

## 5-year Unlimited Mileage Warranty (Vehicles registered as of 1st September 2016 to June 2023 with Extended Warranty Program)

All new Volkswagen passenger vehicles purchased from any authorised Volkswagen Dealer in Malaysia qualify for the New Vehicle Warranty. Unlimited Mileage Extended Warranty will cover the first 5 years from the vehicle's first registration date.

Eligibility for new vehicle warranty and extended warranty programme is based on the purchase contract.

### Body and Paint conditions

According to the purchase contract the Volkswagen dealer warrants for vehicles sold by him/her, for a certain period, with no paint damage and occurrence of through-corrosion on the body:

- A 3-year warranty against paint defects; and
- A 6-, 8- or 12-year warranty (depending on model type and model year) against through-corrosion.

A through-corrosion in this sense means a body panel perforation, which progresses from the inside (cavity) to the outside. Should such damage occur, it will be rectified by any authorised dealer without charge for labour or material.

After the vehicle body repair or the vehicle painting, the Volkswagen dealer confirms the warranty against through-corrosion for the repaired area.

### Spare Parts warranty

All new Volkswagen Genuine Part®, Volkswagen Genuine Exchange Parts and Volkswagen Economy Parts sold comes with a 2-years spare-parts warranty. If a Volkswagen Part fitted in the vehicle for remedial action within the new vehicle warranty period, the spare parts warranty ends with the expiry of the vehicle factory warranty (24months).

### Warranty claims do not exist if:

- The damage can be traced back to external influences or insufficient care; or
- Faults on body or paint that were not removed in time according to the manufacturer's instructions; or
- Occurrence of through-corrosion due to repairs not carried out according to the manufacturer's guidelines.
- Vehicle sold without Warranty / Extended Warranty Programme package.

Volkswagen Passenger Cars Malaysia guarantees that within the relevant warranty periods, any part or component of your vehicle (delivery scope) that is found to be defective from manufacture in material or workmanship will be adjusted, repaired, or replaced by any authorised Volkswagen dealer free of charge (for current dealers and locations, please refer to <https://www.volkswagen.com.my/dealer-locator>).

The customer/owner of the vehicle is responsible for presenting the vehicle to any authorised Volkswagen Dealer in Malaysia 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 vehicle is to be serviced in strict accordance with the date and kilometre intervals recommended by the Manufacturer. Maintenance services are to be performed every 15,000km / 12 months whichever comes first. All such services must be duly recorded, stamped, and signed by the authorized Volkswagen dealer in the service booklet or updated in the Digital Service Schedule portal.

### For Warranty Repairs:

When a warranty repair is required (fault in the sense of warranty), it is the responsibility of the customer/owner of the vehicle to immediately report the defect to any authorised Volkswagen Dealership (for current dealers and locations please refer to <https://www.volkswagen.com.my/dealer-locator> ). All authorised Volkswagen Dealers in Malaysia are able to carry out warranty repairs on all Volkswagen passenger vehicles according to the delivery scope. All warranty defects must be reported to any authorised Volkswagen Dealership as soon as possible.

## Paint and Corrosion Warranty:

Paint and Corrosion Warranty defects are to be reported to any authorised Volkswagen Dealer as soon as possible. These repairs may require the vehicle to be inspected by a representative of Volkswagen Passenger Cars Malaysia.

## What is Not Covered by Warranty:

Any repairs that do not fall under the term "defects from manufacture" such as:

### Wear and Tear.

Any part that wears out as part of their normal operation:

- Brake Linings and Disc Pads
- Brake Discs and Drums
- Clutch Release Bearings and Pressure Plates
- Clutch Linings
- Tyres
- Wiper Blades
- Seat and Backrest Covers
- Floor Coverings
- Spark Plugs
- Batteries for Remote Key and Alarms
- All halogen Light Bulbs
- Shock Absorbers
- All Filters
- Catalytic Converters
- Diesel Particulate Filters
- All Belts
- Fuses
- Satellite Navigation Updates
- All other parts of your vehicle that have been subjected to normal wear and tear

## What is Not Covered by Warranty and could result in your warranty being voided:

### 1. Motorsport

Any parts that have been influenced or exposed to any form of motorsport such as racing, track days, hill climbing and rallying, drifting or similar activities.

### 2. Modifications

- (i.) Any modifications or repairs or dismantling that have not been approved by Volkswagen Passenger Cars Malaysia or Volkswagen AG, including but not limited to changes to original equipment and the fitment of non-approved parts or accessories.
- (ii.) The changing of Control Units or the upgrading / modification(s) of software within any Control Unit in the vehicle relating to any system.
- (iii.) Non-approved rust treatments and paint or fabric protection and window tinting.
- (iv.) Any alterations that have changed the design or performance from that originally supplied by Volkswagen.

### 3. Misuse

- (i.) Any defects resulting from driver negligence, misuse, or abuse.
- (ii.) Towing beyond the specified load and capacity.
- (iii.) Driving the vehicle after the loss of fluid such as coolant, oil, refrigerants or after warnings systems have advised the driver to stop the vehicle.

- (iv.) Ignoring the service interval notification prompted in the multi-function display.
- (v.) Driving the vehicle in off-road conditions beyond the designed or intended use of the vehicle.

#### 4. Damage

Any defects resulting after an accident, impact, fire, or illegal use or malicious or accidental damage to your vehicle (including damage by a third person or riots).

#### 5. Fuel and Oil

- (i.) Any defects resulting from the use of non-approved fuel or oil, including the use of the incorrect octane-rated fuel.
- (ii.) Any defects resulting from dirt or water in fuel, oil, coolant, or other fluids.

#### 6. Environmental Conditions

Any defects resulting from airborne industrial pollutants including acid rain, industrial fallout, salt, sand, stones, tree sap, bird and animal droppings, windstorm, hail, flood, lightning, or other Acts of Nature.

#### 7. Car Care

Failure to maintain and care for your vehicle including the body paint and trim in accordance with the Manufacturer's recommendations, or improper maintenance including incorrect cleaning agents.

#### 8. Reporting

Failure to report warranty defects within a timely manner and then have them repaired quickly, including paint and corrosion repairs.

#### 9. Servicing

Failure to have your vehicle serviced strictly within the time and kilometre intervals recommended by the Manufacturer, including the use of Volkswagen Genuine Parts. Maintenance services are performed every 15,000km / 12-months, whichever comes first.

### Special Conditions:

#### Tyres

Tyres is covered by the warranty and claimed from the individual tyre suppliers' representative in Malaysia.

Inspection will be carried out by the tyre suppliers' representative and a report will be given prior to tyre replacement, subject to the inspection findings with terms and conditions in accordance with the tyre Manufacturer.

#### Starter Battery

Starter Batteries are covered under warranty for the first 24 months after first vehicle registration only. Starter vehicle batteries purchased are covered for the first 24 months from purchase / installation date. Spare parts warranty guidelines apply.

## What the Customer Must Pay For:

The Volkswagen New Vehicle Warranty does not cover the costs of routine maintenance of your vehicle.

- (i.) Prescribed maintenance and service adjustments to your vehicle and parts or fluids used in connection with these.
- (ii.) Wheel alignments and wheel balancing and other adjustments relating to normal wear and tear.
- (iii.) Any parts that wear out as part of their normal operation:
  - Brake Linings and Disc Pads
  - Brake Discs and Drums
  - Clutch Release Bearings and Pressure Plates
  - Clutch Linings
  - Tyres
  - Wiper Blades
  - Seat and Backrest Covers
  - Floor Coverings
  - Spark Plugs
  - Batteries for Remote Key and Alarms
  - Light Bulbs
  - Shock Absorbers
  - Filters
  - Catalytic Converters
  - Diesel Particulate Filters
  - All Belts
  - Fuses
  - Satellite Navigation Updates
  - All other parts of your vehicle that have been subjected to normal wear and tear
- (iv.) Damage to DVD/Navigation units caused by misuse or using copied or pirated CDs or DVDs.

## Warranty Conditions (3 To 5 Years from date of first registration)

### The Conditions

#### Service Requirements

- (i.) The vehicle is to be serviced in strict accordance with the time and kilometre intervals recommended by the Manufacturer. Failure to service the vehicle according to the schedule will render the warranty voidable.
- (ii.) All such services must be duly recorded, stamped and signed by the authorized Volkswagen dealer in the service booklet or updated in the Digital Service Schedule portal.

### Claims Procedures

- (i.) Repair work must take place at any authorised Volkswagen Dealer.
- (ii.) 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.
- (iii.) The company 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 material or normal wear and tear.

### 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 and Parts Covered:

The following parts/components are covered under this Warranty:

### 1. Engine

- (i.) Cylinder Block including: - Pistons, Piston Rings, Connecting Rods and Bearings, Crankshaft, Crankshaft Main Bearing, Gudgeon Pins and Bearings, Thrust Bearing, Engine Mountings.
- (ii.) Cylinder Head including:- Camshaft, Camshaft Bearings, Cam Followers, Timing Gears, Timing Chains and Guides, Timing Chain cover and oil seals, Rocker Assembly including: Hydraulic Rocker, Rocker Arm, Rocker Shafts, Rocker Bushings, Cylinder Head Valves, Collects, Valve Lifters, Valve Springs, Valve Seals, Valve Spring Retainers, Valve Seats, Valve Guides, Pushrods, Head Gasket(s), Oil Pump (including Oil Pump Housing), Oil Seals, Inlet and Exhaust Manifolds and their Mechanical Component and Associated Wiring, Turbochargers and Superchargers, Flywheel Ring Gears, Flywheel (Non-Clutch related failure).

**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

- (i.) **Manual:** - Internal Gears and Shafts, Baulk Rings and Bearings, Synchro Hubs, Selector Fork, Seals and Bushes, Reverse Light Switch, Sensors and Solenoids, Odometer Drive Gears, Oil Seals and Gaskets, all Internal Bearings, Gear Shift Lever, Transmission Housing, Transmission Mounts, Internal Shift Rods, Main Shaft, all Internal Bearing and Bushing, all Synchronisers, all Gear sets and all External Cables, Gearbox Mounting.

**Excluding:** - Rubber Bushes, Clutch Plate, Pressure Plate, Release Bearing.

- (ii.) **Automatic:** - Torque Converter, Drive Plate, Gears, Shafts and Bushes, Oil Pump, Seals, Governors, Servo, Faxiplate, Solenoids and Switches, Parking Pawl Assembly, Odometer Drive Gears, Gear Linkages, Valve Body, Clutches and Brake Bands.
- (iii.) **Automatic Transmission:** - Selector Lever and Mechanism, Tiptronic Switches and Controls, Transmission Control Module, Transmission Speed Sensor, Gearbox Mounting, Multi-Function Switch, Shift Level Lock and Associated Switches, all Planetary Gears and Bearing, all Internal Clutches, all Internal Brake Bands, ATF Pump, ATF Cooler, Transmission Housing, Valve Body, Governor, Torque Converter, Valve Body Electrical, Multiple Clutch and Dual Clutch.

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

### 3. Drive Train/Final Drive

Crown Wheel and Pinion, Bearing and Oil Seals, Differential Gears, Drive Shafts and Constant-Velocity Joints, Propeller Shaft (not VC joints or boots), Propeller Shaft Flanges, Differential Case, Drive Shaft Bearings, Bearing Housing, Differential Locks, All Wheel Drive Internal Components, Speedometer Gear, Differential Bearings, Oil Pump, Haldex Components Half Shaft, Wheel Bearings, Axle Bearings, Locking Rings, Universal Joints, 4-Wheel Drive Unit, (Transfer Box) Free-Wheeling Hub.

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

#### 4. Cooling System

Radiator, Expansion Tank, Coolant Pipes, Oil Cooler, Water Pump including Pulley, Viscous Coupling, Thermostat, Thermostat Housing and Gasket, Thermostatically Controlled Fan (including motor), Temperature Sender Units.

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

#### 5. Fuel System

Actuator, Air Mass Sensor, Electrical Fuel Pump, Fuel Pump Relays and Petrol Engine Fuel Injectors, Automatic Choke Unit, Diesel Injection Pump and Injectors, Diesel and Petrol High Pressure Pump, Fuel Tank, Fuel Tank Cap, Fuel Tank Sending Unit, Accumulator, Fuel Lines, Accelerator Switches and Cable, Intake Manifold, Idle Air Stabiliser.

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

#### 6. Front and Rear Suspension

Coil Springs, Leaf Springs, Ball and Swivel Joints, Panhard Rods, Upper and Lower Control Arms, Bushes, Stabiliser-Bars, Stabiliser-Bars Links and Bushings. Suspension: - Front Axle Sub Frame, Control Arm Support, Control Arm Bush, Wheel Bearing Housing, Steering Knuckle, Front Wheel Hub, Coil Springs, Stabiliser Links, Rear Axle Beam and Support Stub Axles, Rear Bearings and Housing, Rear Springs.

*Excluding:* - Wheel Alignments and Balancing Adjustments, Noises, Squeaks and Rattles e.g. Shock Absorbers, Strut Inserts, all Pipes and Hoses, Wheels and Tyres.

#### 7. Steering System

Steering Rack and Pinion including Power Steering Control Unit, Steering Column, Power Steering Pump, Upper and Lower Steering Shafts, Pitman Arm, Idler Arm, Tie-Rod Ends, Drag Link, Universal Joints, High Pressure Hoses, Steering Column Adjustment Mechanism, all Associated Hydraulic Hoses and Pipes, all Associated Bearings.

*Excluding:* - All Belts, Gaiters, Clips, Rubber Boots.

#### 8. Brake System

Brake Servo, Non-Return Valve, Master and Wheel Cylinders, Restrictor Valve, Caliper Seals, Pedal Assembly and Linkages, ABS Speed Sensor, Pressure Differential Valve, ABS/ESP Hydraulic Unit, Vacuum Pump, Warning and Regulating Switches, ABS Relays, Fluid Reservoir, Parking Brake and all Associated Level Switches and Cables, Pressure Regulator, Pressure Accumulators, all Hydraulic Lines and Hoses, Vacuum Pump and Hoses, Front and Rear Caliper and Mounts (not for seizing from corrosion), Power Assist Vacuum/Hydraulic.

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

#### 9. Electrical System

Speedometer and Sensors, Odometer, Tachometer, Temperature Gauges, Horn, Wiper Motor and Associated Sensor, Windshield Washer Reservoir, Fluid Level Sensor, Headlight Washer Pump and Associated Components, Head Light Switch, Brake Light Switch, Turn Signal Switch, Emergency Flasher Switch, Door Switches, Back-Up Light Switch, Fog Light Switch, Alarm System Components, Wiring Harnesses and Connectors (non-modified by aftermarket installation), Cruise Control Components, Ignition Cable (High Tension Cable), Starter Motor Unit including Solenoid, Alternator Unit, Voltage Regulator, Coil Unit, Ignition Locks and Electrical Components, Knock Sensors, Infrared Entry Receiver (not for Battery replacement), Power Door Actuators and Associated Switches, Sunroof Motor, Sunroof Switches and Relay, Convertible Top Hydraulic Motor and Associated Wiring, Window Regulator Assemblies and Motor, Power Window Switches and Associated Wiring, Side View Mirror Motors and Associated Wiring, Sunshade Motor, Airbag Sensors and Warning Lights and Associated Components, Airbags, Seat Motors and Heating Elements and their Relays, Multimedia Interface (MMI) Components not related to Navigation and Sound System, Ignition Switch, Headlamp Control Units and Horn. Electronic component failure (Headlight, Taillight, Heated steering wheel, speakers, subwoofers, electronically controlled gas shock absorber, etc.) excluding due to water ingress (leakage) and external influence factor.

*Excluding:* - Batteries, Light Bulbs, Wiper Blades/Rubbers, Distributor Cap and Relays.

## 10. Enhanced Electrical

All Control Units including Engine Control Unit (ECU), Automatic Cruise Control and Transmission Control Unit, etc. Note:  
 - Any damage resulting from defective "Wiring Harness" (prior to the failure of the Control Unit) and/or mishandling of the unit(s) is not covered by the warranty.

## 11. Air Conditioner with Climate Controls

Air Conditioner Compressor, Compressor Clutch, Condenser, Evaporator/Cooling Coil, Expansion Valve, Suction Throttling Valve, Automatic Climate Control Unit, Blower Motor, Air Conditioner Switches and Sensor, Accumulator, Relays, Heater Control Units, Heater Control Cables and Valves, Heater Core, Ambient Sensor, Fresh Air Controls and Cables, Fresh Air Blower Motor, Distribution Ducts and Outlets, all Vacuum Motors, A/C Control Unit, all Associated A/C Wiring, Interior Sensor.

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

## 12. Body Interior

Bonnet Release Mechanism, Glove Compartment Latch/Lock.

## 13. Body Exterior

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, Parts and Expenses Not Covered:

- I. All Components and Parts not mentioned under Components and Parts Covered.
- II. Paintwork, bodywork, water ingress and corrosion, glass, lenses, trim, brightwork, etc.
- III. Wheels, wheel balancing, tyres, exhaust system and catalytic converter.
- IV. Engine tuning, cleaning of fuel lines, walnut blasting, 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 valves).
- V. All wiper blade, rubbers, and door seals.
- 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, aerials, and car telephones.
- VIII. Failure of clutch and brake materials due to wear, adjustments, alignments, and any item associated with manufacturer 's recommended maintenance 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 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:

- I. To any parts and components not listed under the heading of Components and Parts 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.
- VI. 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.
- VII. Gradual reduction in operation performance commensurate with age and kilometres covered by the Vehicle, normal wear and tear or deterioration.
- VIII. Consequential loss of any kind.
- IX. Liabilities to third parties.
- X. War and kindred risks.
- XI. Nuclear or radiation risks.
- XII. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- XIII. Only valid for vehicles registered as of 1<sup>st</sup> September 2016 to June 2023 according to the purchase contract.