



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-15-01

Subject: Genuine Volkswagen 12-Volt Replacement Battery Limited Warranty and Volkswagen Economy 12-Volt Replacement Battery Limited Warranty

Date: Jan. 8, 2015

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Volkswagen is pleased to announce the following warranties for factory replacement 12-volt batteries (effective with batteries sold as of January 1, 2015):

1. **Genuine** Volkswagen 12-Volt Replacement Battery Limited Warranty
2. Volkswagen **Economy** 12-Volt Replacement Battery Limited Warranty (for battery part numbers beginning with JZW)

Note: There is no change to the 12-volt original equipment battery warranty.

Genuine Volkswagen 12-Volt Replacement Battery Limited Warranty	Volkswagen Economy 12-Volt Replacement Battery Limited Warranty (for battery part numbers beginning with JZW)
<ul style="list-style-type: none"> ▶ Are warranted to be free of defects in material and workmanship for 36 months, regardless of mileage. ▶ After 36 months of battery service, Volkswagen will absorb a prorated percentage of the battery replacement cost, the remainder of the cost to be paid by the customer (including labor). This proration policy applies until the battery has been in service for 60 months (5 years), after which time the customer must bear the entire cost for a new battery. ▶ Does not apply for Volkswagen <u>Economy</u> 12-Volt Replacement Batteries (battery part numbers beginning with JZW) 	<ul style="list-style-type: none"> ▶ Are warranted to be free of defects in material and workmanship for 12 months, regardless of mileage.
<p>Labor is not reimbursable in the following situations:</p> <ul style="list-style-type: none"> ▶ On prorated batteries. ▶ On wholesale purchases or installation by an independent repair facility. ▶ On over-the-counter purchases. 	<p>Labor is not reimbursable in the following situations:</p> <ul style="list-style-type: none"> ▶ On wholesale purchases or installation by an independent repair facility. ▶ On over-the-counter purchases.



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<p><u>Genuine Volkswagen 12-Volt Replacement Battery Policy Guidelines</u></p> <ul style="list-style-type: none"> ▶ Full 100% reimbursement for parts and labor up to 36 months, regardless of mileage. ▶ No labor reimbursement for battery replacement after 36 months. ▶ This warranty does not apply to batteries that were placed in commercial or marine use. ▶ Customer charge is based on Volkswagen suggested retail parts prices. 	<p><u>Volkswagen Economy 12-Volt Replacement Battery Policy Guidelines</u></p> <ul style="list-style-type: none"> ▶ Full 100% reimbursement for parts and labor up to 12 months, regardless of mileage. ▶ Proration is not applicable for Volkswagen Economy 12-Volt Replacement Batteries ▶ This warranty does not apply to batteries that were placed in commercial or marine use.
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Proration Table for Genuine Volkswagen 12-Volt Replacement Battery

GENUINE VOLKSWAGEN 12-VOLT REPLACEMENT BATTERY PRORATION TABLE FOR BATTERIES SOLD ON OR AFTER JANUARY 1, 2015			GENUINE VOLKSWAGEN 12-VOLT REPLACEMENT BATTERY PRORATION TABLE FOR BATTERIES SOLD ON OR AFTER JUNE 1, 2012 THROUGH DECEMBER 31, 2014		
Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price	Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price
0 - 36	1.00	0%	0 - 24	1.00	0%
37 - 48	0.50	50%	25 - 36	0.50	50%
49 - 60	0.30	70%	37 - 48	0.30	70%
			49 - 60	0.10	90%

For the proration table for Genuine Volkswagen 12-Volt Replacement Batteries sold between June 1, 1998 and May 31, 2012, refer to Section 3.8.2.2.1 of the *Volkswagen Warranty Policies and Procedures Manual*.

Questions? Contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.