



Volkswagen

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-16-04**

**Subject: 2017 Model Year Volkswagen Vehicle Warranty**

**Date: June 1, 2016**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## 2017 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 5
<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 (All-electric models 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/120,000 miles, whichever occurs first
<b>California Emissions Warranties (not applicable for all-electric models)</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 AT-PZEV requirements
<b>Federal Emissions Warranties (not applicable for all-electric models)</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 (see page 4)
<b>Roadside Assistance</b>	3 years or 36,000 miles, whichever occurs first (Refer to the 24-Hour Roadside Assistance Owner's Guide for specific details on the services provided)



Volkswagen

# Warranty Information

## 2017 MODEL YEAR HYBRID SYSTEM LIMITED WARRANTY SUMMARY

<b>Hybrid System Limited Warranty</b>	<b>Warranty Period:</b> 8 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date
	<b>Components Covered:</b> Covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components: <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 (Touareg Hybrid only)</li><li>• Power steering system (including pump and control module)</li><li>• Electric transmission oil pump (including control module)</li></ul>



# Warranty Information

## 2017 MODEL YEAR HIGH-VOLTAGE SYSTEM LIMITED WARRANTY SUMMARY (ALL-ELECTRIC MODELS ONLY)

### High-Voltage System Limited Warranty (All-electric models only)

**Warranty Period:**

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%.

**Components Covered:**

Covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

- 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.
- Power electronics, which consists of the DC-to-DC converter and pulse inverter
- Electric motor
- High-voltage air conditioning
- High-voltage heating
- Charger for high-voltage battery
- Charging socket for high-voltage battery
- Orange high-voltage cables and connectors



Volkswagen

# Warranty Information

## 2017 MODEL YEAR 8/80 FEDERAL EMISSIONS WARRANTY SUMMARY (NOT APPLICABLE FOR ALL-ELECTRIC MODELS)

<b>8/80 Federal Emissions Warranty (Not applicable for all-electric models)</b>	<b>Warranty Period:</b> 8 years or 80,000 miles, whichever occurs first, from the vehicle's original in-service date
	<b>Components Covered:</b> <ul style="list-style-type: none"> <li>• Catalytic converter and particulate filter</li> <li>• Engine electronic control module (ECM)</li> <li>• Transmission control module (TCM)</li> <li>• Selective catalytic reduction (AdBlue®) control module</li> <li>• On-board diagnostic device (OBD)</li> </ul>
	<b>Additional Components Covered for Hybrid and Plug-in Hybrid Models:</b> <ul style="list-style-type: none"> <li>• HVAC control module (without TME – HV battery thermo-management electronic)</li> <li>• HV battery TME control module</li> <li>• Power electronics module (for electric drive)</li> <li>• HV battery regulation control module</li> <li>• HV battery charging control module</li> <li>• ESC control module (electronic stability control)</li> <li>• Electro mechanical brake servo (brake booster)</li> </ul>



Volkswagen

# Warranty Information

## 2017 MODEL YEAR VOLKSWAGEN NEW VEHICLE LIMITED WARRANTY WEAR AND TEAR COMPONENT COVERAGE SUMMARY

<b>Wear and Tear Components</b>	<p><b>Warranty Period:</b> Covered for <u>wear and tear</u> for 1 year or 12,000 miles, whichever occurs first, unless stated otherwise. Covered for <u>defects</u> in material or workmanship for the entire New Vehicle Limited Warranty period.</p>
	<p><b>Components Covered:</b></p> <ul style="list-style-type: none"> <li>• Rear brake shoes</li> <li>• Front brake pads</li> <li>• Rear brake pads</li> <li>• Rear brake drums</li> <li>• Front brake discs</li> <li>• Rear brake discs</li> <li>• Front wiper blade*</li> <li>• Rear wiper blade*</li> </ul> <p>* Covered for 6 months/6,000 miles, whichever occurs first</p>

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).