage is repaired

Body parts that have been repaired or newly installed after a collision must be treated with a rustproofing agent that is compatible with Volkswagen's own factory corrosion protection. If you

fail to have your vehicle treated in this way after a collision, Volkswagen will not be responsible for the repair of any resulting rust-through.



The "Other Terms" presented in the New Vehicle Limited Warranty also apply to this warranty. <

# Emissions Control System Warranties

## General

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These coverages may also be included in the Volkswagen 6 years / 72,000 miles, whichever occurs first, New Vehicle Limited Warranty.

The warranties required by federal laws apply to all new Volkswagen vehicles imported and/or distributed by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") for sale in the United States, including its territories. The warranties required by the State of California law apply to all new Volkswagen vehicles imported and/or distributed by Volkswagen for sale and registration in the following states:

- California
- Connecticut
- Delaware
- Maine
- Maryland
- New Jersey
- New York
- Oregon
- Rhode Island
- Vermont
- Washington (state)
- Washington, D.C.
- Commonwealth of Massachusetts
- Commonwealth of Pennsylvania

Therefore, the owner of an above-mentioned vehicle may have warranty rights under both federal and state-mandated emissions warranties.

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties you may reach out to Customer CARE for further assistance. Please refer to the Customer Care section → page 15 for contact information.

Refer to the California Emissions Warranty Supplement for additional information on California Emissions Warranty coverage. <

## Federal Emissions Control System Defect Warranty

### For 2 years or 24,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), the authorized United States importer of Volkswagen vehicles, warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2018** Volkswagen vehicle imported and/or distributed by Volkswagen:

- Was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency (EPA); and
- Is free from defects in manufacturer's material and workmanship which causes the vehicle to fail to conform with EPA regulations for 2 years after the date of first use or delivery of the vehicle to the original retail purchaser or original lessee or until the vehicle has been driven 24,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to EPA emission standards. The following parts or systems listed are intended as an example and not limited to those that, if defective, could cause the vehicle to fail to conform with EPA regulations:

- Evaporative Emission Control System: including fuel tank, filler cap, filler neck and leak detection pump
- Exhaust System: including manifolds, turbochargers, catalytic converters, and down pipes
- EGR System: including valves, pipes and coolers
- Fuel Injection System: including control modules, sensors, switches, valves and fuel pipes ▶

- Intake System: including camshaft adjuster units, sensors, manifold, pipes and control valves
- Ignition System: including coils and sensors
- On-Board Diagnostic (OBD) System: including Malfunction Indicator Lamp (MIL) and Data Link Connector (DLC)
- PCV System: including control valves and pipes
- Secondary Air Injection System: including air pump and control valves
- Emission-related hoses, gaskets, clamps and other accessories used with the above parts or systems

The obligation of Volkswagen under this Emissions Control System Defect Warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories the dealer will make repairs as may be required by these regulations free of charge.

### For 8 years or 80,000 miles

If the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, your Volkswagen dealer will repair or replace free-of-charge the following major emission control components only:

- Catalytic Converter
- Data Bus On-Board Diagnostic Interface (Gateway Control Module)
- Engine Control Module (ECM)
- Fuel Pump Control Module
- Transmission Control Module (TCM)
- On-Board Diagnostic Device (OBD)

## Federal Emissions Performance Warranty

### For 2 years or 24,000 miles and 8 years or 80,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), warrants to the original retail purchaser or original lessee of a **model year 2018** Volkswagen vehicle and any subsequent purchaser or lessee of the vehicle that if the following conditions are met, any authorized Volkswagen dealer in the United States, including its territories, will remedy any nonconformity, as determined below, free of charge, under the following conditions:

- The vehicle fails to conform at any time during 24 months or 24,000 miles, whichever occurs first, to applicable emission inspection standards as determined by an EPA approved State Inspection and Maintenance (I/M) test or inspection, or
- If the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, the vehicle fails I/M test or inspection resulting from a malfunction of a component listed in the Federal Emissions Control System Defect Warranty as covered for 8 years or 80,000 miles, whichever occurs first, and
- The failure of the I/M test or inspection requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, state or federal law, and
- The vehicle has been maintained and operated in accordance with Volkswagen's instructions for proper maintenance and use.

### Performance Warranty claim approval

You may raise a claim under this warranty immediately after your vehicle has failed an I/M test or inspection if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right ▶

to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States, including its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state or Federal law, whichever is shorter, except when a delay is caused by events not attributable to Volkswagen or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, Volkswagen is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in the Maintenance section of this booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Volkswagen may require you to furnish proof of compliance only with those maintenance instructions which Volkswagen has reason to believe were not performed and which could be the cause of the I/M test or inspection failure.

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part not certified by the EPA was used in the maintenance or repair of the vehicle if Volkswagen can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Volkswagen will not deny a claim relating to

- Warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or
- Work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- The use of an uncertified part or to noncompliance with the instructions for proper maintenance and use, which is not related to the Inspection and Maintenance test or inspection failure.



## Additional information about your Federal Emissions Warranties

### Warranty period

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or original lessee, or if the vehicle is first placed in service as a demonstrator or company demonstrator or company car prior to delivery, on the date it is first placed in service.

### Proper maintenance and use

Instructions for proper maintenance are contained in the Maintenance section of this booklet. Time and mileage intervals, at which maintenance is to be performed, may vary from model to model.

Volkswagen recommends you keep a record of scheduled maintenance by having your maintenance booklet validated at the approximate time or mileage intervals by the authorized Volkswagen dealer or other service facility that performed the maintenance. If you perform the maintenance yourself, keep all documentation as proof you have performed the maintenance at the approximate time or mileage intervals recommended, that you have used proper parts, and that you performed the maintenance properly.

Failure to maintain your vehicle according to the instructions for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Volkswagen will not deny a warranty claim solely on the basis of your failure to maintain the vehicle according to the instructions or failure to keep a record of maintenance.

Instructions for proper use of the vehicle are contained in your Volkswagen Owner's Manual.

### Use of Genuine Volkswagen Parts

Volkswagen recommends that Genuine Volkswagen Parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen Parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen Parts does not invalidate these war-

ranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

### EPA certified replacement parts

Maintenance, repair, or replacement of emission control devices and systems may be performed by any automotive service and repair establishment or qualified individual using Environmental Protection Agency ("EPA") certified replacement parts.

### Maintenance and repairs performed by independent service shops

Without invalidating these warranties, you may choose to have maintenance, repair or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Volkswagen dealer and have the defect corrected free of charge. **Volkswagen will not be liable for any expenses, which you have incurred at the independent service establishment, except for emergency repairs.** See "Emergency Repairs" for further details.

### Parts not scheduled for inspection or replacement

Any part, which is not scheduled for inspection or replacement at maintenance intervals specified in the Maintenance section of this booklet, is covered by this warranty for the full warranty period.

### Scheduled part inspection or replacement

A part scheduled only for inspection in accordance with Volkswagen's instructions or required scheduled maintenance is covered for the duration of these warranties.

A part installed in accordance with Volkswagen's instructions or required scheduled maintenance is warranted until the next scheduled replacement interval or for the duration of these warranties.

### Damage to non-warranty parts

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will also be replaced free of charge. ▶

## Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Federal Emissions Warranties, 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 15, *Customer Care* for contact information

## Emergency repairs

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen model to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer,
- Paid receipt(s),
- Repair order(s) and
- Part(s) removed from your Volkswagen model.

## Damage caused by tampering, modification, use of improper fuel, abuse, neglect and improper maintenance

These warranties do not cover any damage to the vehicle caused by tampering with emission controls, removal or modification of emissions-related components, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, and abuse, neglect or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.



## Implied warranties

**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.**

## Incidental and consequential damages

**These warranties do not cover any incidental or consequential damages, including loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.**

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

 **In the event you have not received the services promised in these warranties, please follow the procedures described in this booklet under the title "Customer Care"→ page 15.** You may obtain further information regarding the Emissions Performance Warranty or report violation of the terms of the Emissions Defect or Performance Warranty by contacting: US Environmental Protection Agency, Office of Transportation and Air Quality, Compliance Division, Light-Duty Vehicle Group, Attention: Warranty Complaints, 2000 Traverwood Drive, Ann Arbor, MI 48105. 


# Kansas Safety Belt Limited Warranty

## Information about Kansas Safety Belt Limited Warranty

### Applicable only to vehicles sold or registered in the State of Kansas

For vehicles sold or registered in the State of Kansas, safety belts and related safety belt components are warranted against defects in workmanship and materials for a period of 10 years, from the vehicle's original in-service date, regardless of mileage.

This limited warranty does not cover the replacement of safety belts and safety belt components:

- If damage or failure was due to misuse, alteration, accident, or collision; or
- Due to color fading, spotting, or other cosmetic problems when the safety belt is otherwise functioning properly. 



# Customer Care

## Volkswagen corporate assistance

As a VW driver, your satisfaction with our product is very important to us and we would love to hear from you. Whether you have general questions, comments, or require assistance obtaining additional product information, we're here to help. Volkswagen Customer CARE is just a click away. Please reach out to us using your preferred method of communication at

[www.vw.com/contact](http://www.vw.com/contact)

For answers to frequently asked questions, you can visit:

[www.vw.com/faq](http://www.vw.com/faq)

Interested in knowing more about the features and functions of your vehicle? Learn more at:

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

If you prefer to write, please use the following address:

**Volkswagen Group of America, Inc.  
Customer CARE  
3800 Hamlin Road  
Auburn Hills, MI 48326**

**You may also reach us by phone**

Tel.: **1 (800) 822-8987**

When you contact us, please provide the following information:

- Your name, address and telephone number
- Vehicle Identification Number (VIN)
- Vehicle mileage
- Dealer name
- Nature of concern or problem
- Copies of repair orders or pertinent documents (if you are writing to us)



## Volkswagen dealer assistance

If you have questions about your vehicle or the service you have received, we suggest that you first discuss them with the Service Manager or dealer owner at your authorized Volkswagen dealer. Your servicing Volkswagen dealer is committed to providing you with the best possible customer experience and your feedback is critical in understanding how they can serve you better. If your concerns are not resolved to your satisfaction by the dealer, a Volkswagen Customer CARE Representative, in partnership with your authorized Volkswagen dealer, will work with you to resolve any questions or concerns you might have.

## Repairs not covered by warranty

In some circumstances, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") may offer financial assistance toward repairs or expenses not covered by Volkswagen's New Vehicle Limited Warranties.

In certain instances, Volkswagen may pay for such repairs in accordance with the terms of service action campaigns it will conduct from time to time. In the event of a service action, Volkswagen will notify you by mail and request that you bring your vehicle to your nearest authorized Volkswagen dealer for repair free of charge.

If you have not recently changed your address and Volkswagen has your current address on file, you will receive notification automatically. If you are concerned that you may not have received notice concerning a particular service action, please check with your dealer to determine whether your vehicle is eligible for any repair free of charge.

Should your Volkswagen need a repair not covered under warranty that you feel Volkswagen should pay for, please discuss your request with your Authorized Volkswagen dealer. Your dealer will carefully review your request and provide you with a decision. In the event you are not satisfied with your dealer's decision, we ask that you please contact Volkswagen Customer Care. Their contact information can be found in the Customer CARE section → page 15, *Customer Care*. Your request should include the Vehicle Identification Number (VIN), the current mileage of your Volkswagen, maintenance history records, and an explanation of why you believe that the repair should be performed free of charge. A Customer CARE Representative will carefully review your request and advise you of our decision.

## Consumer Protection Information

### BBB AUTO LINE Dispute Resolution

#### Informal dispute mechanism

Volkswagen participates in BBB AUTO LINE, an arbitration program administered by the Council of Better Business Bureaus (3033 Wilson Boulevard, Suite 600, Arlington, Virginia 22201).

If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. The BBB AUTO LINE program is free of charge to you, but there are some vehicle age and mileage limitations, so please call BBB AUTO LINE for more details.

To file a claim with BBB AUTO LINE, call:

Tel.: **1 (800) 955-5100**

If you call BBB AUTO LINE, please be prepared to provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN)
- The make, model, and model year of your vehicle
- The delivery date and current mileage of your vehicle
- A description of the concern with your vehicle

The BBB AUTO LINE program is an arbitration program. However, the BBB staff will facilitate negotiations between the parties in an effort to bring your claim to a mutually acceptable resolution. If you do not agree with the solution, you may request an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. The BBB shall make every effort to obtain a final resolution of your claim within 5 business days of the hearing (that is, within 40 days of when your claim was filed), unless state or federal law provides otherwise. You then have the opportunity to accept or reject the decision.

- If you accept the decision, the manufacturer will be bound by the decision and will be required to fulfill its obligation within the time frame specified by the arbitrator.
- If you reject the decision, you are free to pursue other legal remedies available under state or federal law, and the manufacturer will not be required to comply with any part of the decision.

## State-Specific Warranty Enforcement Laws

### Local laws

Each state has enacted warranty enforcement laws (commonly referred to as “lemon laws”) that permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. Although the provisions of these laws vary from state to state, their intent is to provide owners with certain rights if they experience significant service-related difficulties with their new vehicle.

**IMPORTANT NOTICE:** To the extent allowed by each state's law, Volkswagen requires that you first send written notification to Volkswagen explaining the nonconformity that you have experienced with the vehicle, and to allow Volkswagen the opportunity to make any needed repairs before you pursue other remedies provided by that state's law (in all other states where not specifically required by state law, Volkswagen requests that you provide the written notification). Send written notification to:

**Volkswagen Group of America, Inc.  
Customer Resolution & Retention  
3800 Hamlin Road  
Auburn Hills, MI 48326**

**IMPORTANT NOTICE:** Depending on the state's law, you may also be required to submit your complaint to BBB AUTO LINE before seeking other remedies. Please refer to the BBB AUTO LINE Dispute Resolution section of this booklet for more information about the BBB AUTO LINE dispute resolution program.

Because each state has enacted specific provisions as part of its lemon law, Volkswagen suggests that you research and follow the laws in your state.

## NOTICE TO CALIFORNIA PURCHASERS

Volkswagen participates in BBB AUTO LINE, an arbitration program administered by the Council of Better Business Bureaus (3033 Wilson Boulevard, Suite 600, Arlington, Virginia 22201). BBB AUTO LINE and Volkswagen have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims must be filed with BBB AUTO LINE within 6 months after the expiration of the warranty.

To file a claim with BBB AUTO LINE, call:

**Tel.: 1 (800) 955-5100**

There is no charge for the call.

In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Volkswagen or one of our dealers, and a statement of the relief you are seeking. ▶

BBB AUTO LINE staff may try to help resolve your dispute. If they are not successful, or if you are not satisfied, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact Volkswagen about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE.

You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other state or federal law.

California Civil Code Section 1793.2(d) requires that, if Volkswagen or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Volkswagen may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Volkswagen has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle) results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Volkswagen or its agents AND the buyer or lessee has directly notified Volkswagen of the need for the repair of the nonconformity; OR
- The same nonconformity has been subject to repair 4 or more times by Volkswagen or its agents AND the buyer has notified Volkswagen of the need for the repair of the nonconformity; OR
- The vehicle is out of service by reason of the repair of non-conformities by Volkswagen or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO VOLKSWAGEN AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

**Volkswagen Group of America, Inc.  
Customer Resolution & Retention  
3800 Hamlin Road  
Auburn Hills, MI 48326**

The following remedies may be sought in BBB AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Volkswagen's written warranty or applicable law.

The following remedies may not be sought in BBB AUTO LINE: punitive or multiple damages, attorney fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Volkswagen will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details about the program.



# Service Publications

## Volkswagen Technical Literature Ordering Center

### Updated service information you can obtain

Volkswagen monitors product performance in the field and regularly sends dealers the latest service information about Volkswagen vehicles. Now you too, can obtain the latest service information. Your Volkswagen dealer or a qualified technician may have to determine if a specific item of service information applies to your vehicle. You can order Volkswagen Owner's Literature 24 hours / 7 days a week on the Internet from the Volkswagen Technical Literature Ordering Center link at:

**literature.vw.com**

**or by calling our toll-free number**

Tel.: 1 (800) 544-8021



### What you will also find on the website

- Owner's Manuals
- Owner's Manuals Inserts and Supplements
- Warranty and Maintenance Manuals
- Sound System and Navigation Manuals



## Tire manufacturers

### List of tire manufacturers for new Volkswagen vehicles

The Magnuson-Moss Warranty Federal Trade Commission Improvement Act of 1975 and regulations issued pursuant to the act require that a tire warranty pamphlet be placed in every new vehicle prior to sale.

To assist you in obtaining the related warranty information, the following list of tire manufacturers and addresses is being provided.

#### Tire manufacturers

##### **Bridgestone/Firestone Inc.**

1 Bridgestone Park  
Nashville, TN 37214  
Tel.: 1 (800) 356-4644

##### **Continental General**

1800 Continental Blvd.  
Charlotte, NC 28273  
Tel.: 1 (800) 847-3349

##### **Dunlop Tire Corp.**

1144 East Market Street  
Akron, OH 44316  
Tel.: 1 (800) 548-4714

##### **Falken Corporate Headquarters**

8656 Haven Avenue  
Rancho Cucamonga, CA 91730  
Tel.: 1 (800) 723 2553

##### **GITI Tire (USA), Ltd.**

##### **Technical Service Department**

10404 Sixth Street  
Rancho Cucamonga, CA 91730  
Tel.: 1 (909) 980 0968

##### **Goodyear Tire & Rubber Co.**

1144 East Market Street  
Akron, OH 44316  
Tel.: 1 (800) 321-2136

##### **Hankook Tires Corporate Headquarters**

1450 Valley Road  
Wayne, NJ 07470  
Tel.: 1 (877) 740-7000

##### **Kumho Tire**

133 Peachtree Street  
Atlanta, GA 30303  
Tel.: 1-800-445-8646

##### **Maxxis International - U.S.A.**

480 Old Peachtree Road  
Suwanee, GA 30024  
Tel.: 1 866 509 7067

##### **Michelin Tire Corp.**

P.O. Box 19001  
Greenville, SC 29602-9001  
Tel.: 1 (800) 847-3435

##### **Pirelli Tires North America**

300 George Street, 5th Floor  
New Haven, CT 06511  
Tel.: 1 (800) 747-3554

##### **Uniroyal Goodrich Tire Co.**

P.O. Box 19001  
Greenville, SC 29602-9001  
Tel.: 1 (800) 521-9796

