



USA Warranty and Maintenance e-Golf

Model year 2016

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e-Golf
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Afterword

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Warranty

Owner's information

Dear Owner,

This booklet contains the limited warranties applicable to your 2016 Volkswagen model. 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 3 years or 36,000 miles, whichever occurs first and Powertrain Limited Warranty coverage for 5 years or 60,000 miles, whichever occurs first. Your vehicle has a Limited Warranty Against Corrosion Perforation for a period of 12 years or 120,000 miles, whichever occurs first. e-Golf models receive High-Voltage System Limited Warranty coverage for 5 years or 60,000 miles, whichever occurs first. Also the high-voltage battery is warranted for 8 years or 100,000 miles, whichever occurs first, for defects in material and workmanship and for net capacity loss below 70%. For complete details, please refer to the High-Voltage System Limited Warranty in this booklet.

- High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

Your satisfaction in understanding the limited warranties that apply to your Volkswagen model is important to us. Any questions concerning warranty coverage should be directed to us using your preferred method of communication:

Email us:

Visit our website <http://www.vw.com>

Simply click on "Contact us"

Call us:

Tel.: 1 (800) 822-8987

Write to us:

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

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 call or write to the Volkswagen Customer CARE Center.

Volkswagen participates in BBB AUTO LINE, a mediation/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 both mediation and 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 manufacturers 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 model, 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 **3 years or 36,000 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.

Coverage

This limited 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.

*** 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.**

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 material and workmanship, are covered up to one year or 12,000 miles, whichever occurs first (e.g. headlight adjustment).

Where to go for warranty service

– **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

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

If your Volkswagen model 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 limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

Warranty repairs while traveling in Canada

– **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

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, 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,
- Repair order(s) and
- Part(s) removed from your Volkswagen model. ◀

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 filters, 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 material or workmanship are not covered after the first year or 12,000 miles, which-

ever occurs first (e.g. headlight adjustment). This limited warranty does not cover wheel alignment * or tire balancing *.

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

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

This limited warranty does not cover:

- Damage or malfunctions caused by improper charging of the High Voltage System; or
- Damage or malfunctions caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118°F (48°C); or
- Damage or malfunctions caused by operation of the high voltage vehicle in areas flooded with water higher than the bottom of the vehicle body; or
- 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; defects or failures 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 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 accident, collision, vandalism, or 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 or malfunctions due to 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 performed 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

These limited warranties do not cover repairs on 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.¹⁾

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

Other terms

This New Vehicle Limited Warranty is issued by Volkswagen. This limited warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen.

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

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

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

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

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

Powertrain Limited Warranty

What is covered

Warranty period

The coverage under this warranty lasts for **5 years or 60,000 miles** whichever occurs first, from the date the vehicle was first placed in service.

This limited warranty does not apply to vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine.

If a commercial vehicle is sold to a subsequent owner, this warranty still does not apply.

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

The Powertrain Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

Engine

Water pump.

Transmission

Case and all internal parts and all related seals and gaskets.

Drivetrain

Differential and all internal parts, drive shafts and constant velocity (CV) joints.

Where to go for warranty service

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

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

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this warranty will not apply. Defects in 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

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Powertrain Limited Warranty, 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.

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.

The Powertrain 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 warranty are made free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** genuine Volkswagen part. <

What is not covered

Maintenance services

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 filters, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component.

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

This limited warranty does not cover:

- Damage or malfunctions caused by improper charging of the High Voltage System; or
- Damage or malfunctions caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118°F (48°C); or
- Damage or malfunctions caused by operation of the high voltage vehicle in areas flooded with water higher than the bottom of the vehicle body; or
- 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; defects or failures 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 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 accident, collision, vandalism, or 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.

Wear and tear items

This limited warranty does not cover the replacement of any powertrain components that wear as a result of normal use or deterioration.

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 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.

Other expenses

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

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

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

Limited Warranty Against Corrosion Perforation

What is covered

Warranty period

The coverage under this limited warranty lasts for **12 years or 120,000 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

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

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

If your Volkswagen model 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

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model 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.

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 model is corrosion protected at the factory. You do not need to purchase rustproofing when you buy your Volkswagen model 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 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 caused by airborne industrial pollutants (e.g., acid rain), bird droppings, stones, flood water, wind storms, tree sap or other similar 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.



High-Voltage System Limited Warranty - e-Golf models only

What is covered

Warranty period

The coverage under this warranty lasts for **5 years of 60,000 miles** whichever occurs first*, from the vehicle's original in-service date.

*** The high-voltage battery is warranted for 8 years or 100,000 miles, whichever occurs first, for defects in material and workmanship and for net capacity loss below 70%. The battery net capacity coverage includes any repairs needed to return battery net capacity to a level of 70%. Coverage may not return the high-voltage battery to an "as new" condition with 100% net capacity, but it will provide the vehicle with a net capacity level of at least 70%. Gradual reduction in battery net capacity over time is integral to the nature of the components and does not represent a defect under the terms of this warranty, as long as the reduction in net capacity is not in excess of 30%. The warranty on the high-voltage battery does not apply if a defect has been caused by the battery not being used, handled or maintained as described in the owner's manual.**

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

This limited warranty does not apply to vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine.

If a commercial vehicle is sold to a subsequent retail owner, this warranty still does not apply.

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

The High-Voltage System Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

– High-voltage battery

The high-voltage battery is warranted for 8 years or 100,000 miles, whichever occurs first, for defects in material and workmanship and for net capacity loss below 70%. The battery net capacity coverage includes any repairs needed to return battery net capacity to a level of 70%. Coverage may not return the high-voltage battery to an "as new" condition with 100% net capacity, but it will provide the vehicle with a net capacity level of at least 70%. Gradual reduction in battery net capacity over time is integral to the nature of the components and does not represent a defect under the terms of this warranty, as long as the reduction in net capacity is not in excess of 30%. The warranty on the high-voltage battery does not apply if a defect has been caused by the battery not being used, handled or maintained as described in the owner's manual.

- Power electronics, which consists of the DC-to-DC converter and pulse inverter
- Electric motor
- High voltage air conditioning
- High-voltage heating
- Charger for high-voltage battery
- Charging socket for high-voltage battery
- Orange high-voltage cables and connectors

Where to go for warranty service

- High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

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

If your Volkswagen model 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

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

Warranty repairs while traveling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States High-Voltage System Limited Warranty, 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.

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.

The High-Voltage System 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 made free of charge. An authorized Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** genuine Volkswagen part. <

What is not covered

Maintenance services

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 filters, lubricants, fluids, or air conditioner refrigerant charge, unless their replacement is a necessary part of warranty service on a covered component.

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

This limited warranty does not cover:

- Damage or malfunctions caused by improper charging of the High Voltage System; or
- Damage or malfunctions caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118°F (48°C); or
- Damage or malfunctions caused by operation of the high voltage vehicle in areas flooded with water higher than the bottom of the vehicle body; or
- 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; defects or failures 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 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 accident, collision, vandalism, or 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.

Wear and tear items

This limited warranty does not cover the replacement of any High-Voltage System components that wear as a result of normal use or deterioration.

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 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.

Other expenses

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

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

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 ten (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. <

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

Customer Care

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 personnel at your authorized Volkswagen dealer. You may want to speak to the Service Manager or directly to the owner of the dealer.

It is their business to be concerned about your satisfaction and goodwill. Because they are closest to the situation, they are in the best position to quickly resolve any concerns you may have. <

A Volkswagen Customer CARE Representative, in conjunction with your authorized Volkswagen dealer, will work with you to carefully review all facts relating to your request. <

Volkswagen corporate assistance

Your satisfaction with our product is very important to us, and we would like to make certain that we have had the opportunity to work with you and your dealer to resolve your concerns.

If your concerns are not resolved to your satisfaction by the dealer, please contact us.

You can contact us using our internet address:

<http://www.vw.com>

Simply click on "Contact Us"

Or by calling our toll-free number

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

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

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

When you email, call, or write 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)**

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.

In other instances, Volkswagen may offer assistance with a repair beyond warranty on a case-by-case basis. If you believe that your vehicle needs a repair not covered by warranty which Volkswagen should pay for in part or in whole, please discuss the request with your dealer. If you are not satisfied with your dealer's decision, please contact Volkswagen Customer CARE by telephone or in writing. Your request should provide the Vehicle Identification Number, the mileage, maintenance history and an explanation of why you believe that the repair should be performed free of charge. Your request should be accompanied by all available maintenance and repair records which you have retained. A Customer CARE Representative will 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, a mediation/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 State or Federal 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 consists of two parts: mediation and arbitration. Mediation means that 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 mediated 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, a mediation/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 six (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 through mediation. If mediation is not successful, or if you do not wish to participate in mediation, 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 BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. 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:

<https://www.vw.techliterature.com>



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

Dunlop Tire Corp.

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

Bridgestone/Firestone Inc.

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

Goodyear Tire & Rubber Co.

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

Continental General

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

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

Hankook Tires Corporate Headquarters

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



Maintenance

Warranty voucher

Present this voucher to an authorized dealer if warranty service is required.

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.

Month Day Year

Stamp of authorized Volkswagen Dealer

(to be filled in by authorized Volkswagen Dealer)

1. _____

2. _____

3. _____

4. _____

Vehicle Identification Label

1. Vehicle Identification No. / Engine Code
2. Type / Engine / Transmission
3. Transmission Code / Paint No. / Interior / Engine / Engine Code
4. Optional Equipment



Odometer replacement and other dealer stamps

Air Conditioner
Warranty Registration Certificate
(except factory installation)

Attach here (for dealer use only)

Federal Law requires that a label be affixed
to the left door frame when the replacement odometer
does not indicate the actual vehicle mileage
after repair or replacement.

Genuine Volkswagen replacement odometers are supplied with a label

Odometer Replacement

Month Day Year

(to be filled in by authorized Volkswagen Dealer)

Stamp of authorized Volkswagen Dealer

At mileage



Service information

Dealer service

There are approximately 650 authorized Volkswagen dealers in the United States. They have Volkswagen trained technicians, proper workshop equipment and parts to give you expert service.

High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

Volkswagen dealers are committed to quality service.

- Your authorized Volkswagen dealer offers many services for your convenience, such as extended service hours, early bird service, body repairs, to name just a few. Ask about them.
- Arrange your service with your dealer when it is convenient for you.
- Ask your Service consultant about the service you need and discuss the cost involved.
- Leave word where you can be reached during the day and when you would like to pick your car up.
- Keep all receipts of maintenance and repairs performed. Your service record is important when making use of your warranty.
- Maintenance services performed by your authorized dealer at the intervals specified, will also be documented in this booklet.
- Automobile technology changes continuously. Your authorized Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.

Do-it-yourself service

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

Your Owner's Manual contains many helpful hints on what you can service yourself.

- You can check tires for wear or damage and correct tire pressure, including the spare.
- You can check the windshield washer container.
- You can check your car's interior and exterior lighting system for correct functioning.
- You can check the engine oil level with every fuel filling.
- You can perform these simple checks once a week. They save time, trouble and expense later.

Your technician will not check the above mentioned items in each case during regular service and maintenance visits.

Why maintenance?

With proper maintenance and care, your Volkswagen model will continue to provide you with a dependable and safe driving experience. This booklet contains Volkswagen's prescribed service intervals as well as other important information you need to know to care for your Volkswagen model properly. **Adherence to the prescribed maintenance services and intervals is necessary to protect your investment and help ensure optimum performance. Failure to follow recommended maintenance services and intervals may result in a denial of your warranty coverage.** Please see the warranty section of this booklet for further details.

Your vehicle is designed to keep maintenance requirements to a minimum.

Follow the service intervals schedule and itemized list of services for each, and make fluid level and tire pressure checks between the scheduled intervals as recommended in your vehicle Owner's Manual. ▶

The service intervals schedule is based on vehicles operating under normal conditions. In the case of severe conditions, such as extremely low temperatures and/or excessive dust, it is necessary for some services to be performed between the scheduled intervals. This applies particularly to the cleaning or replacing of the air cleaner filter element.

Authorized Volkswagen dealers are ready to serve you and are committed to quality service.

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.** <

Service schedule

Delivery inspection

- Your authorized Volkswagen dealer will fill out the necessary information and stamp this booklet to confirm that the necessary services have been performed.
- Automobile technology changes continuously. Your authorized Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.
- If you are not sure when to bring your car in for service, ask your authorized Volkswagen Service consultant.

Delivery Inspection

Before your vehicle is delivered to you, it is inspected according to factory guidelines. The Delivery Inspection was performed on:

Next Service:

Date:.....

Miles:.....

(whichever occurs first)

Today's date and Volkswagen Dealer stamp



Points to Review

Points to review during every service.

- **High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.** This applies to all maintenance intervals.
- 12 Volt Battery: Check **(and second 12 Volt Battery if applicable)**
- Coolant level and frost protection: Check
- eMotor and eMotor compartment components: Check **(from above)** for leaks and damage
- eMotor and eMotor compartment components: Check **(from below)** for leaks and damage, check transmission, final drive, and drive shaft boots
- Headlights: Check adjustment
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Visual inspection of windshield. Note damage if necessary



Service at 10,000 miles

Service at 10,000 miles or one year from vehicle in-service date, whichever occurs first.

- High voltage components can only be serviced by a certified Volkswagen High Voltage Specialist. For a Volkswagen High Voltage dealer near you, please contact Customer Care at 1 (800) 822-8987. In the event of an emergency relating to the High Voltage System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair. This applies to all maintenance intervals.
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 20,000 miles

Service at 20,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 30,000 miles

Service at 30,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 40,000 miles

Service at 40,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Dust and pollen filter: Replace
- eMotor and eMotor compartment components: Check (**from above**) for leaks and damage
- eMotor and eMotor compartment components: Check (**from below**) for leaks and damage, check transmission, final drive, and drive shaft boots
- Headlights: Check adjustment
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Service interval display: Reset
- Sunroof and Panoramic sunroof: Check, clean, and lubricate (**if applicable**)
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary (**if applicable**)
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 50,000 miles

Service at 50,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 60,000 miles

Service at 60,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Air filter element and snow screen: Replace element and clean screen and housing (**if applicable**)
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 70,000 miles

Service at 70,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 80,000 miles

Service at 80,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Dust and pollen filter: Replace
- eMotor and eMotor compartment components: Check (**from above**) for leaks and damage
- eMotor and eMotor compartment components: Check (**from below**) for leaks and damage, check transmission, final drive, and drive shaft boots
- Headlights: Check adjustment
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Service interval display: Reset
- Sunroof and Panoramic sunroof: Check, clean, and lubricate (**if applicable**)
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary (**if applicable**)
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 90,000 miles

Service at 90,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 100,000 miles

Service at 100,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 110,000 miles

Service at 110,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Service interval display: Reset
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Service at 120,000 miles

Service at 120,000 miles or one year after last service, whichever occurs first.

- 12 Volt Battery: Perform diagnosis (**determine charge capacity with diagnostic tester**)
- Air filter element and snow screen: Replace element and clean screen and housing (**if applicable**)
- Body: Visual inspection for corrosion
- Brakes: Inspect brake system and shock absorber for leaks and damage, check thickness of brake pads, brake disc condition front and rear. Look for contact pattern and corrosion of brake discs, and check brake fluid level subject to abrasion
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Dust and pollen filter: Replace
- eMotor and eMotor compartment components: Check (**from above**) for leaks and damage
- eMotor and eMotor compartment components: Check (**from below**) for leaks and damage, check transmission, final drive, and drive shaft boots
- Headlights: Check adjustment
- High voltage charging cable: Visual inspection for contamination and damage
- High voltage charging socket in the tank cover: Visual inspection for damage
- High voltage battery: Check charge level and charge if necessary
- High voltage components: Visual inspection for damage to the high voltage components and lines, battery box, high voltage connections and coolant connections, and labels in the engine compartment and rear area
- Interior lighting and glove box lights, cigarette lighter/power outlets, horn, and all warning lamps: Check
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, and hazard warning lights: Check
- Service interval display: Reset
- Sunroof and Panoramic sunroof: Check, clean, and lubricate (**if applicable**)
- Sunroof: Open sunroof and check front and rear water drains and clean if necessary (**if applicable**)
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, handling, and parking brake
- Tie rod ends: Check for excessive play and looseness, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Underbody: Inspect under seal, underbody trims, pipe placing, and plug for damage
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:

Date:.....

Miles:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp



Additional service

Time-dependent maintenance items

Every 2 years:

- Dust and pollen filter: Replace (**or every 40,000 miles, whichever occurs first**)
- Tire filler bottle in the tire mobility set: Check (**observe expiration date**)

At the 3 year mark, then every 2 years regardless of miles driven:

- Brake fluid and clutch unit: Replace fluid.

Every 4 years regardless of miles driven:

- Tire filler bottle in the tire mobility set: Replace (**observe expiration date**)

Every 6 years regardless of miles driven:

- Air filter element and snow screen: Replace element and clean screen and housing (if mileage is under 60,000 miles) (**if applicable**) <

Brake fluid replacement

Replacement record

- The brake fluid must be replaced every 3 years regardless of mileage, and every 2 years thereafter regardless of mileage driven.

Brake Fluid Replacement Record

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp

Brake Fluid Replacement Record

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp



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Brake Fluid Replacement Record

A brake fluid replacement was performed on:.....

Next Brake Fluid Replacement:

Date:.....

Today's date and
Volkswagen Dealer stamp



Airbag Replacement

The airbag system can be deployed only once.

After an airbag has inflated it must be replaced. The proper replacement of airbags will be entered into the record by your authorized Volkswagen Dealer.

Front Airbag	<input type="checkbox"/> left	<input type="checkbox"/> right
Side Airbag	left	right
	<input type="checkbox"/> front	<input type="checkbox"/> front
	<input type="checkbox"/> rear	<input type="checkbox"/> rear
SIDEGUARD	<input type="checkbox"/> left	<input type="checkbox"/> right
Knee Airbag (where applicable)	<input type="checkbox"/> left	<input type="checkbox"/> right

Authorized Volkswagen Dealer Stamp

Module replaced:	Date:
Next Replacement:	Date:

Front Airbag

left

right

Side Airbag

left

right

front

front

rear

rear

SIDEGUARD

left

right

Knee Airbag (where applicable)

left

right

Authorized Volkswagen Dealer Stamp

Module replaced:

Date:

Next Replacement:

Date: