



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-12

Subject: 2014 Model Year Volkswagen Vehicle Warranty, Roadside Assistance, and Carefree Maintenance (US Dealers)

Date: June 21, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

2014 MODEL YEAR VOLKSWAGEN VEHICLE COVERAGE SUMMARY

New Vehicle Limited Warranty	3 years or 36,000 miles, whichever occurs first
Wear and Tear Components	See page 3
Original Equipment Battery Warranty	2 years or 24,000 miles, whichever occurs first
Powertrain Limited Warranty	5 years or 60,000 miles, whichever occurs first, for all models except Touareg
	10 years or 100,000 miles, whichever occurs first, for Touareg
Hybrid System Limited Warranty	8 years or 100,000 miles, whichever occurs first, for specific parts (see pg. 2)
Limited Warranty Against Corrosion Perforation	12 years/unlimited miles for all models except Routan
	Routan - 3 years/unlimited miles - all panels (including outer panels)
	Routan - 5 years or 100,000 miles, whichever occurs first - outer panels
California Emissions Warranties	3 years or 50,000 miles, whichever occurs first, for specific parts
	7 years or 70,000 miles, whichever occurs first, for specific parts
	15 years or 150,000 miles, whichever occurs first, for Partial-Zero Emissions Vehicles (PZEV) or Advanced Technology Partial-Zero Emissions Vehicles (ATPZEV), for specific parts, except that the period is 10 years or 150,000 miles, whichever occurs first, for High-Voltage batteries in Hybrid models equipped to meet PZEV or ATPZEV requirements
Federal Emissions Warranties	2 years or 24,000 miles, whichever occurs first, for specific parts
	8 years or 80,000 miles, whichever occurs first, for specific parts
Roadside Assistance	3 years or 36,000 miles, whichever occurs first, for towing and battery jump start when required due to a mechanical breakdown or collision, flat tire service, lock-out, and fuel delivery service
Volkswagen Carefree Maintenance	2 years or 24,000 miles, whichever occurs first, no charge for scheduled maintenance services



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2014 MODEL YEAR HYBRID SYSTEM LIMITED WARRANTY SUMMARY

Hybrid System Limited Warranty	<p>Warranty Period: 8 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date</p>
	<p>Components Covered: Covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:</p> <ul style="list-style-type: none"> • 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) • Electric A/C Compressor¹ • Power Steering System (including Pump and Control Module) • Electric Transmission Oil Pump (including Control Module)
	<p>Exclusions: Excludes vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine</p>

¹ Touareg Hybrid vehicles only



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2014 MODEL YEAR VOLKSWAGEN NEW VEHICLE LIMITED WARRANTY WEAR AND TEAR COMPONENT COVERAGE SUMMARY

Wear and Tear Components

Warranty Period:

The wear and tear components identified in table *2014 MY WEAR AND TEAR COVERED COMPONENTS*, are covered for **wear and tear for 1 year or 12,000 miles**, whichever occurs first, unless stated otherwise. Listed wear and tear components are covered for **defects in material or workmanship for the entire New Vehicle Limited Warranty period**.

2014 MY WEAR AND TEAR COVERED COMPONENTS

SERVICE NUMBER	COMPONENT	SERVICE NUMBER	COMPONENT
4623	rear brake shoes	4650	front brake discs
4636	front brake pads	4653	rear brake discs
4638	rear brake pads	9227	front wiper blade*
4646	rear brake drums	9243	rear wiper blade*

* covered for 6 months/6,000 miles, whichever occurs first

This policy update will be integrated into the next revision of the Volkswagen Warranty Policies and Procedures Manual.

Questions

For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



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VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers, Sales Managers, F&I Managers, Service Managers, Parts Managers**

Frank Trivieri Name

Executive Vice President Title

Subject: **Model Year 2014 Carefree Maintenance Program**

Sales Department

June 20, 2013 Date

Since the introduction of Carefree Maintenance five years ago, we have seen significant improvements to our vehicle quality. This in turn, has positively impacted the overall cost of ownership for our customers and our brand perception. Following an extensive review of the current Carefree Maintenance program, we have decided to adjust coverage to 2 years / 24,000 miles. This offer continues to be class-leading and provides excellent customer value.

For all Model Year 14 vehicles, 2 years / 24,000 miles scheduled maintenance will be offered at no extra charge to our customers. The Volkswagen DoubleCheck – which provides another opportunity to explain key vehicle functionality to the customer, perform optional vehicle checks, and gain potential accessory sales – is also maintained under this program. Please note that preceding Model Year vehicles (e.g. MY13, MY12 etc.) continue to receive the 3 years / 36,000 miles Carefree Maintenance package.

For those customers wishing to extend their maintenance coverage, a portfolio of optional pre-paid maintenance plans - starting from 30,000 miles - will be made available at an extra charge. These will be provided under the Volkswagen Drive Easy program. The plans, which are ideally sold through your F&I department at the point of vehicle purchase, will be key to supporting service retention and a better customer experience, as well as providing your store with an additional profit opportunity.

Further information about these maintenance plan options will be communicated shortly. If you are not yet enrolled to sell Volkswagen Drive Easy Car Care Upgrade Service Plans, please contact your Volkswagen Credit Business Development Manager for further details.

Volkswagen's 2 year / 24,000 mile Carefree Maintenance program continues to be a highly attractive offer amongst our key competitors, with only two other manufacturers providing a similar but less comprehensive offer across their model range. It demonstrates our ongoing commitment to delivering the best aftersales care for our customers, while also providing a competitive advantage to help you close more deals.

Yours sincerely,

Frank Trivieri