



Das Auto.

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-14-02**

**Subject: 2015 Model Year Volkswagen Vehicle Warranty,  
Roadside Assistance, and Carefree Maintenance**

**Date: June 12, 2014**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## 2015 MODEL YEAR VOLKSWAGEN VEHICLE COVERAGE SUMMARY

<b>New Vehicle Limited Warranty</b>	3 years or 36,000 miles, whichever occurs first
<b>Wear and Tear Components</b>	See page 4
<b>12 Volt Original Equipment Battery Warranty</b>	2 years or 24,000 miles, whichever occurs first
<b>Powertrain Limited Warranty</b>	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
<b>Hybrid System Limited Warranty</b>	8 years or 100,000 miles, whichever occurs first, for specific parts (see page 2)
<b>High-Voltage System Limited Warranty (e-Golf only)</b>	5 years or 60,000 miles, whichever occurs first, for specific parts, except that the period is 8 years or 100,000 miles, whichever occurs first, for the high-voltage battery. The high-voltage battery is covered for defects in material and workmanship and for net capacity loss below 70% (see page 3)
<b>Limited Warranty Against Corrosion Perforation</b>	12 years/unlimited miles
<b>California Emissions Warranties (not applicable for e-Golf)</b>	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 (AT-PZEV), 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 AT-PZEV requirements
<b>Federal Emissions Warranties (not applicable for e-Golf)</b>	2 years or 24,000 miles, whichever occurs first, for specific parts
	8 years or 80,000 miles, whichever occurs first, for specific parts
<b>Roadside Assistance</b>	3 years or 36,000 miles, whichever occurs first (Refer to the <i>24-Hour Roadside Assistance Owner's Guide</i> for specific details on the services provided)
<b>Volkswagen Carefree Maintenance</b>	15 months or 15,000 miles, whichever occurs first, no charge for scheduled maintenance services (An administrative fee does <u>not</u> apply for MY 2015 vehicles)



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## 2015 MODEL YEAR HYBRID SYSTEM LIMITED WARRANTY SUMMARY

<b>Hybrid System Limited Warranty</b>	<p><b>Warranty Period:</b> 8 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date</p>
	<p><b>Components Covered:</b> 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"> <li>• High-voltage battery (including protective box)</li> <li>• Battery energy control module</li> <li>• Battery cooling system (including battery fans, housing, and air induction vents)</li> <li>• Hybrid electric motor</li> <li>• Hybrid electric motor clutch</li> <li>• Hybrid electric motor clutch actuator</li> <li>• Power electronics (inverter and converter)</li> <li>• High-voltage cables (including connection boxes, safety plugs and pilot line cable system)</li> <li>• Electronic control module (ECM)</li> <li>• Electric A/C compressor<sup>1</sup></li> <li>• Power steering system (including pump and control module)</li> <li>• Electric transmission oil pump (including control module)</li> </ul>
	<p><b>Exclusions:</b> Excludes vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine</p>

<sup>1</sup> Touareg Hybrid vehicles only



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## 2015 HIGH-VOLTAGE SYSTEM LIMITED WARRANTY SUMMARY (e-GOLF ONLY)

<b>High-Voltage System Limited Warranty (e-Golf only)</b>	<p><b>Warranty Period:</b> 5 years or 60,000 miles, whichever occurs first, from the vehicle's original in-service date, for specific parts, except that the period is 8 years or 100,000 miles, whichever occurs first, for the high-voltage battery. The high-voltage battery is covered for defects in material and workmanship and for net capacity loss below 70%.</p>
	<p><b>Components Covered:</b> 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"> <li>• High-voltage battery* *The high-voltage battery is warranted for 8 years or 100,000 miles, whichever occurs first, for defects in material and workmanship and for net capacity loss below 70%. The battery net capacity coverage includes any repairs needed to return battery net capacity to a level of 70%. Coverage may not return the high-voltage battery to an "as new" condition with 100% net capacity, but it will provide the vehicle with a net capacity level of at least 70%. Gradual reduction in battery net capacity over time is integral to the nature of the components and does not represent a defect under the terms of this warranty, as long as the reduction in net capacity is not in excess of 30%. The warranty on the high-voltage battery does not apply if a defect has been caused by the battery not being used, handled or maintained as described in the owner's manual.</li> <li>• Power electronics, which consists of the DC-to-DC converter and pulse inverter</li> <li>• Electric motor</li> <li>• High-voltage air conditioning</li> <li>• High-voltage heating</li> <li>• Charger for high-voltage battery</li> <li>• Charging socket for high-voltage battery</li> <li>• Orange high-voltage cables and connectors</li> </ul>
	<p><b>Exclusions:</b> Excludes vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine</p>



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## 2015 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 *2015 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**.

#### 2015 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	<b>9227</b>	<b>front wiper blade*</b>
4646	rear brake drums	<b>9243</b>	<b>rear wiper blade*</b>

\* 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](mailto:warranty.helpline@vw.com).