



Volkswagen Warranty

Volkswagens registered in Malaysia from 3rd July 2023 with Volkswagen Assurance Package.

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Welcome

Your new Volkswagen warranty coverage has been designed to give you additional peace of mind when you need it most.

Volkswagen Passenger Cars Malaysia guarantees that within the relevant warranty periods, any part or component of your vehicle that is found to be defective from manufacture in materials or workmanship will be repaired, replaced, or adjusted by any authorised Volkswagen dealer free of charge.

The customer/owner of the vehicle is responsible for presenting the vehicle to any authorised Volkswagen Dealer and for collecting the vehicle at their expense, in the case of all warranty repairs.

It is not a requirement for these warranties to provide alternative transport.

The Owner's Manual

Please read the Owner's Manual and any additional literature carefully as soon as possible.

Treating your vehicle correctly and ensuring it receives regular care and maintenance will help maintain its value,

and it is also required to ensure you keep your warranty cover.

Digital Service Schedule

Volkswagen utilizes the new Digital Service Schedule.

To create a simple and secure method of documenting the services performed, the conventional Service Schedule with spaces for workshop stamps is being replaced by the Digital Service Schedule. For this reason, the record of service work carried out is kept digitally in a central system and no longer entered in written form with workshop stamps.

This enables the regular care and maintenance of your vehicle to be fully documented without risk of loss, which helps to preserve your vehicle's value and protect the Service Schedule against forgery.

You will receive confirmation of the services performed on a service printout. At each service, this printout will be replaced by an up-to-date version.

Should you lose the printout, your Volkswagen dealer is able to provide you with a new one.

Warranties

Your new Volkswagen comes with the following warranty coverage:

- 2-year New Vehicle Warranty against defects in the sense of warranty
- 3-year Extended Warranty – list of coverage is outlined in the following chapters
- 3-year Paintwork warranty
- 12-year warranty against through-rusting of the body panels from the inside.

Tyres may be covered by warranties provided by specific tyre suppliers.

Your authorised Volkswagen Dealer may be able to assist you in obtaining this warranty from the tyre manufacturer. If a tyre is determined to be defective during the New Vehicle Warranty period, it will be assessed based on the type of the defect and the percentage of wear incurred.

In instances where the tires are covered by a warranty, it is important to note that the duration of said warranty may not align with the length of the New Vehicle Warranty.

To ensure you do not invalidate these warranties, you will need to ensure that your vehicle is serviced, repaired, and operated in accordance with the manufacturer's guidelines.

Authorised Volkswagen Dealer

Please refer to our website to locate the nearest Volkswagen Dealer.

<https://www.volkswagen.com.my/dealer-locator>

Customer Service

As part of the customer service experience, we have a dedicated team available to answer any questions you may have concerning all aspects of owning a Volkswagen.

If you require assistance, please call **1800-18-VOLKSWAGEN (8947)**, or email to: info@vw.com.my

Volkswagen Warranty

Coverage

Volkswagen provides a warranty in accordance with the warranty terms for Volkswagen vehicles, as detailed in the contract of sale.

Please note that this warranty does not cover normal wear and tear, or damage caused by abnormally rough or improper use, or unauthorised modifications.

When a warranty repair is required, it is the responsibility of the customer/owner of the vehicle to immediately report the defect to any authorised Volkswagen Dealer.

Items replaced under warranty

Any authorised Volkswagen Dealer in Malaysia can perform any remedial work under warranty and will repair or replace any defective parts at its sole discretion.

Any part replaced is warranted free from manufacturing (material or workmanship) defect until expiry of the original vehicle warranty. Any part removed because of replacement becomes the property of Volkswagen. You may take your vehicle to any authorised Volkswagen Dealer for warranty work to be performed.

Change of ownership

The warranty is not affected by any change of ownership of the vehicle. It is important to update this booklet and the Volkswagen Authorised Dealer Network if a change of ownership occurs, for recording purposes.

Note

“Authorised Volkswagen Dealer” means any dealership in Malaysia authorised by Volkswagen Passenger Cars Malaysia.

“The Manufacturer” means Volkswagen AG.

Warranty Validity

To ensure the validity of the warranty, maintenance services must be carried out and with updated in the Digital Service Schedule according to the Manufacturer’s guidelines. The duration of coverage shall be restricted to a period of 60 months commencing from the date of initial vehicle registration.

The following reasons can cause the warranty to be voided (but are not exhaustive):

- The vehicle identification number (VIN) has been altered or removed
- The odometer has been disconnected or altered or the actual mileage cannot be determined
- Vehicle being declared a total loss, write off or theft
- Vehicle has been improperly treated or overused, for example in motorsport competitions
- Vehicle not repaired or serviced according to manufacturer's guidelines
- Parts have been fitted to the vehicle, the use of which was not approved by Volkswagen AG / VPCM
- Vehicle has been altered in a way not authorised by Volkswagen AG / VPCM (e.g. tuning)
- The buyer failed to observe the manufacturer's recommendations for the treatment, servicing, and maintenance of the vehicle listed in the owner's manual.
- Vehicle does not correspond to the country-specific requirements and if permanently operated there.
- Defects that may arise due to the vehicle being exposed to excessive loading, even if such loading is only temporary.

Extended Warranty coverage

Volkswagen Assurance Plan provides a 3-Year Extended warranty. The conditions for the extended warranty are listed below.

Claims Procedures

- Repair work must take place at any authorised Volkswagen Dealer.
- The cost of dismantling the vehicle will be paid in the event of a valid claim. However, if upon dismantling it should be found that the damage is not within the scope of the Warranty, then the cost of dismantling must be borne by the vehicle owner.
- The Volkswagen Dealer reserves the right not to carry out work under the terms of this Warranty if any of the conditions specified have not been complied with or if the claim is not due to defective from manufacture in materials or workmanship.

Fraudulent Claims

If a claim made by the authorised Volkswagen Dealer or Owner of the Vehicle is false or fraudulent or intentionally exaggerated or if any false declarations or statement is made in support thereof, no claim shall be recoverable hereunder.

Arbitration

All differences arising out of this Warranty shall be referred to the decision of an Arbitrator to be appointed in writing by both parties or if they cannot agree upon a single arbitrator, to the decision of two arbitrators of whom one shall be appointed in writing by each of the parties and in case of disagreement between the arbitrators before entering on the reference, and an award by arbitration shall be a condition precedent to any right of action against the Company as regards to any dispute regarding the amount of the Owner's liability under this Warranty.

Components covered:

The following components are covered under this extended warranty:

1. Engine

Excluding: - Plugs, all Belts including Timing Belt(s). All Hoses and Tubes, Clamps and Clips, Oil Pan, V-Belt Tensioner Device including Bearing, Core Plugs, Breathers and Filters.

2. Transmission

Excluding: - Burnt or worn-out Clutches, all Pipes and Hoses, all Rubber Bushes, Filters.

3. Drive Train/Final Drive

Excluding: - Gaiters, Clips, Rubber Boots, Rubber Couplings.

4. Cooling System

Excluding: - V-Belt, Hoses, Clamps and Clips, Coolant (unless replacement of any covered components).

5. Fuel System

Excluding: - Adjustments and Tuning e.g., Filters, Gaskets, Clips, Hoses.

6. Front and Rear Suspension

Excluding: - Wheel Alignments and Balancing Adjustments, Noises, Squeaks and Rattles, all Pipes and Hoses, Wheels and Tyres.

7. Steering System

Excluding: - All Gaiters, Clips, Rubber Boots.

8. Brake System

Excluding: - Noises from the Brake System e.g. Pads, Shoes, Springs, Disc Rotors, Brake Drums and Front Hubs.

9. Electrical System

Excluding: - Batteries, Light Bulbs, Distributor Cap and Relays.

10. Enhance Electrical

11. Air Conditioner with Climate Controls

Excluding: - Bearings, Scales, Pulleys, all Belts and Hoses, Receiver Dryer, Compressor Oil, Refrigerant.

12. Body Interior

Covered: - Bonnet Release Mechanism, Glove Compartment Latch/Lock.

13. Body Exterior

Covered: - Petrol Cap Release Mechanism, Boot and Tailgate

Release Mechanism, Tailgate Lock, Park Assist and Rear Assist System.

Excluding: - All Cables and any damages caused by forced entry.

14. Casings

Damage caused to Casing and other Mechanical and Electrical parts as a direct result of the failure of a covered compartment.

Provided that all major Mechanical and Electrical components that are warranted shall only be replaced wholly if repair and replacement of internal parts of the component is not possible or exceeds the total cost of the whole component.

Components not covered

- i. All Components not mentioned under Components Covered.
- ii. Paintwork, bodywork, water ingress and corrosion, glass, lenses, trim, bright work, door lock cylinders, etc.
- iii. Wheels, wheel balancing, tyres, exhaust system and catalytic converter.
- iv. Engine tuning, cleaning of fuel lines, filters, nozzles, carburettors and pumps, drive belts that are not encased, impact or external damage,

decarbonisation and failures caused by the build-up of carbon deposits (including burnt valve)

as part of their function and anything.

Exclusions

This Warranty does not cover any loss or damage to liability or costs directly or indirectly caused by or contributed to or arising from or consequence of:

- v. All wiper blades and rubbers and unions.
- vi. Tapings, supports, fixings and fastening devices that have been incorrectly repaired or replaced or are subject to routine servicing adjustments.
- vii. Batteries, reconnecting of disturbed electrical connections, lamps, bulbs, fuses, aerals.
- viii. Failure of clutch and brake materials due to wear, adjustments, alignments, and any item associated with Manufacturer 's recommended routine servicing, or failures due to the lack of oils or coolant through neglect.
- ix. Seals and gaskets that are subject to replacement or refitting as part of the normal service schedule.
- x. Filters, fuel, chemical, materials, additives, hydraulic fluids, oils or grease except where required in direct connection with a repair to a covered part.
- xi. The cost of normal servicing, service items and other items which can be expected to wear

- i. To components not listed under the heading of Components covered herein.
- ii. Whilst the vehicle is used for racing, competitions, rallies, motorsport events or of a purpose for which it is not licensed.
- iii. Any alterations or modifications not approved by the Manufacturer or the use of fitting of any parts or accessories that do not conform to the Manufacturer 's specifications or modification of a component from the Manufacturer 's specification.
- iv. Damage resulting from accident, fire or other casualty, loading beyond the specified Vehicle weight rating or losses that would be covered under a Motor Insurance Policy.
- v. Not serviced in accordance with the Service Requirement of the

Manufacturer, abuse, or the continued use of the Vehicle after a fault has become evident
Slight irregularities not recognised as affecting quality or function of the Vehicle or parts such as slight noise or vibration and defects appearing only under particular or irregular operations.

- vi. Gradual reduction in operation performance commensurate with age and kilometres covered by the Vehicle, normal wear and tear or deterioration.
- vii. Consequential loss of any kind.
- viii. Liabilities to third parties.
- ix. War and kindred risks, nuclear or radiation risks.
- x. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- xi. Volkswagen does not pay costs of a rescission.
- xii. Only valid for vehicles registered as of 1st July 2023 with VAP package.

Types of service not covered by the warranty

Non-warrantable service includes (but is not limited to) the following examples:

- Any scheduled maintenance services such as the replacement of oil, lubricants, fluids, and filters.
- Adjustment services such as wheel alignments, tyre balancing, brake and clutch adjustment, or any mechanical adjustments that may become necessary because of normal use or wear and tear
- Replacement of parts that are subject to normal wear and tear with the use of the vehicle (e.g Brake pads, brake disc)
- Software updates, including updates to satellite navigation, entertainment, or audio-visual systems.

Types of damage not covered by the warranty

Damage not due to defects in material or workmanship – for example, normal wear and tear – is not covered by warranty.

Damage caused by improper handling or misuse (as in motorsport, for example) repairs, adjustments, and replacements arising from circumstances outside of the

manufacturer's controls are also not covered under warranty.

Damage not covered by warranty includes (but is not limited to) the following examples:

- Normal noise, vibration, and deterioration (e.g. discolouration and fading)
- Wear and tear on items such as brake pads and discs, clutch linings, tyres, spark plugs, wiper blades, bulbs and fuses, vehicle batteries, drive belts, filters, carpets, and seat cover.
- Damage to paintwork, chrome trims, or a convertible soft top caused by industrial pollution, bird lime, climatic, thermal, chemical, or mechanical influences, acts of nature
- Damage caused by unapproved, unsuitable, or poor-quality fluids, parts, or accessories
- Any component that has failed due to neglect or is the result of an unauthorised parts, conversion, or modification to the vehicle. For example, chip tuning
- Defects arising from a failure to have the vehicle serviced in accordance with manufacturer's guidelines
- Damage caused by neglect and improper use, repair, or servicing of vehicle
- Failure or breakdown caused by external sources such as a road traffic accident, fire, and theft
- Parts which had reached the end of their expected service life, e.g., suspension bushes
- Damage caused by your failure to take all reasonable precautions to avoid damage, such as failing to take appropriate action when warning lights appearing
- Consequential losses, including the costs incurred because of the vehicle being off the road
- Damage to parts which have been replaced or modified by parties other than an authorised Volkswagen Dealer

Volkswagen paint and anti-corrosion warranties

Volkswagen 3-year paint warranty

The high-quality paint finish of your Volkswagen is covered by a 3- year unlimited mileage warranty against manufacturing defects.

The Owner's manual lists guidelines on vehicle care which includes car washing and regular waxing as well as prompt removal of external damage and rusting.

Volkswagen 12-year anti-corrosion warranty

Your Volkswagen bodywork is covered by a 12-year warranty from the date of first registration against bodywork through-rust corrosion from the inside out. There is a good reason we are so confident in our bodywork. It is because of the high-quality standard of our vehicles.

If you are unlucky enough to have an accident, an authorised Volkswagen dealer can repair your vehicle to give it the same level of anti-corrosion protection built in during the original manufacturing process.

Volkswagen Warranty Owner Information

Name of Owner	:	_____
Street Address	:	_____
Postal Code	:	_____
Volkswagen Model	:	_____
Vehicle Identification Number	:	_____
Vehicle Registration Date	:	_____
Warranty Start Date	:	_____
Warranty End Date	:	_____

Authorised Volkswagen Dealer Stamp

Change of Ownership History

<div>Date:</div> <div>Name of New Owner:</div> <div>Street Address:</div> <div>Postal Code:</div> <div>----- Authorised Volkswagen Dealer Stamp</div>
<div>Date:</div> <div>Name of New Owner:</div> <div>Street Address:</div> <div>Postal Code:</div> <div>----- Authorised Volkswagen Dealer Stamp</div>
<div>Date:</div> <div>Name of New Owner:</div> <div>Street Address:</div> <div>Postal Code:</div> <div>----- Authorised Volkswagen Dealer Stamp</div>

A Volkswagen Passenger Cars Malaysia publication

Published July 2023

The information in this booklet will be updated from time to time without prior notice. For the latest information, please refer to either the Volkswagen brand portal **www.volkswagen.com.my** or visit your nearest authorised Volkswagen Dealer.