



# Canada Warranty and Maintenance

Beetle, Beetle Convertible, Golf, Golf Alltrack, Golf SportWagen, Golf GTI, Golf R, Jetta, Jetta Hybrid, Jetta GLI, Passat, CC, Tiguan, Touareg

Model year 2017

Beetle, Beetle Convertible, Golf, Golf Alltrack, Golf SportWagen, Golf GTI, Golf R, Jetta, Jetta Hybrid, Jetta GLI, Passat, CC, Tiguan, Touareg Canada Warranty and Maintenance



Canada Warranty and Maintenance:  
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## Afterword

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# Warranty

## Owner's information

### Dear Owner,

This booklet contains the warranties and maintenance applicable to your Volkswagen model. Please read these warranties carefully to determine your warranty rights and obligations.

**Your New Vehicle Limited Warranty includes coverage for 4 years or 80,000 kilometres, whichever occurs first and Powertrain Limited Warranty coverage is 5 years or 100,000 kilometres, whichever occurs first. Jetta Hybrid models receive Hybrid System Limited Warranty coverage for 8 years or 160,000 km, whichever occurs first. Your vehicle also has a Limited Warranty Against Corrosion Perforation for a period of 12 years, or 200,000 kilometres.**

In addition, your model year 2017 vehicle is covered by emissions control system limited warranties. Please consult these warranties whenever a repair to your emission control system is required to determine whether it is covered by warranty.

These warranties are applicable to all new Volkswagen vehicles imported and distributed by Volkswagen Group Canada Inc. ("VGCA", or "Volkswagen") for sale in Canada.

Your satisfaction in understanding these 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.ca>

Simply click on "Contact us"

### Call us:

Tel.: 1 (800) 822-8987

### Write to us:

**Volkswagen Customer Relations Center  
777 Bayly Street, West  
Ajax, Ontario, L1S 7G7**

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 Serv-

ice Manager at your dealer. If your concern is not resolved through your dealer, please call or write Volkswagen Customer Relations Center.

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

The Canadian Motor Vehicle Safety Act of 1971 requires manufacturers to be in a position to contact vehicle owners if a correction of a product defect becomes necessary.

If you change your address or buy a used Volkswagen model, complete one of the postcards in the middle of this booklet and mail it to Volkswagen Group Canada Inc. Quote the complete vehicle identification number (VIN) of your Volkswagen model. Do not use an abbreviated number. You do not need to use this card if you purchased your vehicle through an authorized Volkswagen dealer. <

# New Vehicle Limited Warranty

## What is covered

### Warranty period

The New Vehicle Limited Warranty period is **4 years or 80,000 kilometres**, 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 provinces may 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 manufacturer's defect in material or workmanship except wheel alignment, tire balance, and the repair or replacement of tires.

The repair or replacement of wear and tear items, **including but not limited to** brake pads worn below manufacturer specifications, brake discs worn below manufacturer specifications, clutch discs, seat covers, and light bulbs<sup>1)</sup> replaced for wear and tear, are covered up to one year or 20,000 kilometres, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 10,000 kilometres, whichever occurs first.

#### Original Equipment Battery

Original equipment batteries are covered 100% parts and labor for 4 years or 80,000 kilometres, whichever occurs first, for defects in material or workmanship.

#### Mechanical Adjustments

Mechanical adjustments not associated with a defect in material and workmanship, are covered up to one year or 20,000 kilometres, whichever occurs first (i.e. headlight adjustment).

### Where to go for warranty service

This limited warranty will be honoured by any authorized Volkswagen dealer in Canada.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside of Canada, this warranty will not apply.

#### Warranty repairs while traveling in the United States

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

<sup>1)</sup> Excludes Halogen and Xenon headlight bulbs, which are covered for 4 years or 80,000 kilometres, whichever occurs first. Headlight bulbs damaged by outside influence are not covered.

## 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 to the nearest authorized Volkswagen dealer. Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

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

## What is not covered

### Tires

Tires are not covered by this warranty, but are separately warranted by the tire manufacturer. 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.

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

Mechanical adjustments not associated with a defect in material or workmanship are not covered after the first year or 20,000 kilometres, whichever occurs first (i.e. headlight adjustment). This limited warranty does not cover wheel alignment or tire balancing. <

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

This limited warranty does not cover:

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

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

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

## Accessories, spare parts, and modification of your Volkswagen

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

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

## Noise, vibration, cosmetic conditions, and deterioration

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

## Aesthetics and design

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

## Damage or malfunctions due to lack of maintenance

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

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

## Damage caused by the environment

This limited warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, tree sap or other similar occurrences.

## Glass

This limited warranty does not cover glass breakage, unless due to a defect in manufacturers 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 kilometres 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 but not limited to, loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.<sup>1)</sup>

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.

## Other terms

This New Vehicle Limited Warranty is issued by Volkswagen Group Canada Inc., (VGCA). This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by VGCA.

**This New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, the Limited Powertrain Warranty and the Emissions Warranties 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 provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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

<sup>1)</sup> Some provinces do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from province to province.

# Powertrain Limited Warranty

## What is covered

### Warranty period

The coverage under this warranty lasts for **5 years or 100,000 kilometres**, 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 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 provinces may 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:** Cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, manifolds, all related seals and gaskets.

**Transmission:** Case and all internal parts, torque converter, all related seals and gaskets.

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

### Where to go for warranty service

This limited warranty will be honoured by any authorized Volkswagen dealer in Canada.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside of Canada, this warranty will not apply.

### Warranty repairs while traveling in the United States

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

### Tires

Tires are not covered by this warranty, but are separately warranted by the tire manufacturer. 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.

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

Mechanical adjustments not associated with a defect in material or workmanship are not covered after the first year or 20,000 kilometres, whichever occurs first (i.e. headlight adjustment). This limited warranty does not cover wheel alignment or tire balancing.

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

This limited warranty does not cover:

- Damage, malfunctions, or symptoms resulting from negligent or otherwise improper repair of the vehicle; installation of any non-Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer; modifications to the vehicle (including but not limited to the engine management system); accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment; or
- Damage, malfunctions, or symptoms resulting from the use of used parts or new parts not sold or approved by Volkswagen, or the resultant damage to associated parts or systems; or
- Non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- Damage, malfunctions, or symptoms resulting from the alteration of the vehicle, in particular (but not limited to) any major or structural al-

terations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or

- Damage, malfunctions, or symptoms resulting from the use of contaminated or improper fuel, or from misfueling, whether intentional or unintentional misfueling; or
- Damage, malfunctions, or symptoms resulting from modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- Damage, malfunctions, or symptoms resulting from the use of the vehicle in competitive events, or caused by negligent driving or misuse, accident, collision, vandalism, fire; or
- Damage, malfunctions, or symptoms resulting from continued operation of the vehicle after a warning light, gauge reading, or other warnings indicate a mechanical or operational problem; or
- Damage, malfunctions, or symptoms resulting from suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

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

## Accessories, spare parts, and modification of your Volkswagen

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

Your Volkswagen vehicle should not be modified with non-genuine Volkswagen products. Modification with non-genuine Volkswagen products could affect the vehicle's performance, safety, or

durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty.

### Noise, vibration, cosmetic conditions, and deterioration

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

### Aesthetics and design

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

### Damage or malfunctions due to lack of maintenance

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

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

### Damage caused by the environment

This limited warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, tree sap or other similar 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 kilometres 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 but not limited to, loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.<sup>1)</sup>

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.

<sup>1)</sup> Some provinces do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from province to province.

# Hybrid System Limited Warranty

## What is covered

### Warranty period

The coverage under this warranty lasts for **8 years or 160,000 kilometres**, whichever occurs first, from the vehicle's original in-service date. 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 provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.**

### Coverage

The Hybrid 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 (including protective box)
- Battery Energy Control Module
- Battery Cooling System (including battery fans, housing, and air induction vents)
- Hybrid Electric Motor
- Hybrid Electric Motor Clutch
- Hybrid Electric Motor Clutch Actuator
- Power Electronics (inverter and converter)
- High-Voltage Cables (including connection boxes, safety plugs, and pilot line cable system)
- Electronic Control Module (ECM)

- Power Steering System (including pump and control module)
- Electric Transmission Oil Pump (including control module)

### Where to go for warranty service

This limited warranty will be honoured by any authorized Volkswagen dealer in Canada.

**Hybrid components can only be serviced by a certified Volkswagen Hybrid Specialist. For a Volkswagen Hybrid dealer near you, please contact the Customer Relations Center at 1 (855) thnk blu or 1 (855) 846-5258. In the event of an emergency relating to the Hybrid System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.**

If your Volkswagen model is brought to an authorized Volkswagen dealer outside of Canada, this limited warranty will not apply.

### Warranty repairs while traveling in the United States

Warranty repairs while traveling in the United States should be performed by an authorized Volkswagen dealer. Hybrid components can only be serviced by a certified Volkswagen Hybrid Specialist. For a Volkswagen Hybrid dealer near you, please contact the Customer Relations Center at 1 (855) thnk blu or 1 (855) 846-5258. In the event of an emergency relating to the Hybrid System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

If your Volkswagen is within the Canadian Hybrid System Limited Warranty, most United States dealers can submit a warranty claim. Proof of Canadian residence is required. If the United States dealer cannot submit your claim, you may be asked to pay for the repair. On your return to Canada, please present the invoice to your Canadian 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 Hybrid 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. 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, oil, 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, malfunctions, or symptoms resulting from negligent or otherwise improper repair of the vehicle; installation of any non-Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer; modifications to the vehicle (including but not limited to the engine management system) ; accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment; or
- Damage, malfunctions, or symptoms resulting from the use of used parts or new parts not sold or approved by Volkswagen, or the resultant damage to associated parts or systems; or
- Non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or

- Damage, malfunctions, or symptoms resulting from the alteration of the vehicle, in particular (but not limited to) any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- Damage, malfunctions, or symptoms resulting from the use of contaminated or improper fuel, or from misfueling, whether intentional or unintentional misfueling; or
- Damage, malfunctions, or symptoms resulting from modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- Damage, malfunctions, or symptoms resulting from the use of the vehicle in competitive events, or caused by negligent driving or misuse, accident, collision, vandalism, fire; or
- Damage, malfunctions, or symptoms resulting from continued operation of the vehicle after a warning light, gauge reading, or other warnings indicate a mechanical or operational problem; or
- Damage, malfunctions, or symptoms resulting from suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

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

### Accessories, spare parts, and modification of your Volkswagen

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

Your Volkswagen vehicle should not be modified with non-genuine Volkswagen products. Modification with non-genuine Volkswagen products could affect the vehicle's performance, safety, or

durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty.

**The “Other Terms” presented in the New Vehicle Limited Warranty also apply to this 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.<sup>1)</sup>**

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

# Limited Warranty Against Corrosion Perforation

## What is covered

### Warranty period

The coverage under this limited warranty lasts for **12 years or 200,000 kilometres**, 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 provinces may not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.**

**Neither VGCA 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. Repairs are covered under this limited warranty only if there is a rust-through condition in the body sheet metal originating from the inside of the affected panel(s) and not caused by outside influences (See section "Special conditions and limitations" and "What's not covered" below for possible coverage exclusions).

### Where to go for warranty service

This limited warranty will be honoured by any authorized Volkswagen dealer in Canada.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside of Canada, this limited warranty will not apply.

### When the warranty period begins

The limited 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 "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. The limited warranty no longer applies if the vehicle has been: unregistered for more than 30 days, written off by a motor vehicle insurer, or determined to be a flood-damaged vehicle.

### 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 vehicle in order to keep this warranty in effect.

### Special conditions and limitations

It is the vehicle owner's responsibility to promptly repair paint damage, damaged undercoating or surface corrosion to maintain the Limited Warranty Against Corrosion Perforation. Neglecting to have the vehicle promptly repaired will result in refusal of coverage of the affected area under the Limited Warranty Against Corrosion Perforation.

Rust-through condition in the body sheet metal originating from the inside of the affected panel(s) and not caused by outside influences must be addressed with any authorized Volkswagen dealer at the earliest stage possible. Neglecting to have the vehicle promptly repaired, or failing to have the vehicle repaired in accordance with Volkswagen approved repair procedures will result in refusal of coverage of the affected area

under the Limited Warranty Against Corrosion Perforation. The installation of non-authorized Volkswagen accessories or failing to have authorized Volkswagen accessories installed in accordance with Volkswagen authorized accessory installation procedures may result in the refusal of coverage of the affected area under the Limited Warranty Against Corrosion Perforation.

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 nor blending.

VGCA's recommends when you attend at your Authorized Volkswagen dealer for your regularly scheduled maintenance you and your dealer review your vehicle's body panels to catch any corrosion that may be developing or any evidence of outside influence damage that may require prompt repair. Should you have any questions regarding your coverage, please discuss with your authorized Volkswagen dealer.

## 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 originating from the inside of the affected panel(s). Surface corrosion is not covered under the terms of this limited warranty. Perforation of body sheet metal due to accident, lack of care, failure to repair or modifications to the paint/painted surface are not covered under the terms of this limited warranty.

### 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 accident damage or failure to follow Volkswagen authorized repair procedures, that in VGCA's opinion caused or contributed to the corrosion.

### Neglecting to have the vehicle promptly repaired

Neglecting to have the vehicle promptly repaired may result in refusal of coverage of the affected area under the Limited Warranty against Corrosion Perforation. All type of rust should be address as soon as visible or noticeable. The diameter of the affected area should not exceed 4 cm.

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

Your vehicle may be built with aluminum components. This limited warranty does not cover corrosion perforation due to failure to perform body repairs in accordance with Volkswagen's specified repair procedures.

### Environmental damage

This limited warranty does not cover damage caused by airborne pollutants (e.g. acid rain), bird droppings, stones, floodwater, tree sap or other environmental concerns.

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

Genuine Volkswagen body parts that have been repaired or newly installed after a collision must be treated with rustproofing that is compatible with / and of comparable quality to Volkswagen's factory corrosion protection. Failure to have your vehicle treated in this way may result in

Volkswagen's refusal to repair any corrosion perforation that can be shown to have resulted from the failure to apply or the improper application of an approved rustproofing agent under the Limited Warranty against Corrosion Perforation.

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

## Emissions Control System Defect Warranty

### For 2 Years or 40,000 kilometres

Volkswagen Group Canada Inc., the authorized Canadian importer of Volkswagen vehicles, warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2017** Volkswagen vehicle imported by Volkswagen:

- Was designed, built and equipped so as to conform at the time of sale with all applicable emissions regulations of Environment Canada, and applicable Provincial requirements, and
- Is at the time the warranty commences, free from defects in material and workmanship which would cause the vehicle to fail to conform with the applicable Environment Canada emissions regulations for 2 years after the date of first use or delivery of the vehicle to the original retail purchaser or original lessee or until the vehicle has been driven 40,000 kilometres, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to Environment Canada emission standards. The following parts or systems listed, if defective, could cause the vehicle to fail to conform with Environment Canada regulations:

- Evaporative Emission Control System: including fuel tank, filler cap, filler neck and leak detection pump
- Exhaust System: including manifolds, turbochargers, catalytic converters, down pipes and particulate filter
- EGR System: including valves, pipes and coolers
- Fuel Injection System: including control modules, sensors, switches, valves and fuel lines
- Intake System: including camshaft adjuster units, sensors, manifold, pipes and control valves
- Ignition System: including coils and sensors

- On-Board Diagnostic (OBD) System: including Malfunction Indicator Lamp (MIL) and Data Link Connector
- Positive Crankcase Ventilation (PCV) System: including control valves and pipes
- Secondary Air Injection System: including air pump and control valves
- Emission-related hoses, gaskets, clamps and other accessories used with the above components
- ESC Control Module (Electronic Stability Control)
- Electro Mechanical Brake Servo (Brake Booster) <

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with applicable emissions standards prescribed by Environment Canada regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in Canada, the dealer will make repairs as may be required by these regulations free of charge. <

## For 8 Years or 130,000 kilometres

If the vehicle has been in use for more than 24 months or 40,000 kilometres, but less than 8 years or 130,000 kilometres, whichever occurs first, your Volkswagen dealer will repair or replace free of charge the following major emission control components only:

- Catalytic Converter and Particulate Filter
- Engine Electronic Control Module (ECM)
- Transmission Control Module (TCM)
- Selective Catalytic Reduction (AdBlue®) Control Module
- On-Board Diagnostic Device (OBD)

Additionally for Hybrid and Plug-In Hybrid vehicles:

- HVAC Control Module (without TME - HV Battery Thermo-Management Electronic)
- HV Battery TME Control Module
- Power Electronics Module (for Electric Drive)
- HV Battery Regulation Control Module
- HV Battery Charging Control Module

## Emissions Performance Warranty

### For 2 years or 40,000 kilometres and 8 years or 130,000 kilometres

Some provincial and local jurisdictions may have established the periodic vehicle emissions inspections and maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an approved I/M program is in force in your area, you are eligible for emissions performance warranty coverage

Volkswagen Group Canada Inc. warrants to the original retail purchaser or original lessee of a **model year 2017** Volkswagen vehicle and any subsequent purchaser or lessee of the vehicle that if the following conditions are met, any authorized Volkswagen dealer in Canada will remedy any nonconformity, as determined below, free of charge, under the following conditions:

- The vehicle fails to conform at any time during 2 years or 40,000 kilometres, whichever occurs first, to applicable emission inspection standards as determined by an I/M test or Inspection used by a provincial emissions I/M program, or
  - If the vehicle has been in use for more than 2 years or 40,000 kilometres, but less than 8 years or 130,000 kilometres, whichever occurs first, and the vehicle fails an I/M test or Inspection used by a provincial emissions I/M program resulting from a malfunction of a component listed in the Emissions Control System Defect Warranty as covered for 8 years or 130,000 kilometres, whichever occurs first, and
  - If the failure of the I/M test or inspection requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, provincial or federal law, and
  - The vehicle has been maintained and operated in accordance with Volkswagen's instructions for proper maintenance and use.
- The vehicle has not been modified, misused or tampered with in a manner which caused the vehicle to fail to comply with the applicable emissions standard, and
  - Fuel other than that specified for your vehicle in the Owner's Manual has not been used. <

## Performance Warranty claim approval

You may raise a claim under this warranty immediately after your vehicle has failed an I/M test and if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in Canada.

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

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part other than a genuine Volkswagen part was used in the maintenance or repair of the vehicle if Volkswagen can show that it is reasonable to assume that the part other than a genuine Volkswagen part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, causing the warranted vehicle to fail to meet the applicable emissions standard.

Volkswagen will not deny a claim relating to:

- Warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or
- Work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition. <

# Important Additional Information About Your Emissions Warranties

## Warranty period

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

## Proper maintenance and use

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

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

Failure to maintain your vehicle according to the instruction for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage.

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

used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to genuine Volkswagen parts in emissions performance and durability may impair the effectiveness of emission control systems. The use of parts other than genuine Volkswagen parts and the performance of any maintenance or repair by other than a Volkswagen dealer will not affect your emission performance warranty unless the replacement parts that are used are not of equivalent quality or capacity, or the repairs are not performed at the standard required and it is reasonable to assume that these actions caused the warranted vehicle to fail to meet the applicable standards. Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

## Use of Genuine Volkswagen Parts

The emission control systems of your vehicle were designed, built and tested using Original Equipment Manufacturer parts. Volkswagen recommends that genuine Volkswagen parts be

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## Maintenance and repairs performed by independent service

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

## Parts not scheduled for inspection or replacement

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

## Scheduled part inspection or replacement

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

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

## Damage to non-warranty parts

A part not covered under the emissions warranties will only be reimbursed if a covered part causes consequential damage to the part which is not normally covered.

## Warranty repairs while traveling in the United States

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

## 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 to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

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

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

These limited warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, or any abuse, neglect or improper maintenance of the vehicle, including but not limited to:

- Damage or malfunctions caused or contributed to in whole or in part by the alteration to the original engineering such as but not limited to; suspension modifications, performance modifications and / or any components management software modifications. Any modifications to these systems not made nor approved by Volkswagen Canada Inc. voids these warranties automatically on these components and / or any consequential damages; or
- Damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or

- Damage, malfunctions, or symptoms resulting from the use of the vehicle in competitive events, or caused by negligent driving or misuse, accident, collision, vandalism, fire; or
- Damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- Damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits
- Damage to emission components caused by flood, accident or other external events for which Volkswagen has no responsibility may not be claimed under any of these Emissions Warranties
- 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

Diagnosis and repair of such damage are at the expense of the owner. <

## Implied warranties

**Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.** <

## Incidental and consequential damages

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

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

 **In the event you have not received the services promised in these warranties, please follow the procedures described in this booklet under the title Customer Relations Center.** <

## Extent of warranties

### General

The New Vehicle Warranty, Powertrain Warranty, Emission System Warranty and Corrosion Perforation Warranty are the only express warranties made by Volkswagen Group Canada Inc. in connection with the sale of this vehicle.

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

This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen Group Canada Inc.

**In no event will Volkswagen Group Canada Inc. be liable for any incidental or consequential damage, including lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.**

**This warranty is not intended to disclaim, exclude or limit any rights under any provincial statute. To the extent that any part of this warranty is inconsistent with any such statute, that part shall not be applicable.**

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

## 24-Hour Roadside Assistance

### The Volkswagen 24-Hour Roadside Assistance program

#### Program coverage

The Volkswagen 24-Hour Roadside Assistance program is your assurance that help will be there should your Volkswagen has a mechanical breakdown under normal driving conditions. Whether this happens thousands of kilometres from home (anywhere in Canada or while travelling in the United States), or in your own driveway, you only have to call our toll-free number and help will be on the way.

#### 1 (800) 411-6688

To identify yourself as a member, simply quote your Vehicle Identification Number (VIN). This number can be found on the driver's side of the dashboard, visible through the windshield, or on your vehicle registration. As the proud owner of a 2017 Volkswagen vehicle, you are entitled to exclusive ownership privileges that are designed to provide you with peace of mind and security around the clock. **24-Hour Roadside Assistance is available for a period of 4 years or 80,000 kilometres, whichever occurs first.** As long as the vehicle is plated and insured, this comprehensive program of emergency roadside and related services is available to you 24 hours a day, 365 days a year, anywhere in Canada or even when you are traveling in the United States.

24-Hour Roadside Assistance combines a team of qualified bilingual customer service professionals with a comprehensive nationwide towing network to bring you world-class assistance when you need it most. These are some of the benefits of owning a Volkswagen, and a testament to Volkswagen's quality manufacturing and dedication to your total ownership experience. Certain exclusions and limitations apply. Please review your Owner's Manual for more details.

The Volkswagen 24-Hour Roadside Assistance program offers the following roadside assistance services:

- Towing will be provided to your preferred Volkswagen dealer within 50 kilometres or the nearest authorized Volkswagen dealer or authorized Volkswagen service facility.
- Battery jump start.
- Flat-tire service.
- Lock-out service.
- Gasoline delivery service.
- Emergency winching service.
- Trip interruption benefits.

When calling 1-800-411-6688 please be prepared to provide your 17 digit Vehicle Identification Number (VIN). Your VIN number can be found in numerous locations including your registration, insurance slip or in the right lower corner of the windshield from the exterior.

### **Coverage & Eligibility:**

All new 2017 model year Volkswagen passenger vehicles sold in Canada are eligible for Roadside coverage for four years or 80,000 kilometres, beginning at the date of delivery, or warranty start date, whichever occurs first. Certified pre-owned vehicles are provided with an additional coverage beginning at the expiration of the original coverage or sale date of the certified pre-owned vehicle, whichever is greater.

### **Obtaining Service**

To obtain any of the services and/or benefits listed in this manual, just call toll free to reach a qualified customer service professional to assist you: 1-800-411-6688.

### **Information required in order to provide service:**

To help serve you better, please have the following information ready before you call.

- Your vehicle identification number (VIN) located on your registration, insurance, or outside windshield on the driver's side.
- Year, model, color, and license plate number of the vehicle.
- The telephone number from which you are calling or a telephone number where you can be reached.
- Exact location of your vehicle (street address, and nearest intersection).
- Type of service required and a brief description of the problem.

In the unlikely event that 24-Hour Roadside Assistance is unable to provide assistance in the geographical area where your Volkswagen is disabled, please follow the instructions outlined in → page 24, *Arranging Your Own Assistance*.

### **24-Hour Roadside Assistance Services**

When you call for Roadside Assistance, one or more of the following, as needed, will be provided to you:

#### **Towing**

If your vehicle becomes disabled due to a mechanical breakdown, complimentary towing will be provided to your preferred Volkswagen dealer within 50 kilometres or the nearest authorized Volkswagen dealer or authorized Volkswagen service center. Please note, for security reasons towing service will not be provided to unattended vehicles — a licensed driver must accompany the vehicle at the time of service.

#### **Battery Jump Start**

A service operator will be dispatched to provide a jump start. If your vehicle cannot be driven safely, towing services will be provided.

#### **Flat Tire Change**

If your vehicle has a flat tire, a service operator will attempt to remove it and install a spare tire. If you don't have a properly inflated spare tire or if the spare is not safely operable, towing service will be provided. The mounting or dismounting of special traction devices including chains, as well as repairing a flat tire, is not covered under this program.

#### **Emergency Gasoline Service**

If you happen to run out of fuel (gasoline), an emergency supply of gasoline will be delivered to get you on your way. Both the delivery service and the emergency supply of gasoline are complimentary.

Note: For TDI customers who have run out of diesel fuel, towing will be provided to the nearest authorized Volkswagen dealer or authorized Volkswagen service facility.

#### **Lock-Out Service**

If your keys are locked inside your vehicle, 24-Hour Roadside Assistance will attempt to assist in getting you back on the road.

Note: If you have lost your keys, contact your Volkswagen dealer for further assistance. ▶

At your request, a service operator may be dispatched in an attempt to gain entry into your vehicle, to retrieve your keys. However, you are solely responsible for any loss or damage resulting from this entry attempt. If access into your vehicle is unsuccessful, it will be towed to the nearest authorized Volkswagen dealer to gain entry. The costs for parts and/or labor to produce replacement keys are not included in this service.

To provide added security for the vehicle owner, registration papers and personal photo identification will be requested at the scene.

### **Extrication/Winch Service**

24-Hour Roadside Assistance will cover the cost of extricating your vehicle from any ditch, mud, sand, or snow, provided it has become disabled in an area immediately adjacent to a regularly traveled road which can be serviced with standard automobile servicing equipment.

### **Arranging Your Own Assistance**

It is crucial that you call 24-Hour Roadside Assistance at 1-800-411-6688 for all assistance. However, in the event service cannot be dispatched to your location, you will be authorized to call the service provider of your choice; and you will be reimbursed for your out-of-pocket expenses for the above covered services, up to a maximum of \$100 for each disablement (including all taxes and surcharges).

(Note: Always refer to your vehicle's Owner's Manual for proper towing instructions and requirements).

### **Steps To Arrange Your Own Assistance:**

In the event that you hear an emergency message inviting you to arrange your own towing when contacting our 24-Hour Roadside Assistance, please record the date and time of your call and follow the following steps.

Arrange your own local roadside or towing assistance. (Note: Always refer to your vehicle's Owner's Manual for proper towing instructions and requirements).

Pay the local service operator (or in some cases, the local service facility) for services rendered and obtain an itemized receipt featuring the amount paid, the date, and the name of the service provider.

Submit the original receipt(s) containing a description of services provided and your pre-service authorization number, within 30 days of disablement. Also include:

- Your Vehicle Identification Number (VIN), name and address;
- Description of circumstances which led you to make your own arrangements, including date and time of your call to our 24-Hour Roadside Assistance center.

### **Mail to:**

**Volkswagen Canada  
24-Hour Roadside Assistance  
777 Bayly Street West  
Ajax, Ontario, L1S 7G7**

**Please allow 4-6 weeks for processing of your reimbursement.**

### **Disablement coverage is limited to:**

Towing your Volkswagen model (one tow per disablement) for a mechanical breakdown to the nearest Volkswagen dealer or authorized Volkswagen service facility.

Road service (labor performed at disablement site), which includes: changing flat tire with spare, battery jump, lock-out service, delivery of gasoline, and extrication/winching.

Service call (delivery of gasoline).

### **What Your Coverage Does Not Include**

Towing a vehicle from an authorized dealer/facility capable of providing the necessary repairs during the facility's normal hours of operation.

More than one service call per disablement.

Delivery of a battery or the cleaning of the battery cables.

The cost of any parts, labor (other than the "Roadside Assistance Services" outlined earlier), supplies, or materials.

Service to unattended vehicles. (A licensed driver must be present when service is being provided.)

Fines or impound towing charges due to a violation of local laws.

Towing by other than a licensed service operator including private citizen's assistance.

Services outside Canada except as specifically provided elsewhere (e.g., services while travelling in the United States). ▶

Shoveling snow to free or access a snow-bound vehicle.

Repairing/replacing a flat tire which involves the installation of snow tires, tire chains, etc.

Transporting you to your disabled vehicle or to your home after the service has been rendered, or transporting your vehicle back to you following repairs.

Service to any vehicle willfully driven into non-regularly traveled areas such as open fields, construction sites, beaches, mud-filled driveways / laneways / concession roads, vacant lots, or any other area that is inaccessible or hazardous for the service operator's vehicle to reach.

Towing and road services applicable to vandalism, fire, etc. as police assistance may be required.

Replacement keys.

Any emergency roadside service deemed unsafe by the service provider as a result of personal modifications performed to the vehicle that do not meet original factory specifications as determined by Volkswagen.

### Other Services and Benefits

Trip Interruption Benefits and Information:

If your registered Volkswagen model (owned or leased) is disabled because of a mechanical breakdown over 160 kilometres from your residence address, and the repair is covered under your New Vehicle Limited Warranty, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Your coverage includes reimbursement for:

- Lodging up to \$100 per day.
- Meals up to \$100 per day.
- Alternate transportation up to \$100 per day.

Trip interruption coverage is limited to reasonable expenses up to a maximum of \$300.00 per disablement/incident, including all taxes and surcharges. This service is designed to assist you with some of the unplanned expenses you may incur while waiting for your vehicle to be repaired. Please note, pre-authorization for trip interruption reimbursement consideration by Volkswagen 24-Hour Roadside Assistance is required. Please contact the 24-Hour Roadside Assistance Center to obtain a Volkswagen Roadside Assistance case number.

### Trip Interruption Reimbursement Instructions:

Contact the Roadside Assistance Center (1-800-411-6688) and obtain a Volkswagen Roadside Assistance case number, within 24 hours of disablement.

The following items will be required:

- Date of roadside assistance service.
- Entire VIN and vehicle mileage.
- Repair order from dealer confirming warranty coverage.
- Itemized original receipts, for food, lodging and alternate transportation.
- Volkswagen Roadside Assistance case number.

Submit the above within 30 days of the disablement to:

**Volkswagen Canada**  
**24-Hour Roadside Assistance**  
**777 Bayly Street West**  
**Ajax, Ontario, L1S 7G7**

**Please allow 4-6 weeks for processing of your reimbursement.**

## General Information

### Limitations of Liability:

Volkswagen 24-Hour Roadside Assistance strives to provide the finest in roadside assistance services through a comprehensive network of independent service operators. However, since these operators are independent business people, Volkswagen 24-Hour Roadside Assistance cannot assume any liability for any loss or damage resulting from the rendering of such service. All claims inquiries must be submitted within 30 days.

### Cancellation of Coverage:

Volkswagen and/or Volkswagen 24-Hour Roadside Assistance may cancel coverage on any Volkswagen vehicle at any time by written notice. There is no refund available to you in the event of cancellation.

### Currency:

All amounts referred to herein will be paid in Canadian funds. Any expenses accepted for reimbursement with U.S. currency will be converted using the exchange rate on the date of the disablement.

**Changes in Coverage:**

The services, policies, and procedures described in this booklet are subject to change without notice.

For all other Volkswagen inquiries please call Volkswagen Customer Relations Center toll free at:

**1 (800) 822-8987**



## Customer Relations Center

### Customer First

#### **At Volkswagen, Customer First is not just a statement, it's a mindset!**

As a member of the Volkswagen family, our commitment is to provide you with an ownership experience that is not only pleasurable but memorable....at every turn, every time. After all, owning a Volkswagen is something to smile about!



**We are committed to being friendly and approachable • To being open and transparent • To being consultative and to providing honest recommendations • And to always listen with empathy and ask questions • We will provide a thorough explanation to avoid surprises • We will be respectful of your time • We will ensure everything is done right • And we will contact you to confirm that you are satisfied •**

**Owning a Volkswagen is something to smile about.**

**Volkswagen Customer First** 

BTT-0451

Fig. 1 Customer first.

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## Dealer assistance

If you have questions about 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. Since they are closest to the situation, they are in the best position to quickly resolve any concerns you may have. <

## When to notify the manufacturer

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.ca>

Simply click on "Contact VW"

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

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

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

**Volkswagen Customer Relations Center  
777 Bayly Street, West  
Ajax, Ontario, L1S 7G7**

When you email, call or write us, please provide the following information:

- **Your name, address and telephone number.**
- **Vehicle Identification Number (VIN).**
- **Vehicle type and kilometres.**
- **Dealer name.**
- **Nature of your concern.**
- **Copies of repair orders (retain originals for your records), current diagnosis by an authorized Volkswagen dealer and pertinent documents.**

A Customer Relations Specialist will carefully review all facts relating to your request for assistance. After this review is completed, the Customer Relations Specialist will inform you of any assistance that we may be able to provide.

Please note that as part of our continuing effort to maintain the highest quality of service to our customers, supervisors will occasionally monitor the quality of telephone calls between our customers and Representatives. We hope you understand our interest in providing the best possible service. <

## Arbitration

Although we and our dealers will make every effort to find a fair and satisfactory solution to every one of your concerns, there may occur instances where you remain unsatisfied by our efforts. In an effort to ensure that you have the opportunity to examine other equitable means to resolving your concerns, we participate in an arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP). Please be advised that all steps identified in "When to notify the manufacturer" must be completed and you must have received Volkswagen Group Canada Inc.'s final decision before qualifying for this program.

An impartial third-party arbitrator will review all of the facts presented by you and by us during an informal hearing and will render a binding decision for all.

For more information, contact CAMVAP directly at **1 (800) 207-0685** <

## 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

## Change of Address

### In case we need to contact you

The Canadian *Motor Vehicle Safety Act* of 1971 requires manufacturers to be in a position to contact vehicle owners if a correction of a product defect becomes necessary.

If you change your address or buy a used Volkswagen, please complete one of the postcards in the middle of this booklet and mail to Volkswagen Group Canada Inc.

Quote the complete Vehicle Identification Number (VIN) of your Volkswagen. Do not use an abbreviated number.

Locations of the Vehicle Identification Number (VIN) are illustrated and explained in the Owner's Manual. Additional postcards can be obtained from any authorized Volkswagen dealer.



# 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 purchased to either the original purchaser of 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

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Air Conditioner  
Warranty Registration Certificate  
(except factory installation)

Attach here (for dealer use only)

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

Genuine Volkswagen replacement odometers are supplied with a label

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### Odometer Replacement

| Month                                             | Day | Year |
|---------------------------------------------------|-----|------|
| (to be filled in by authorized Volkswagen Dealer) |     |      |

Stamp of authorized Volkswagen Dealer

At kilometres

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## Service information

### Dealer service

There are approximately 137 authorized Volkswagen dealers in Canada. They have Volkswagen trained technicians, proper workshop equipment and parts to give you expert service.

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 Advisor 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 Advisor can answer any questions you may have.

### Do-it-yourself service

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.

### Emission control maintenance

- 1 A clean environment is of concern to all of us. Volkswagen has built into your vehicle an efficient emission control system, using genuine Volkswagen parts, in conformance with the Canadian Emission Standards. To help keep our air clean, you can do your part by having your vehicle's maintenance services and all repairs performed in a timely manner.
- 2 **Maintenance, repair or replacement of emission control components may be performed by any qualified automotive service and repair establishment or individual without affecting the Emission Control System Warranty, provided that such repairs are performed to manufacturers specifications, and that replacement parts are at least equivalent to genuine Volkswagen parts in emission performance and durability. Warranty repairs and replacements, however, must be performed by an authorized Volkswagen dealer.**
- 3 If other than genuine Volkswagen replacement parts are used, the owner should make sure that such parts are warranted by their manufacturer and that they are at least equivalent to genuine Volkswagen replacement parts in emission performance and durability.

### 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. ►

Today's vehicles are precision engineered machines. They are designed with people's safety in mind, and are equipped with emission control systems to help keep our air clean. However, a certain amount of regular maintenance is still necessary to assure optimum performance and reliability. A well-maintained vehicle conserves fuel, protects against unwanted emissions, and may prevent a major repair expense at a later date.

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 engine oil changes and the cleaning or replacing of the air cleaner filter element.

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

**Volkswagen recommends**



**Volkswagen recommends LongLife engine oil from Volkswagen Genuine Parts®.**

## 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 Advisor 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 Advisor.

### 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:.....

km:.....

whichever occurs first

Today's date and Volkswagen Dealer stamp

## Service at 15,000 kilometres

### Service at 15,000 kilometres or one year from vehicle in-service date, whichever occurs first

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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#### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 30,000 kilometres

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

- AdBlue® fluid: Check and add if necessary (if applicable)
- Battery: Check (and second battery 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
- Coolant level and frost protection: Check
- Dust and pollen filter: Replace (if applicable)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (from above) for leaks and damage
- Engine and engine compartment components: Check (from below) for leaks and damage, check transmission, final drive and drive shaft boots
- Fuel filter: Replace (TDI engines only)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Sunroof: Open sunroof and check front water drains and clean if necessary (Touareg only)
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (including spare)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 45,000 kilometres

### Service at 45,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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#### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 60,000 kilometres

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

- AdBlue® fluid: Check and add if necessary **(if applicable)**
- Air filter element and snow sieve: Replace element and clean screen and housing **(if applicable)**
- Battery: Check **(and second battery 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
- Convertible roof, CSC roof, and retractable hard top: Check for function and damage and clean and lubricate seals **(if applicable)**
- Convertible roof water drains: Check **(Beetle Convertible only)**
- CV joints: Check for leaks and damage
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace **(if applicable)**
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check **(from above)** for leaks and damage
- Engine and engine compartment components: Check **(from below)** for leaks and damage, check transmission, final drive and drive shaft boots
- Exhaust system: Check for leaks, damage and secure fittings
- Fuel filter: Replace **(TDI engines only)**
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- 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, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality **(if applicable)**
- Ribbed belt: Check condition **(if applicable)**
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Spark plugs: Replace **(1.4L, 1.8L, 2.0T gasoline, and Jetta Hybrid engines only)**
- Sunroof and Panoramic sunroof: Check, clean, and lubricate **(if applicable)**
- Sunroof: Open sunroof and check front water drains and clean if necessary **(if applicable)**
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires **(including spare)**
- Tires: Rotate front to rear
- Transmission: Automatic (non DSG): Check fluid **(All models except Touareg, Tiguan, and CC 3.6L)**
- Transmission: 6 speed DSG Transmission: Change fluid and filter
- Transmission: 7 speed DSG Transmission is maintenance free **(Jetta Hybrid only)**
- Underbody sealant: Inspect for damage
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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**Next Service:**

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 75,000 kilometres

### Service at 75,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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#### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 90,000 kilometres

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

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery 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
- Coolant level and frost protection: Check
- Dust and pollen filter: Replace (**if applicable**)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Fuel filter: Replace (**TDI engines only**)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Spark plugs: Replace (**3.6L engines only**)
- Sunroof: Open sunroof and check front water drains and clean if necessary (**Touareg only**)
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 105,000 kilometres

Service at 105,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (if applicable)
- Battery: Check (and second battery if applicable)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (front and rear)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (from above) for leaks and damage
- Engine and engine compartment components: Check (from below) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 120,000 kilometres

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

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Air filter element and snow sieve: Replace element and clean screen and housing (**if applicable**)
- Battery: Check (**and second battery 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
- Convertible roof, CSC roof, and retractable hard top: Check for function and damage and clean and lubricate seals (**if applicable**)
- Convertible roof water drains: Check (**Beetle Convertible only**)
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace (**if applicable**)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Exhaust system: Check for leaks, damage and secure fittings
- Fuel filter: Replace (**TDI engines only**)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- 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, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Ribbed belt: Check condition (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Spark plugs: Replace (**1.4L, 1.8L, 2.0T gasoline, and Jetta Hybrid engines only**)
- Sunroof and Panoramic sunroof: Check, clean, and lubricate (**if applicable**)
- Sunroof: Open sunroof and check front water drains and clean if necessary (**if applicable**)
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play, check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Tires: Rotate front to rear
- Transmission: Automatic (non DSG): Check fluid (**All models except Touareg, Tiguan, and CC 3.6L**)
- Transmission: 6 speed DSG Transmission: Change fluid and filter
- Underbody sealant: Inspect for damage
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary ▶

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**Next Service:**

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 135,000 kilometres

### Service at 135,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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#### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 150,000 kilometres

Service at 150,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (if applicable)
- Battery: Check (and second battery 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
- Coolant level and frost protection: Check
- Dust and pollen filter: Replace (if applicable)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (from above) for leaks and damage
- Engine and engine compartment components: Check (from below) for leaks and damage, check transmission, final drive and drive shaft boots
- Fuel filter: Replace (TDI engines only)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Sunroof: Open sunroof and check front water drains and clean if necessary (Touareg only)
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (including spare)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 165,000 kilometres

### Service at 165,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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#### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 180,000 kilometres

### Service at 180,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Air filter element and snow sieve: Replace element and clean screen and housing (**if applicable**)
- Battery: Check (**and second battery 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
- Convertible roof, CSC roof, and retractable hard top: Check for function and damage and clean and lubricate seals (**if applicable**)
- Convertible roof water drains: Check (**Beetle Convertible only**)
- Coolant level and frost protection: Check
- CV joints: Check for leaks and damage
- Door checks and mounting pins: Lubricate
- Dust and pollen filter: Replace (**if applicable**)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Exhaust system: Check for leaks, damage and secure fittings
- Fuel filter: Replace (**TDI engines only**)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- 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, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Power steering: Check oil level
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Ribbed belt: Check condition (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Spark plugs: Replace (**all models except TDI**)
- Sunroof and Panoramic sunroof: Check, clean, and lubricate (**if applicable**)
- Sunroof: Open sunroof and check front water drains and clean if necessary (**if applicable**)
- Test drive: Check braking, kickdown, steering, electrical, heating and ventilation systems, air conditioning, and handling
- Tie rod ends: Check for excessive play and check boots
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (**including spare**)
- Tires: Rotate front to rear
- Transmission: Automatic (non DSG): Check fluid (**All models except Touareg, Tiguan, and CC 3.6L**)
- Transmission: 6 speed DSG: Transmission: Change fluid and filter
- Underbody sealant: Inspect for damage
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary ▶

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**Next Service:**

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 195,000 kilometres

**Service at 195,000 kilometres or one year after last service, whichever occurs first.**

- AdBlue® fluid: Check and add if necessary (**if applicable**)
- Battery: Check (**and second battery if applicable**)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (**front and rear**)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (**from above**) for leaks and damage
- Engine and engine compartment components: Check (**from below**) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (**if applicable**)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Timing belt: Replace (**2.0L TDI engine only**)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 210,000 kilometres

Service at 210,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (if applicable)
- Battery: Check (and second battery 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
- Coolant level and frost protection: Check
- Diesel Particulate Filter: **Perform after the first 210,000 kilometres or 210,000 kilometres after a Diesel Particulate Filter (DPF) replacement:** Check ash loading according to manufacturer work procedure; replace if necessary. **NOTE:** If DPF replacement is not necessary, perform check every 30,000 kilometres thereafter until replacement becomes necessary. **(TDI engines only)**
- Dust and pollen filter: Replace (if applicable)
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (from above) for leaks and damage
- Engine and engine compartment components: Check (from below) for leaks and damage, check transmission, final drive and drive shaft boots
- Fuel filter: Replace (TDI engines only)
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Check tread depth, condition, wear pattern, and pressure of all tires (including spare)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Service at 225,000 kilometres

Service at 225,000 kilometres or one year after last service, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (if applicable)
- Battery: Check (and second battery if applicable)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (front and rear)
- Coolant level and frost protection: Check
- Engine: Change oil and replace oil filter
- Engine and engine compartment components: Check (from above) for leaks and damage
- Engine and engine compartment components: Check (from below) for leaks and damage, check transmission, final drive and drive shaft boots
- Headlights: Check adjustment
- Hybrid components: Perform a visual inspection of high-voltage components and the lines in the engine compartment and the rear of the vehicle for damage
- Lighting: Front and rear lights, luggage compartment lighting, turn signals, hazard warning lights, daytime running lights, curve lighting, and automatic headlights: Check
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Timing belt: Check (if replacement is not necessary, perform check every 30,000 km after until replacement is necessary) (Hybrid engine only)
- Coolant pump drive belt: Check (if replacement is not necessary, perform check every 30,000 km after until replacement is necessary) (Hybrid engine only)
- Tires: Rotate front to rear
- Visual inspection of body panels for signs of corrosion or outside influence damage
- Visual inspection of windshield. Note damage if necessary
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

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### Next Service:

Date:.....

km:.....

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whichever occurs first

Today's date and Volkswagen Dealer stamp



## Additional service

### Time-dependent maintenance items

#### Every 1 year:

Perform visual check of airbag system.

#### Every 2 years:

- Air filter element and snow sieve: Replace element and clean screen and housing (if mileage is under 90.000 kilometres) **(if applicable)**
- Check latch for convertible roof **(if applicable)**
- Dust and pollen filter: Replace **(if applicable)**
- Tire filler bottle in the tire mobility set: Check **(observe expiration date)**

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

- Brake fluid and clutch unit: Replace fluid

#### Every 3 years:

- BorgWarner clutch: Change oil **(if applicable)**

#### Every 4 years regardless of kilometres driven:

- AdBlue® fluid: Change fluid if the mileage is under 15.000 kilometres **(if applicable)**
- Spark plugs: Replace **(1.4L, 1.8L, 2.0T gasoline, and Jetta Hybrid engines only)**
- Tire filler bottle in the tire mobility set: Replace **(observe expiration date)**

#### Every 6 years:

- Spark plugs: Replace **(3.6L engines only)** <

# Brake fluid replacement

## Replacement record

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

### Brake Fluid Replacement Record

**The first 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

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



## 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.

|                                       |                                |                                |
|---------------------------------------|--------------------------------|--------------------------------|
| <b>Front Airbag</b>                   | <input type="checkbox"/> left  | <input type="checkbox"/> right |
| <b>Side Airbag</b>                    | <b>left</b>                    | <b>right</b>                   |
|                                       | <input type="checkbox"/> front | <input type="checkbox"/> front |
|                                       | <input type="checkbox"/> rear  | <input type="checkbox"/> rear  |
| <b>SIDEGUARD</b>                      | <input type="checkbox"/> left  | <input type="checkbox"/> right |
| <b>Knee Airbag (where applicable)</b> | <input type="checkbox"/> left  | <input type="checkbox"/> right |
| Authorized Volkswagen Dealer Stamp    |                                |                                |
| Module replaced:                      | Date: _____                    |                                |
| Next Replacement:                     | Date: _____                    |                                |

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

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Authorized Volkswagen Dealer Stamp

Module replaced:

Date:

Next Replacement:

Date:

