



# **Volkswagen Customer Handbook**









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# Your New Volkswagen

**Thank you for choosing Volkswagen. We're excited to have you join the family.**

In taking delivery of your new Volkswagen we would like to ensure you understand and experience the benefits associated with the ownership of the vehicle.

## **Volkswagen – the benefits**

Your new Volkswagen is automatically covered by three Volkswagen programmes:

- Volkswagen New Vehicle Warranty  
Please refer to the section Volkswagen New Vehicle Warranties on page 6
- Volkswagen Scheduled Servicing  
Please refer to the section Volkswagen Scheduled Services on page 9
- Volkswagen Roadside Assistance  
Please refer to the section Volkswagen Roadside Assistance on page 12

These three programmes are complimentary and commence from the registered date of delivery to the original owner.

To maintain the Volkswagen benefits and services, you must have your vehicle serviced and repaired by an authorised Volkswagen Dealer or approved Service Centre according to the Manufacturers recommendations.



### **Fuel requirements**

Please take care to ensure that you always fill your Volkswagen with the correct type of fuel, whether it has a petrol or diesel engine.

All Volkswagen models fitted with petrol engines are equipped with environmentally friendly catalytic converters and unleaded high-octane petrol is specified.

It is essential that only the correct octane of petrol is used. The recommended octane rating range is between 95-98 Ron and where obtainable 98 Ron should be used.

**Not suitable for 91 octane petrol.**

### **Diesel vehicles with Selective Catalytic Reduction (AdBlue®)**

To help protect our environment, some Volkswagen diesel models are fitted with AdBlue® emissions control equipment which cleans exhaust gases, helping vehicles to comply with the EU6 or later exhaust emissions regulations.

AdBlue® is a non-toxic, non-flammable additive that processes the gases in a vehicle exhaust system to remove harmful nitrogen oxide (NOx) emissions. The AdBlue® solution is stored in a tank positioned near the vehicle's fuel tank, accessed through a cap usually found at the rear of the vehicle; its location will depend on the model.

The size of the AdBlue® tank fitted to your vehicle will vary depending on which Volkswagen model you have, therefore the interval between top ups will vary. In addition many factors such as mileage covered, journey types, driving styles and environmental conditions can influence how much AdBlue is consumed.

AdBlue® belongs to the lowest water pollution hazard category but is a skin irritant and a corrosive liquid that can cause injury if it touches the skin, eyes or respiratory organs.

For further information please refer to your Volkswagen Owner's Manual. AdBlue can be topped up by an authorised Volkswagen dealer or approved Volkswagen Service Centre.

For further information on AdBlue®, please visit our website:

**<https://www.volkswagen.co.nz/en/owners-and-servicing/genuine-parts-accessories/adblue.html>**

# Volkswagen

## New Vehicle Warranties

Your new Volkswagen is warranted to be free of defects in materials and workmanship for the durations specified below, from the registered date of delivery to the original owner.

Volkswagen New Vehicle Warranty Durations

Vehicle Type	Duration
All Passenger models	5 years / 150,000 km, whichever occurs first
All Commercial models except Crafter	5 years / 150,000 km, whichever occurs first
Crafter models	5 years / 250,000 km, whichever occurs first

Any such remedial work under warranty must be carried out by an authorised Volkswagen Dealer or approved Volkswagen Service Centre, and where required, any defective parts will be repaired or replaced at no cost to the customer\*. Parts requiring replacement under warranty become the property of European Motors Distributors Ltd.

Any part replaced under warranty is warranted to be free from manufacturing defects until expiry of the original vehicle warranty.

Owners must maintain their Volkswagen in accordance with the vehicle service schedule as supplied with their Volkswagen Owner's Manual. Your vehicle may be taken to any authorised Volkswagen Dealer or approved Volkswagen Service Centre for warranty or servicing work to be carried out, not necessarily the selling dealer. A full list

of the Volkswagen Dealer Network is available on **volkswagen.co.nz**, or by phoning the Roadside Assistance toll free number **(0800 577 599)**.

**Note:** For warranties, "Volkswagen Dealer" refers to any authorised Volkswagen Dealer or approved Volkswagen Service Centre in the New Zealand network, authorised to sell, service, and repair Volkswagen models on behalf of European Motor Distributors Ltd.

\*Does not include non-genuine accessory items included after the time of sale.

**Volkswagen 3 Year Paint Warranty**  
The Volkswagen paint process is one of the most intensive of any car manufacturer. Owing to the high quality of the finish your Volkswagen is covered by a

3 year unlimited mileage warranty against original manufacturing paint defects.

### **Volkswagen 12 Year Anti-Corrosion Warranty**

Your Volkswagen has been built using the very latest technologies and materials. Materials such as high strength steels and ultra-high strength steels which, in addition to providing incredible body strength and integrity, provide a very high level of corrosion resistance.

These technologies and materials have enabled Volkswagen to provide a 12 year body warranty, commencing from the registered date of delivery to the original owner. The Anti-Corrosion Warranty provides you with a guarantee against perforation corrosion of all internal body sections and exterior panels.

Should the vehicle require repairs due to accident damage, an approved Volkswagen Collision Repairer can repair your vehicle ensuring that the high level of safety and anti-corrosion protection built-in by Volkswagen is fully reinstated. This will enable endorsement of the body warranty for the remaining term.

### **Exclusions from the scope of Volkswagen New Vehicle Warranties**

Volkswagen does not provide parts and labour for repairs not attributable to defects in original parts or workmanship and fair wear and tear. For example, Volkswagen does not include parts or labour required because of accident damage, theft, motor sport involvement, misuse or acts of neglect, or any act or omission by anybody who is not an authorised Volkswagen Dealer or approved Volkswagen Service Centre.

Installation of aftermarket accessories or options not recognised by Volkswagen New Zealand and not fitted by an authorised Volkswagen Dealer or approved Volkswagen Service Centre, or the consequences of installing such accessories or options are not covered by Volkswagen.

**For further information on Volkswagen Warranty please visit our website:**  
**[www.volkswagen.co.nz/warranty](http://www.volkswagen.co.nz/warranty)**

# Volkswagen New Vehicle PHEV & BEV Battery Warranties

## Warranty for high-voltage batteries in electric and hybrid vehicles

In addition to the warranties already described in this handbook, high-voltage batteries in electric and hybrid vehicles are warranted to be free of defects in materials and workmanship for 8 years / 160,000 km (whichever occurs first) – from the date of delivery to the original owner.

Reduction of battery capacity over time is determined by its components and does not represent any defect under the terms of this guarantee, provided that this value does not fall below 70% of the battery's usable capacity before either 8 years or 160,000 km (whichever comes first).

The guarantee on high voltage batteries does not apply if the defect has been caused by the battery not being used, handled or maintained as described in the Volkswagen Owner's Manual. This applies in particular to charging the battery.

**Note:** Fast charging with direct current (DC) uses a very high charging power. Frequent fast charging can permanently reduce the battery capacity of the high-voltage battery. You should primarily charge the high-voltage battery at a charging station or wall box using alternating current (AC).

For AC charging, Volkswagen recommends charging the high-voltage battery at a charging station or wall box with maximum charging power. This results in higher efficiency compared with charging using a mains socket.

Please observe the technical information on charging power for your vehicle. Consult a Volkswagen Dealer for further information.

For further information on Volkswagen New PHEV and BEV Battery warranties, please visit our website: [www.volkswagen.co.nz/warranty](http://www.volkswagen.co.nz/warranty)

**BEV = Battery Electric Vehicle**

**PHEV = Plug-in Hybrid Electric Vehicle**



# Volkswagen New Vehicle Scheduled Services

Your new Volkswagen vehicle includes three complimentary Scheduled Services\*. Depending on your model and engine type, your vehicle's Scheduled Services runs from the date of your vehicle's first registration for one of time and mileage durations specified below.

Volkswagen New Vehicle Scheduled Services Durations				
Model	Model Code	Fuel Type	Service Type	Duration^
All Passenger vehicles	All	Petrol, Diesel, PHEV, BEV	Fixed	3 years / 45,000 km
Amarok	T1	Petrol & Diesel	Semi -Flexible	3 years / 60,000 km
Caddy	SB	Petrol	Fixed	3 years / 45,000 km
Caddy	SB	Diesel	Flexible	6 years / 90,000 km
Multivan	ST	Petrol / PHEV	Fixed	3 years / 45,000 km
Transporter, Multivan, Caravelle	SH	Diesel	Flexible	6 years / 90,000 km
Crafter	SC, SY, SZ	Diesel	Flexible	6 years / 90,000 km

\*Complimentary Scheduled Services apply to vehicles sold from 1 May 2025.

^Whichever occurs first

# Volkswagen New Vehicle Service Intervals

Depending on your model and engine type, your vehicle must be serviced at the time or mileage intervals specified below, whichever occurs first.

Volkswagen New Vehicle Scheduled Service Intervals				
Model	Model Code	Fuel Type	Service Type	Service Interval*
All Passenger vehicles	All	Petrol, Diesel, PHEV, BEV	Fixed	1 year / 15,000 km
Amarok	T1	Petrol & Diesel	Semi-Flexible	1 year / est. 20,000 km
Caddy	SB	Petrol	Fixed	1 year / 15,000 km
Caddy	SB	Diesel	Flexible	2 years / 30,000 km
Multivan	ST	Petrol / PHEV	Fixed	1 year / 15,000 km
Transporter, Multivan, Caravelle	SH	Diesel	Flexible	2 years / 30,000 km
Crafter	SC, SY, SZ	Diesel	Flexible	2 years / 30,000 km

\*Whichever occurs first

For vehicles under the Fixed Service Interval, both the time and mileage are fixed and in normal use this generally means yearly services.

For Amarok models under the Semi-Flexible Interval, the 1 year period is fixed and the mileage is variable up to 20,000 km - based on the operating conditions of the vehicles. Consequently, the Service Intervals may be sooner than 1 year or 20,000 kms.

For vehicles under the Flexible Service Interval, the vehicles calculate the time and distance based on the operating conditions of the vehicles. Consequently, the Service Intervals may be sooner than 2 years or 30,000 km.

In all Service Interval types, your vehicle will remind you of an upcoming service via the Driver

Information Display in the instrument cluster. The maximum number of services permitted under any Scheduled Services Interval is three.

**Scheduled Services Conditions**  
Your vehicle's Scheduled Services is conditional upon all service work on your vehicle being carried out within the required time or distance intervals by a New Zealand approved Volkswagen Service Centre located here:  
**[volkswagen.co.nz/app/nz/find-a-dealer](https://volkswagen.co.nz/app/nz/find-a-dealer)**

### **Scheduled Services Inclusions**

In relation to your vehicle, your vehicle's Scheduled Services covers the cost of:

(a) parts and fluids, the exact nature of which depend on your vehicle and your vehicle's recommended service schedule as supplied by the manufacturer, but which typically include engine oil and filter, pollen filter, brake fluid, drivetrain oils, air filter and windscreen washer fluid top up;

(b) a full electronic diagnostic inspection and installation of any software updates available for your vehicle; and

(c) labour required in connection with clauses (a) & (b)

### **Scheduled Services Exclusions**

Your vehicle's Scheduled Services does not include:

(a) items that are deemed by the manufacturer to be consumables and/or subject to wear and tear such as, but not limited to:

- (i) wiper blades, brake pads, brake discs and clutch linings;
- (ii) tyres;

(b) tyre rotation and balancing or wheel alignment when required;

(c) fluids and additives not specified in your vehicle's recommended service schedule, for example AdBlue® replenishment;

(d) any Warrant of Fitness;

(e) navigation software updates;

(f) items or labour required due to:

- (i) modifications to your vehicle's original specifications;
- (ii) misuse or abuse of your vehicle;
- (iii) your vehicle not being driven in accordance with your owner's manual or the manufacturer's specifications, guidelines and instructions;

(g) work not carried out by an approved Volkswagen Service Centre;

(h) any other items not included in your vehicle's recommended service schedule.

### **Your Other Responsibilities**

In addition to your obligations already mentioned, you are responsible for performing regular maintenance checks on your vehicle, in accordance with your Volkswagen Owner's Manual. For example, fluid levels and tyre pressure checks.

# Volkswagen Roadside Assistance

## 0800 577 599

Your new Volkswagen vehicle is covered by the Volkswagen Roadside Assistance programme for the same duration as the Volkswagen New Vehicle Warranty. Please refer to page 6 for details.

### Roadside Assistance

If your Volkswagen is inadvertently immobilised for reasons including mislaid keys\*, lack of fuel, battery charge or a tyre puncture, one phone call to Roadside Assistance will provide customer assistance – wherever you are in New Zealand.

\*Please note that due to the technical complexity of the Volkswagen security systems, a duplicate or spare key to gain entry to a vehicle is needed.

### Recovery to Dealer

Should the vehicle become immobile and is unable to be repaired immediately or safely, Roadside Assistance will arrange for the vehicle to be transported to the nearest authorised Volkswagen Dealer or approved Volkswagen Service Centre.

### Hotel Accommodation or Replacement Vehicle

In the unlikely situation of your Volkswagen becoming immobilised due to a warrantable defect more than 100 kilometres from the driver's residence and cannot be repaired within 24 hours, Roadside Assistance will arrange either:

- Hotel accommodation to a maximum value of \$150 per night for up to 2 nights for both you and your passenger(s) in a recommended hotel should this be preferred.

**or**

- Alternative transport from an authorised Volkswagen Dealer or approved Volkswagen Service Centre or arrange a rental vehicle to a maximum value of \$300 to allow the occupants to resume the journey or return home.

### Storage of Vehicle

If your vehicle must be securely stored prior to its transfer to an authorised Volkswagen Dealer or approved Volkswagen Service Centre, Roadside Assistance will arrange for this to be done at no cost to the owner.

### Repatriation of your Vehicle

Should the owner elect to leave the vehicle with an authorised Volkswagen Dealer or approved Volkswagen Service Centre to be repaired when a warrantable breakdown occurs more than 100 kilometres from the driver's residence, Roadside Assistance will arrange and coordinate the repatriation of the vehicle should the repairs not be completed within 24 hours.

Alternatively, provision for the driver to be returned to the repaired vehicle can be arranged.

### **Vehicle Theft or Accidental Damage**

Roadside Assistance offers a telephone advisory service to the driver in the event of an accident or vehicle theft. Roadside Assistance can arrange the transportation of the vehicle to an approved repairer or to a place of storage. In addition, Roadside Assistance can arrange alternative transport and emergency accommodation.

Please note that all costs associated with the transportation of the vehicle, alternative transport and emergency accommodation will be the responsibility of the driver unless the respective Insurance Company has given prior approval.

### **Support Services**

Roadside Assistance can provide 24 hours a day, 365 days a year, telephone advisory service to assist the driver with:

- The location of the nearest authorised Volkswagen Dealer or approved Volkswagen Service Centre and contact information
- General vehicle operation advice

### **General Exclusions**

The Roadside Assistance programme does not apply to the following:

- Vehicles used for hire or reward
- Vehicles used in motor racing, rallies, speed or duration testing or any practice thereof.
- Claims arising from the loss or damage to the contents of the vehicle.
- Claims arising from damage caused through forced entry to recover locked keys, whereby the owner / driver has been fully briefed on the situation by Roadside Assistance staff or

the provider in attendance, and the owner / driver has subsequently agreed to indemnify Roadside Assistance, against any damage caused during entry.

- Claims arising from a recurring electrical or mechanical limit resulting from improper maintenance or servicing where a known fault and repair has been neglected.
- Situations where the vehicle is disabled by floods, snow affected roads, or is not accessible due to other adverse conditions.
- Vehicles being bogged in off-road conditions or off public roads (other than a private residence) and not easily accessible by normal two-wheel drive recovery vehicles.
- Vehicle has been left unattended.
- Vehicles other than those confirmed as covered by Roadside Assistance.
- If at the time of the breakdown the vehicle was towing a trailer or any kind, the trailer will be towed or transported to the nearest place of safety. Any costs above this will be the responsibility of the driver.
- Events because of an accident, incorrect fuel, or misuse of the vehicle. All associated costs are the responsibility of the driver.



# Transferability

Subject to the terms and conditions described in this handbook, the **Volkswagen New Vehicle Warranty**, **New Vehicle Scheduled Services** and **Volkswagen Roadside Assistance** cover on your vehicle can transfer to any subsequent owner provided the maximum individual durations (time or mileage, whichever comes first) have not been exceeded.

Please refer to the durations of all three programmes earlier in this booklet.

A digital version of your vehicle's manual can be found here:

[https://userguide.volkswagen.de/public/vin/login/en\\_GB](https://userguide.volkswagen.de/public/vin/login/en_GB)

Visit the link below or talk to your Approved

Service Centre about available infotainment updates:

<https://app-connect.volkswagen.com/mapupdates/car/#/>

A copy of our Frequently Asked Questions can be found here:

<https://www.volkswagen.co.nz/en/contact-us.html>

Information regarding the

Diesel Particulate Filter (DPF) can be found here:

<https://www.volkswagen.co.nz/en/brand/tips-and-tricks/amarok.html>





# Roadside Assistance

## 0800 577 599

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Information is subject to change without notice  
[volkswagen.co.nz](http://volkswagen.co.nz)

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Note: This information applies exclusively  
to new vehicles sold through the official  
Volkswagen New Zealand Dealer network.