



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-09

Subject: 2019 Model Year Volkswagen Vehicle Warranties – All-Electric Models Only

Date: Oct. 1, 2018

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Policy Modification

This warranty bulletin provides a summary of the 2019 Model Year Volkswagen Vehicle Warranties applicable for **all-electric models**. This policy modification will be integrated into the next revision of the *Volkswagen Warranty Policies and Procedures Manual*.

All other provisions of the *Volkswagen Warranty Policies and Procedures Manual* are unchanged and remain in effect.

2019 MODEL YEAR VOLKSWAGEN VEHICLE WARRANTIES SUMMARY ALL-ELECTRIC MODELS ONLY

New Vehicle Limited Warranty	3 years or 36,000 miles, whichever occurs first
Wear and Tear Components	See table below
Powertrain Limited Warranty	5 years or 60,000 miles, whichever occurs first
High-Voltage System Limited Warranty	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 2)
Limited Warranty Against Corrosion Perforation	7 years or 100,000 miles, whichever occurs first

2019 MODEL YEAR VOLKSWAGEN NEW VEHICLE LIMITED WARRANTY WEAR AND TEAR COMPONENT COVERAGE SUMMARY ALL-ELECTRIC MODELS ONLY

Wear and Tear Components	Warranty Period: 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.	
	Components Covered: Rear brake shoes Front brake pads Rear brake pads Rear brake drums Front brake discs	Rear brake discs Front wiper blade* Rear wiper blade* * Covered for 6 months/6,000 miles, whichever occurs first



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2019 MODEL YEAR HIGH-VOLTAGE SYSTEM LIMITED WARRANTY SUMMARY ALL-ELECTRIC MODELS ONLY

High-Voltage System Limited Warranty

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

Questions

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