USA Warranty and Maintenance
Gasoline engine models
Model Year 2027

USA Warranty and Maintenance:
Gasoline engine models
Stand: 01.08.2026
Englisch USA: 08.2026
Teile-Nr.: 27VWGASWMUSEN

27VWGASWMUSEN

Warranty Voucher

Present this voucher to a Volkswagen dealer if warranty service is required.

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

Month Day Year

Stamp of Volkswagen Dealer

(to be filled in by 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

Model Applicability

Tiguan	**Jetta / GLI**	**Atlas**
Taos	**Golf R / GTI**	**Atlas Cross Sport**

Afterword

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

No reprint, reproduction, or translation of this Manual is permitted, even in excerpts, without the express written consent of Volkswagen AG, Volkswagen de México, and Volkswagen Group of America, Inc..

Volkswagen AG, Volkswagen de México, and Volkswagen Group of America, Inc. expressly reserves all rights under applicable copyright law. Subject to change.

Produced in Germany, Mexico and the United States.

© 2026 Volkswagen AG

© 2026 Volkswagen de México, S.A. de C.V.

© 2026 Volkswagen Group of America, Inc.

This paper was made from chlorine-free, bleached pulp.

Table of contents

Welcome to Volkswagen

Your Ownership Experience 2
General Owner Responsibilities 2
Customer Satisfaction and Assistance 3

Consumer Protection Information

Independent Dispute Resolution Program 5
State-Specific Lemon Laws 6
NOTICE TO CALIFORNIA PURCHASERS 6

Warranties

New Vehicle Limited Warranty 9
Limited Warranty Against Corrosion Perforation 14

Emissions Control System Warranties

General 16
Federal Emissions Control System Defect Warranty 16
Federal Emissions Performance Warranty 17
Additional information about your Federal Emissions Warranties 19

Kansas Safety Belt Limited Warranty

Information about Kansas Safety Belt Limited Warranty 21

Service Publications

Volkswagen Technical Literature Ordering Center 22

Tire manufacturers

List of tire manufacturers for new Volkswagen vehicles 23

Maintenance

Odometer replacement dealer stamp 24
Service information 25
Volkswagen Carefree Maintenance Program 26
Service schedule 28
Record of maintenance services 33

27VWGASWMUSEN

27VWGASWMUSEN

Welcome to Volkswagen

Your Ownership Experience

Dear Owner,

Our goal is to ensure you have a fun, pleasant, and seamless ownership experience with your Volkswagen. This booklet is meant to serve as a guide to inform you of the warranties, maintenance intervals, and other complimentary services that Volkswagen extends to you.

Pre-delivery inspection

Prior to delivery, your Volkswagen dealership completed an extensive, detailed inspection of your vehicle. Upon delivery, you were provided the keys to your Volkswagen, in addition to an owner's literature package.

24-Hour Roadside Assistance

As a Volkswagen owner, you are provided with the protection of a 24-Hour Roadside Assistance Program when you travel within the United States and Puerto Rico. It is available 24 hours a day, 365 days a year, and continues for 3 years or 36,000 miles, whichever occurs first, from your vehicle's original in-service date. For additional details, please see the → page 4, *The Volkswagen 24-Hour Roadside Assistance Program* section of this booklet.

Warranty package

To further demonstrate our commitment to you, Volkswagen provides you with several limited warranties which are applicable to your Model Year 2027 vehicle. More detailed information about these warranties are found in the "Warranty" section of this booklet.

Customer satisfaction and assistance

Should you have any questions or concerns, your Volkswagen dealer is here to help. And in the event you need additional assistance, you may also contact the Volkswagen Customer CARE Center, please see the → page 3, *Customer Satisfaction and Assistance* section of this booklet.

BBB AUTO LINE Program

You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. See → page 5, *Informal dispute mechanism* ◁

General Owner Responsibilities

Taking Delivery

As you take delivery of your new Volkswagen, it is important for you to be aware of the things you can do to help make owning this vehicle as satisfying as driving it!

Owner's manual

Please become familiar with the information in your Owner's Manual. The manual details procedures for proper vehicle operation, and includes tips for maintenance and care which can help to extend the life of parts, such as the convertible top, battery, and trim items.

Maintenance services

With proper care and maintenance, your Volkswagen will continue to give you a dependable and safe driving experience. Outlined in the "Maintenance" section of this booklet is the recommended service interval schedule, along with other important information that you need to know in order to care for your vehicle.

Replacement parts

To ensure longevity and optimal performance, it is recommended to only use **Genuine Volkswagen Parts** when you replace a component on your vehicle. These parts are designed specifically to fit your vehicle and are manufactured to the highest standard for reliability and durability. Your warranty coverage does not depend on the use of any particular brand of replacement part; however replacement parts that are not genuine Volkswagen parts, or any damage or return failures resulting from the use of those parts are not covered under Volkswagen's warranty. ▶

Warranty coverage

Volkswagen's confidence in its vehicles is demonstrated by the extensive warranties provided for you. We recommend you read the full warranty information printed in this booklet and the California Emissions Warranty Supplement.

To obtain service under the an applicable factory warranty, the vehicle must be brought upon discovery of a defect in manufacturer's material or workmanship to an authorized Volkswagen dealer in the United States, including its territories.

Open Recall/Campaign Check

To check your vehicle's eligibility for repair under any recall/service campaign, please visit :

www.vw.com/owners/recalls

and enter your Vehicle Identification Number **(VIN)** into the Recall/Service Campaign Lookup tool.

NOTICE

Important

- In all circumstances, please keep completed documents with details of the maintenance services that have been performed, as they may be required for warranty coverage in special situations.
- Note: Although Volkswagen may not deny a warranty claim based solely on inadequate maintenance records, the failure to produce maintenance records can be a factor in denying warranty coverage if the vehicle has not been properly maintained. ◁

Customer Satisfaction and Assistance

Your satisfaction and vehicle ownership experience is our priority.

Volkswagen Customer CARE Assistance

If you have additional questions, concerns or are unsatisfied with your service experience, Volkswagen Customer Assistance is available to you.

If you have questions or concerns regarding the service you received, your dealership's management staff would appreciate the opportunity to assist. They are committed to providing you with the best experience possible.

If your concerns are not resolved to your satisfaction by the dealer, a Volkswagen Customer CARE Representative, in partnership with your Volkswagen dealer, will work with you to resolve any questions or concerns you may have.

When contacting Volkswagen Customer CARE, please have the following information available:

– Your Vehicle Identification Number (VIN)
– The vehicle odometer reading

Volkswagen Customer CARE Assistance

You may also reach us at:

www.VW.com

Telephone:

Tel.: 1(800) 822-8987

If you believe your VW dealer or Customer CARE Advocate has been unable to satisfactorily address your concern, information about BBB AUTO LINE and state-specific consumer protection laws, can be found in the **"Consumer Protection Information"** section in this booklet. Please see → page 5, *Consumer Protection Information* section of this book.

Notice of Address Change and / or Notice of Used Car Purchase

The National Traffic & Motor Vehicle Safety Act of 1966 requires manufacturer's to be in a position to contact vehicle owners if a correction of a safety-related defect or a noncompliance with an applicable Federal motor vehicle safety standard becomes necessary. If you change your address or buy a used Volkswagen vehicle, please reach out to Customer CARE so that your address information can be added and/or updated. ◁

27VWGASWMUSEN

Repairs not covered by warranty

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

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

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

Should your Volkswagen need a repair not covered under warranty that you feel Volkswagen should pay for, please discuss your request with your Volkswagen dealer. Your dealer will carefully review your request and provide you with a decision. In the event you are not satisfied with your dealer's decision, we ask that you please contact Volkswagen Customer Care. Their contact information can be found in the Customer CARE section → page 3. Your request should include the Vehicle Identification Number (VIN), the current mileage of your Volkswagen, maintenance history records, and an explanation of why you believe that the repair should be performed free of charge. A Customer CARE Representative will carefully review your request and advise you of our decision. ◁

The Volkswagen 24-Hour Roadside Assistance Program

The VW 24-Hour Roadside Assistance Program is your assurance that help will be there should your VW become disabled due to a mechanical breakdown under normal[1)] driving conditions or in the event of a collision.

Volkswagen 24-Hour Roadside Assistance
1 (800) 411 -6688

Please have your Vehicle Identification Number (VIN) ready to provide to the Roadside Customer Service Professional. Your vehicle identification number (VIN) is located on your registration, insurance, driver's side door jamb, or outside windshield on the driver's side. 24-Hour Roadside Assistance is available to you for the first 3 years or 36,000 miles, whichever occurs first, from your vehicle's original in-service date.

The VW 24-Hour Roadside Assistance Program includes the following emergency roadside services: Emergency towing (disablement or collision), battery jump start, flat tire service, emergency fuel service, lock-out service, and extrication/winch service (when performed in conjunction with the tow).

Other services and benefits include trip interruption benefits throughout the United States and Puerto Rico.

Please refer to your VW 24-Hour Roadside Assistance Guide for more specific details on the services provided by the VW 24-Hour Roadside Assistance Program. ◁

In the event of a collision, the following suggestions may assist you

- Stop in a safe, well-lit area (no matter how minor the accident).
- Notify the local police. Ask for an ambulance if necessary.
- Have your driver's license, registration, and insurance information ready when the police arrive. ▶

1) Coverage does not include service to any vehicle willfully driven into non-regularly traveled areas including, but not limited to, open fields, construction sites, beaches, mud-filled driveways, vacant lots, or any other area that is inaccessible or hazardous for the Roadside Assistance Service Operator's vehicle to reach.

– Write down the names and numbers of any witnesses and information of anyone who may have been injured.
– Use your phone's camera or keep a camera in your glove box to help document the vehicles and the scene.

If necessary, contact VW 24-Hour Roadside Assistance at **1 (800) 411-6688** to have your vehicle towed to your nearest VW Authorized Collision Repair Facility.

For assistance in locating the nearest VW Authorized Collision Repair Facility, please refer to:

https://www.vw.com/find-a-dealer/

or contact the VW CARE Center please see → page 3, *Customer Satisfaction and Assistance* section of this book.

Consumer Protection Information

Independent Dispute Resolution Program

Informal dispute mechanism

Volkswagen participates in BBB AUTO LINE, an informal dispute settlement mechanism (or program) administered by the Council of Better Business Bureaus (1676 International Dr., Suite 550, McLean, VA 22102).

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

To file a claim with BBB AUTO LINE, call:

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

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

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

The BBB AUTO LINE program is an informal dispute settlement mechanism (or program). However, the BBB staff will facilitate negotiations between the parties in an effort to bring your claim

to a mutually acceptable resolution. If you do not agree with the solution, you may request an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. Please refer to the program materials for VW's independent dispute resolution program for the specific steps and time-frames followed by the program. You then have the opportunity to accept or reject the decision.

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

Collection of Personal Information

In order to provide you this warranty, your VW dealer and VW will need to collect, store, use and disclose certain information about you including information that may specifically identify you or your vehicle or that may include other information about you including, for example, when you register for, purchase or use products or services including a new or used vehicle.

For more information regarding how your VW dealer may use your personal information, you can visit its website. For information regarding how VW collects and uses personal information, visit our website at:

vw.com/privacy ◁

State-Specific Lemon Laws

Local laws

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

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

Volkswagen Group of America, Inc.
Consumer Resolution Group
1685 N Opdyke Road
Auburn Hills, MI 48326

IMPORTANT NOTICE: Depending on the state's law, you may also be required to submit your complaint to BBB AUTO LINE before seeking other remedies. Please refer to the information under the title → page 5, *Independent Dispute Resolution Program* in this booklet for more information about VW's independent dispute resolution program.

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

NOTICE TO CALIFORNIA PURCHASERS

Volkswagen participates in BBB AUTO LINE, an informal dispute settlement mechanism (or program) administered by the Council of Better Business Bureaus (1676 International Dr., Suite 550, McLean, VA 22102). BBB AUTO LINE and ▶

Volkswagen have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

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

To file a claim with BBB AUTO LINE, call:

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

There is no charge for the call.

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

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

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

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

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

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

Volkswagen Group of America, Inc.
Consumer Resolution Group
1685 N Opdyke Road
Auburn Hills, MI 48326

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

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

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

27VWGASWMUSEN

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

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

Warranties

New Vehicle Limited Warranty

What is covered

Warranty period

The New Vehicle Limited Warranty period is **4 years or 50,000 miles**, whichever occurs first, except as specified in the section entitled **"Limited Coverage"**→ page 9, *Limited Coverage*.

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

Coverage

Except as specified in the section entitled **"Limited Coverage"** → page 9, *Limited Coverage*, this warranty covers any repair to correct a defect in manufacturer's material or workmanship (i.e., mechanical defects), except wheel alignment, tire balance, and the repair or replacement of tires.

Volkswagen participates in BBB AUTO LINE, an informal dispute settlement mechanism (or program) administered by the Council of Better Business Bureaus. If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1 (800) 955-5100. There is no charge for the call. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. Further information on the BBB AUTO LINE can be found in the → page 5, *Independent Dispute Resolution Program* section of this booklet.

You may also visit BBB AUTO LINE online to review the guidelines for using this program for any warranty disputes or lemon law claims.

https://bbbprograms.org/programs/all-programs/bbb-autoline/ ◁

Limited Coverage

Limited Coverage

Battery

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

Battery for Key Fob

Key fob batteries are covered for 1 year or 12,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

Brakes Pads/Shoes

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

Bulbs

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

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

Paint

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

Wheel Alignment and Tire Balance

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

27VWGASWMUSEN

Wiper Blades

Wiper blades are covered for 1 year or 12,000 miles, whichever occurs first, for defects in manufacturer's material or workmanship.

Wear and Tear Coverage for Brake Pads/ Shoes, Brake Discs/Drums and Wiper Blades

The repair or replacement of wear and tear items, which are defined as brake pads/shoes worn below manufacturer specifications, and brake discs/drums worn below manufacturer specifications, replaced for wear and tear, are covered up to 1 year or 12,000 miles, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 6,000 miles, whichever occurs first.

Mechanical Adjustments

Mechanical adjustments not associated with a defect in manufacturer's material or workmanship, are covered up to **1 year or 12,000 miles**, whichever occurs first (e.g., headlight adjustment).

Where to go for warranty service

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

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by a Volkswagen dealer. If your Volkswagen vehicle is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you. Alternatively, you may reach out to Customer CARE to file a claim directly. Please refer to → page 3 for contact information

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle being operated outside the United States and its territories is only honored when registered across the U.S./Canadian border and where warranty coverages are shared between both markets. An authorized VW dealer in any other country has no obligation to provide warranty service to such vehicle. Warranty parameters are based off the country of origin, not the country the customer current resides. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact a local Volkswagen Dealer.

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

Emergency repairs

Emergency warranty repairs may be necessary at a time or place where you are unable to have repairs performed by an authorized Volkswagen Dealer, and you have no other recourse but to have them performed by an independent repair shop.

If your vehicle has broken down or is inoperable, an Emergency repair may be performed by a non-Volkswagen Dealer if the work would have been covered by this limited warranty if presented to a Volkswagen Dealer for repair; if the local authorized Volkswagen Dealer is closed (i.e. Sunday) or is beyond the Roadside Assistance towing parameters.

The maximum reimbursement allowable is an amount your local authorized Volkswagen dealer would have charged for the repair(s).

Reimbursement will be considered when you submit the following items to your Volkswagen dealer: ▶

– A statement explaining the circumstances that prevented you from getting to a Volkswagen dealer,
– Repair order(s) and
– A photo of the part(s) removed from your Volkswagen vehicle, if applicable.[1)]

What is not covered

Tires

Tires are not covered by this limited warranty, but are separately warranted by the tire manufacturer. To assist you in obtaining related Warranty information, a list of tire manufacturers and addresses is provided at the end of this booklet. Verify with the tire manufacturer what is covered under their warranty.

Maintenance services and mechanical adjustments

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in the Maintenance section of this booklet.

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

Mechanical adjustments not associated with a defect in manufacturer's material or workmanship are not covered after **1 year or 12,000 miles**, whichever occurs first (e.g. headlight adjustment). This limited warranty does not cover wheel alignment * or tire balancing *.

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

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

This limited warranty does not cover:

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

1) The physical part is not required to be presented to the authorized Volkswagen Dealer for reimbursement. Some components may potentially be hazardous and unsafe for transport

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

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

Accessories, spare parts, and modification of your Volkswagen

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

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

Noise, vibration, cosmetic conditions, and deterioration

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

Aesthetics and design

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

Damage or malfunctions due to lack of maintenance

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

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

Damage caused by the environment

This limited warranty does not cover damage, malfunctions, or symptoms resulting from stones, floodwater, airborne industrial pollutants (e.g. acid rain), bird droppings, windstorms, tree sap, plant debris, or other similar materials or occurrences.

Glass

This limited warranty does not cover glass breakage unless due to a defect in manufacturer's material or workmanship.

Odometer tampering

This limited warranty does not cover repairs to a Volkswagen model on which the odometer has been altered or on which the actual mileage cannot readily be determined.

If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by a Volkswagen dealer.

Communication technology malfunctions, inoperability, or discontinuation of service

This limited warranty does not cover any malfunction, inoperability, or failure of telecommunication parts, systems, or services (including but not limited to Car-Net) caused by the obsolescence, discontinuation, or replacement of communication network technologies (including but not limited to 3G and 4G networks) that are beyond Volkswagen's direct control. ▶

Other expenses

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

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

Other terms

This New Vehicle Limited Warranty is issued by Volkswagen Group of America, Inc. This limited warranty does not apply to Volkswagen vehicles or parts and accessories not imported and/or distributed by Volkswagen.

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

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

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

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

27VWGASWMUSEN

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

Limited Warranty Against Corrosion Perforation

What is covered

Warranty period

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

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

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

Coverage

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

Where to go for warranty service

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

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by a Volkswagen dealer. If your Volkswagen vehicle is within the United States Limited Warranty Against Corrosion Perforation, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your warranty claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you. Alternatively, you may reach out to Customer CARE to file a claim directly. Please refer to → page 3 for contact information

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle being operated outside the United States and its territories is only honored when registered across the U.S./Canadian border and where warranty coverages are shared between both markets. An authorized VW dealer in any other country has no obligation to provide warranty service to such vehicle. Warranty parameters are based off the country of origin, not the country the customer current resides. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact a local Volkswagen Dealer.

When the warranty period begins

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This Limited Warranty Against Corrosion Perforation is automatically transferred without cost if the ownership of the vehicle changes within the warranty period.

Free-of-charge repair

Repairs under this limited warranty are made free of charge. A Volkswagen dealer will repair the defective part or replace it with a **new or remanufactured** Genuine Volkswagen Part.

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

What is not covered

Surface corrosion without perforation

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

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

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

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

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

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

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

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

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

Environmental damage

This limited warranty does not cover damage, malfunctions, or symptoms resulting from stones, floodwater, airborne industrial pollutants (e.g. acid rain), bird droppings, windstorms, tree sap, plant debris, or other similar materials or occurrences.

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

Body parts that have been repaired or newly installed after a collision must be treated with a rustproofing agent that is compatible with Volkswagen's own factory corrosion protection. If you fail to have your vehicle treated in this way after a collision, Volkswagen will not be responsible for the repair of any resulting rust-through.

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

27VWGASWMUSEN

Emissions Control System Warranties

General

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These coverages may also be included in the Volkswagen 4 years / 50,000 miles, whichever occurs first, New Vehicle Limited Warranty.

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

State	LEV IV
California	Y
Colorado	Y
Delaware	Y
Maryland	Y
Massachusetts	Y
New Jersey	Y
New Mexico	Y
New York	Y
Oregon	Y
Rhode Island	Y
Vermont	Y
Washington (state)	Y

MY2027 Sect. 177 states

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

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties you may reach out to Customer CARE for further assistance. Please refer to the Customer Satisfaction and Assistance section → page 3 for contact information.

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

Federal Emissions Control System Defect Warranty

For 2 years or 24,000 miles

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), the authorized United States importer of Volkswagen vehicles, warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every **model year 2027** Volkswagen vehicle imported and/or distributed by Volkswagen:

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

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

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

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

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

For 8 years or 80,000 miles

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

– Catalytic Converter
– Data Bus On-Board Diagnostic Interface (Gateway Control Module)
– Engine Control Module (ECM)
– On-Board Diagnostic Device (OBD)
– Transmission Control Module (TCM)
– Brake System Control Module (BSCM)[1)]
– Electronic Brake Booster Control Modules (EBBC)[1)] ◁

Federal Emissions Performance Warranty

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

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), warrants to the original retail purchaser or original lessee of a **model year 2027** Volkswagen vehicle and any subsequent purchaser or lessee of the vehicle that if the following conditions are met, any Volkswagen dealer in the United States, including its territories, will remedy any nonconformity, as determined below, free of charge, under the following conditions:

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

Performance Warranty claim approval

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

1) • Applies only to VW Golf R and VW Golf GTI

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

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

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

Volkswagen will not deny a claim relating to

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

Additional information about your Federal Emissions Warranties

Warranty period

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

Proper maintenance and use

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

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

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

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

Use of Genuine Volkswagen Parts

Volkswagen recommends that Genuine Volkswagen Parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen Parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen Parts does not invalidate these warranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

EPA certified replacement parts

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

Maintenance and repairs performed by independent service shops

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

Parts not scheduled for inspection or replacement

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

Scheduled part inspection or replacement

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

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

Damage to non-warranty parts

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

27VWGASWMUSEN

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada should be performed by a Volkswagen dealer. If your Volkswagen model is within the United States Federal Emissions Warranties, Canadian dealers can submit a claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you. Alternatively, you may reach out to Customer CARE to file a claim directly. Please refer to→ page 3 for contact information

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle being operated outside the United States and its territories is only honored when registered across the U.S./Canadian border and where warranty coverages are shared between both markets. An authorized VW dealer in any other country has no obligation to provide warranty service to such vehicle. Warranty parameters are based off the country of origin, not the country the customer current resides. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact a local Volkswagen Dealer.

Emergency repairs

Emergency warranty repairs may be necessary at a time or place where you are unable to have repairs performed by an authorized Volkswagen Dealer, and you have no other recourse but to have them performed by an independent repair shop.

If your vehicle has broken down or is inoperable, an Emergency repair may be performed by a non-Volkswagen Dealer if the work would have been covered by this limited warranty if presented to a Volkswagen Dealer for repair; if the local authorized Volkswagen Dealer is closed (i.e. Sunday) or is beyond the Roadside Assistance towing parameters.

The maximum reimbursement allowable is an amount your local authorized Volkswagen dealer would have charged for the repair(s).

Reimbursement will be considered when you submit the following items to your Volkswagen dealer:

- A statement explaining the circumstances that prevented you from getting to a Volkswagen dealer,
- Repair order(s) and
- A photo of the part(s) removed from your Volkswagen vehicle, if applicable.[1)]

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

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

Implied warranties

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

Incidental and consequential damages

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

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

In the event you have not received the services promised in these warranties, please follow the procedures described in this booklet under the title "Customer Satisfaction and Assistance" → page 3. You may obtain further information regarding the Emissions Performance Warranty or report violation of the terms of the Emissions Defect or Performance Warranty by ▶

[1)] The physical part is not required to be presented to the authorized Volkswagen Dealer for reimbursement. Some components may potentially be hazardous and unsafe for transport.

contacting: US Environmental Protection Agency, Office of Transportation and Air Quality, Compliance Division, Light-Duty Vehicle Group, Attention: Warranty Complaints, 2000 Traverwood Drive, Ann Arbor, MI 48105. ◁

Kansas Safety Belt Limited Warranty

Information about Kansas Safety Belt Limited Warranty

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

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

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

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

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 can obtain the latest service information. Your Volkswagen dealer or a qualified technician may have to determine if a specific item of service information applies to your vehicle. You can order Volkswagen Owner's Literature 24 hours / 7 days a week on the Internet from the Volkswagen Technical Literature Ordering Center link at:

literature.vw.com

or by calling our toll-free number

Tel.: **1 (800) 544-8021** ◁

What you will also find on the website

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

Digital Owner's Literature Tool

You can also access your owner's literature by visiting:

http://vw.com/owners-literature ◁

Tire manufacturers

List of tire manufacturers for new Volkswagen vehicles

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

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

Tire Manufacturers

Bridgestone Americas, Inc.
200 4th Avenue S.
Nashville, TN 37201
Tel.: 1 (844) 456-9162
https://www.bridgestonetire.com

Continental Tire the Americas, LLC
1830 MacMillan Park Drive
Fort Mill, SC 29707
Tel.: 1 (800) 847-3349
https://continentaltire.com

Falken Corporate Headquarters
8656 Haven Avenue
Rancho Cucamonga, CA 91730
Tel.: 1 (800) 723-2553
https://www.falkentire.com

GITI Tire (USA), Ltd.
Technical Service Department
10404 Sixth Street
Rancho Cucamonga, CA 91730
Tel.: 1 (866) 488-4737
https://gitiusa.com

Goodyear / Dunlop
Goodyear Tire & Rubber Co.
200 Innovation Way
Akron, OH 44316-0001
Tel.: 1 (800) 321-3136
https://www.goodyear.com

Hankook Tires Corporate Headquarters
333 Commerce St. Suite 600
Nashville, TN 37201
Tel.: 1 (800) 426-5665
https://www.hankooktire.com

Kumho Tire
133 Peachtree Street, NE Suite 2800
Atlanta, GA 30303
Tel.: 1 (800) 445-8646
https://www.kumhotireusa.com

Michelin Tire Corp.
Consumer Care Department
P.O. Box 19001
Greenville, SC 29602-9001
Tel.: 1 (800) 847-3435
https://www.michelinman.com

Nexen
21073 Pathfinder Rd. Suite 100
Diamond Bar, CA 91765
Tel.: 1 (800) 576-3936
https://www.nexentireusa.com

Pirelli Tires North America
100 Pirelli Drive
Rome, GA 30161-7000
Tel.: 1 (800) 747-3554
www.us.pirelli.com

Toyo
P.O. Box 6052
Cypress, CA 90630-5249
Tel.: 1 (800) 442-8696
www.toyotires.com ◁

Maintenance

Odometer replacement dealer stamp

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

Genuine Volkswagen replacement odometers are supplied with a label

Odometer Replacement

Month Day Year

(to be filled in by Volkswagen Dealer)

Stamp of Volkswagen Dealer

At mileage

Service information

Dealer service

There are approximately 645 Volkswagen dealers in the United States. They have Volkswagen trained technicians, proper workshop equipment and parts to give you expert service.

Volkswagen dealers are committed to quality service.

- Your 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.
- Talk to your dealer regarding any questions you may have about service or repair recommendations particularly service past the 120,000 mile service interval.
- Arrange your service with your dealer when it is convenient for you.
- Ask your Service consultant about the service you need and discuss the cost involved.
- Leave word where you can be reached during the day and when you would like to pick your car up.
- Keep all receipts of maintenance and repairs performed. Your service record is important when making use of your warranty.
- Maintenance services performed by your Volkswagen dealer at the intervals specified, will also be documented in this booklet.
- Automobile technology changes continuously. Your Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.

Do-it-yourself service

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 Federal Clean Air Act in the United States. 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 manufacturer's 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 a 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** ▶

27VWGASWMUSEN

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 help 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. Additionally, ask your Volkswagen dealer about services it may suggest or services that can be performed at your request, such as tire rotations or wheel alignments.

The service intervals schedule is based on vehicles operating under normal conditions. In the case of severe conditions, such as extremely high / low temperatures, excessive dust ,and/or constant towing etc. 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.

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

Volkswagen recommends VW High Performance Genuine Engine Oil. Please see your owner's manual for information about permitted standards for other manufacturers' oils.

Volkswagen Carefree Maintenance Program

Volkswagen Carefree Maintenance Program Parameters

The Carefree Maintenance Program provides, at no charge to you, the first two scheduled maintenance intervals for your vehicle:

- Volkswagen scheduled maintenance services described in this booklet at **1 year or 10,000 miles, or whichever occurs first from the vehicle's original in-service date** is provided at no charge.
- Volkswagen scheduled maintenance services described in this booklet at **2 years or 20,000 or whichever occurs first from the vehicle's original in-service date** is provided at no charge.

Additional Services

The maintenance intervals in this booklet are based on normal operating conditions. Under severe operating conditions, it may become necessary to perform additional or more frequent maintenance operations.

Additional services not specified in this booklet, or services suggested by the dealer or performed at the customer's request, are not provided under the Volkswagen Carefree Maintenance Program.

Where to go for the Volkswagen Carefree Maintenance Program Service

Volkswagen Carefree Maintenance Program service can be honored by any authorized Volkswagen dealer in the United States, including its territories.

The Volkswagen Carefree Maintenance Program service, while traveling in Canada, should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Volkswagen Carefree Maintenance Program you may be asked to pay for the repair, then upon your return to the United States,

please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle being operated outside the United States and its territories is only honored when registered across the U.S./Canadian border and where warranty coverages are shared between both markets. An authorized VW dealer in any other country has no obligation to provide warranty service to such vehicle. Warranty parameters are based off the country of origin, not the country the customer current resides. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact a local Volkswagen Dealer. ◁

Missed Maintenance Service

Volkswagen recommends that the customer have maintenance services performed at the scheduled time or mileage. However if a maintenance service is missed, it cannot be performed outside the maintenance parameters. Rather, Volkswagen dealers should perform the most appropriate service upon considering the vehicle's age and mileage driven. Reimbursement for the missed service will not be provided.

- Additional services not specified in the maintenance schedule, suggested by the dealer or performed at the customer's request, are not provided under the Volkswagen Carefree Maintenance Program.
- Volkswagen will not reimburse owners for maintenance services performed at independent facilities. ◁

When the scheduled Maintenance Period Begins

The scheduled maintenance 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 Volkswagen Carefree Maintenance Program is automatically transferred without cost if the ownership of the vehicle changes within the time and mileage parameters. ◁

Other Terms

The Volkswagen Carefree Maintenance Program is not eligible for vehicles severely damaged or declared to be a total loss by an insurer or vehicles substantially reassembled from or repaired with parts obtained from another used vehicle (referred to as salvage parts).

The Volkswagen Carefree Maintenance Program is a program providing for scheduled maintenance at no additional cost to the customer, and is not part of the vehicle's Volkswagen New Vehicle Limited Warranty. ◁

27VWGASWMUSEN

Service schedule

Delivery inspection

- Your 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 Volkswagen dealer always has the most current Service and Maintenance information for your Volkswagen model. It is possible that this information may differ from the check points listed in this booklet. Your Volkswagen Service consultant can answer any questions you may have.
- If you are not sure when to bring your car in for service, ask your authorized Volkswagen Service consultant.

Delivery Inspection	
Before your vehicle is delivered to you, it is inspected according to factory guidelines. The Delivery Inspection was performed on:	
Next Service:	
Date:.....	
Miles:.....	
(whichever occurs first)	Today's date and Volkswagen Dealer stamp ◁

Service Intervals

Service Intervals in Miles[a)b)]												
Maintenance	**10K**	**20K**	**30K**	**40K**	**50K**	**60K**	**70K**	**80K**	**90K**	**100K**	**110K**	**120K**
Minor Maintenance	**X**[c)]		**X**		**X**		**X**		**X**		**X**	
Standard Maintenance		**X**[c)]		**X**		**X**		**X**		**X**		**X**
Extended Maintenance				**X**				**X**				**X**
Additional Maintenance	Refer to the Service information Sections below											

If you are not sure when you should bring your Volkswagen in for service or which services are to be performed on your vehicle, ask your authorized Volkswagen Service consultant.

a) For questions concerning the maintenance of your VW vehicle, or for clarification on factory scheduled maintenance beyond the 120,000 mile service, please contact an VW Dealership Service Department.

b) Additionally, ask your VW dealer about services it may suggest or services that can be performed at your request, such as tire rotations or wheel alignments. The intervals shown in this table are based on vehicles operating under normal conditions. In case of severe conditions, such as extremely low / high temperatures, excessive dust, constant towing etc., it is necessary for certain operations to be carried out in between the given intervals. This applies particularly to engine oil changes and the replacing of the air cleaner filter element.

c) Included in the Volkswagen Carefree Maintenance program ◁

Minor Maintenance

Service at 10,000 miles or one year from vehicle's original in-service date, whichever occurs first. Thereafter every 20,000 miles or every 2 years after the last Minor Maintenance Service, whichever occurs first.

- ▶ Brake Pads **(Front and Rear)** - Check thickness and brake rotor condition
- ▶ Engine oil - Change oil and replace oil filter
- ▶ Service Interval Display - Reset ◁

27VWGASWMUSEN

Standard Maintenance

Service at 20,000 miles or one year after last service, whichever occurs first. Thereafter every 20,000 miles or every 2 years after the last Standard Maintenance Service, whichever occurs first.

Perform Minor Maintenance

- Automatic Headlamp Control - Check Function
- Battery and Auxiliary Battery- Check with battery tester if necessary
- Brake Fluid Level - Check depending on brake pad wear
- Brake Pads **(Front and Rear)** thickness and Brake Rotor condition - Check
- Brake System and Shock Absorbers - Inspect for leaks and damage
- Cooling System - Check coolant level and freeze protection
- Engine Oil - Change oil and replace oil filter
- Engine Oil Level - Check
- Engine and Engine Compartment Components **(from above)** - Check for leaks and damage
- Engine and Engine Compartment Components **(from below)** - Check for leaks and damage
- Front Lighting - Check function
- Headlamp Washing System - Check function [a)]
- Headlamps - Check and adjust if necessary
- Horn - Check function
- Rear Lamps - Check function
- Removable Trailer Hitch - Check[a)]
- Road Test - Perform
- Service Interval Display - Reset
- Sliding Sunroof - Perform noise and function test.[a)]
- Stationary Cornering Lamp - Check function
- Tire Pressure Monitoring System - Calibrate to correct tire pressure settings
- Tire Pressure - Check
- Tire Repair Kit - Check for damage and prior use
- Tires - Check condition and wear pattern. Record tread depth
- Torque splitter: Read out oil deterioration using the Vehicle Diagnostic Tester[a)]
- Transmission, Final Drive, and CV Boots - Check for damage and leaks
- Windshield Wiper/Washer System - Check freeze protection and filling fluid
- Windshield Wiper/Washer System - Check function for damage, adjust if necessary
- Wiper Blades - Check for damage, and check park position

[a)] if equipped

In the event you have not received the services promised in these warranties, please follow the procedures described in the model year 2027 USA Warranty and Maintenance Booklet under the title "Customer satisfaction and assistance" ◁

Extended Maintenance Service

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

▶ Ball Joints, Axle Bearings, Coupling Rod and Stabilizer Bar Bushings - Check for damage
▶ Body Interior and Exterior - Check for corrosion
▶ Exhaust System - Check for leaks, damage and secure fittings
▶ Front and Rear Coil Springs and Stop Buffers - Check for damage
▶ Interior Lamps in Headliner, Luggage Compartment and Glove Compartment Lamps - Check function
▶ Ribbed Belt - Check condition
▶ Underbody - Inspect underbody protection, trim panels, wire routing, and plugs for damage
▶ Windshield - Check for damage ◁

Additional Maintenance Items

Service Item	Interval	Model Application
Air Filter - Replace and clean screen	Every 60,000 miles or 6 years, whichever occurs first	All Vehicles
AWD Clutch - Change Fluid	Every 2 years	Taos only
AWD Clutch - Change fluid	Every 3 years	All Applicable Vehicles (except Taos)
Brake and Clutch System - Changing Brake Fluid	3 years after registration, then every 2 years, regardless of mileage	All Vehicles
Coolant Pump Toothed Belt - Check	Every 180,000 miles or 15 years	Engines with toothed belts
Dust and Pollen Filter - Replace	Every 40,000 miles or 2 years, whichever occurs first	All Vehicles
Front Axle Differential Lock - Change fluid [a)]	Every 3 years	All Applicable Vehicles
Rear Axle Differential with Torque Vectoring - Change fluid	Every 40,000 miles or 4 years, whichever occurs first	Golf R
Ribbed Belt Starter Generator and Tensioning Roller - Replace	Every 110,000 miles	All Applicable Vehicles
Spark Plugs - Replace	Every 40,000 miles or 6 years, whichever occurs first	Golf R
Spark Plugs - Replace	Every 80,000 miles or 6 years, whichever occurs first	Atlas, Atlas Cross Sport, Taos, Jetta, GLI, GTI , and Tiguan
Sunroof Drains - Check for blockage, clean if necessary	Every 20,000 miles or 2 years, whichever occurs first	Atlas, Atlas Cross Sport, GTI, Golf R, Taos, Tiguan and Jetta
Tire Filler Bottle (in tire mobility set) - Replace	Every 4 years regardless of mileage driven	All Applicable Vehicles
Toothed Belt and Camshaft Drive Tensioning Roller - Check	Every 180,000 miles or every 15 years	Atlas, GTI, Golf R, Jetta, Taos, and Tiguan

▶

27VWGASWMUSEN

Service Item	Interval	Model Application
Transmission Automatic - Change fluid and filter [a)]	Every 60,000 miles - Severe driving conditions only (e.g. taxi / towing, etc.)	Jetta (1.5L) 09U, Taos and Tiguan
Transmission Automatic - Change fluid and filter [a)]	Every 80,000 miles	Atlas, Atlas Cross Sport, Tiguan, Jetta (2.0L), GTI and Golf R

a) if equipped ◁

Record of maintenance services

Service record

The Volkswagen Dealer stamp in the boxes below is your record of each maintenance service performed.

10,000 miles (15,000 km) maintenance service performed by: Volkswagen Dealer Stamp: Date: Miles (kilometers):	**20,000 miles (30,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):	**30,000 miles (45,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):
40,000 miles (60,000 km) maintenance service performed by: Volkswagen Dealer Stamp: Date: Miles (kilometers):	**50,000 miles (75,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):	**60,000 miles (90,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):
70,000 miles (105,000 km) maintenance service performed by: Volkswagen Dealer Stamp: Date: Miles (kilometers):	**80,000 miles (120,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):	**90,000 miles (135,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date: Miles (kilometers):

27VWGASWMUSEN

100,000 miles (150,000 km) maintenance service performed by: Volkswagen Dealer Stamp: Date:	**110,000 miles (165,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date:	**120,000 miles (180,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
130,000 miles (195,000 km) maintenance service performed by: Volkswagen Dealer Stamp: Date:	**140,000 miles (210,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date:	**150,000 miles (225,000 km) maintenance service performed by:** Volkswagen Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):

Brake fluid replacement

– The brake fluid must be replaced after 3 years of use, from the vehicles original in-service date, regardless of mileage, then every 2 years thereafter, regardless of mileage.

Brake fluid replacement record

Today's Date: Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
Today's Date: Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
Today's Date: Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :	**Today's Date:** Volkswagen Dealer Stamp: Next Brake Fluid Replacement (Date) :
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):

27VWGASWMUSEN

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 Volkswagen Dealer.

Front Airbag

❑ left ❑ right

Side Airbag

left **right**

❑ front ❑ front

❑ rear ❑ rear

SIDEGUARD

❑ left ❑ right

Knee Airbag (where applicable)

❑ left ❑ right

Volkswagen Dealer Stamp

Module replaced: _____

Date: _____

Next replacement: _____

Date: _____

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 Volkswagen Dealer.

Front Airbag

❑ left ❑ right

Side Airbag

left **right**

❑ front ❑ front

❑ rear ❑ rear

SIDEGUARD

❑ left ❑ right

Knee Airbag (where applicable)

❑ left ❑ right

Volkswagen Dealer Stamp

Module replaced: _____

Date: _____

Next replacement: _____

Date: _____