



## Summary of New Vehicle Warranty

This document summarises the New Vehicle Warranty ("the Warranty") provided by the Manufacturer and by European Motor Distributors Limited trading as Volkswagen New Zealand ("the Importer"). The term "Manufacturer" when used in this summary means Volkswagen AG.

### The Warranty

The Warranty is provided by the Manufacturer in respect of:

- The first 2 years of the general warranty; and
- The entire period in respect of specific warranties; and

by the Importer in respect of the remaining period of the general Warranty.

The Warranty provided by the Importer is provided on the same Terms and Conditions as the Warranty provided by the Manufacturer. The Warranty only applies to Volkswagen vehicles imported new and sold by the Importer.

1. In summary under the Warranty the vehicle is guaranteed from the date of first registration or delivery (whichever occurs first) against defects in original materials and workmanship consistent with the current state of the art for the purchased article, for the following periods:

Vehicles registered from 1 <sup>st</sup> May 2019
<b>Passenger Vehicles</b>
5 years/150,000km (whichever occurs first)
12 years/unlimited kms corrosion perforation warranty on the body
3 years/unlimited kms for paint defects
8 years/160,000km (whichever occurs first) high voltage battery warranty ( <i>all electric ("EV") and plug-in hybrid ("PHEV") vehicles</i> )
5 year Roadside Assistance Plan, see specific T&C's at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html">https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html</a>
<b>Commercial Vehicles (including Amarok)</b>
5 years/150,000km (whichever occurs first)
5 years/250,000km (whichever occurs first) for Crafter models only
12 years/unlimited kms corrosion perforation warranty on the body ( <i>Amarok models are 6 years</i> )
3 years/unlimited kms for paint defects
8 years/160,000km (whichever occurs first) high voltage battery warranty ( <i>all electric ("EV") and plug-in hybrid ("PHEV") vehicles</i> )
5 year Roadside Assistance Plan, see specific T&C's at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html">https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html</a>

Vehicles registered prior to 30 <sup>th</sup> April 2019
<b>Passenger Vehicles</b>
3 years/unlimited kms (whichever occurs first)
12 years/unlimited kms corrosion perforation warranty on the body
3 years/unlimited kms for paint defects
8 years/160,000km (whichever occurs first) high voltage battery warranty ( <i>all electric ("EV") and plug-in hybrid ("PHEV") vehicles</i> )
5 years/150,00kms (whichever occurs first) DSG gearbox unit warranty (components within DSG unit only, see specific T&C's for DSG warranty at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/genuine-warranties.html">https://www.volkswagen.co.nz/en/owners-and-servicing/genuine-warranties.html</a> )
3 year Roadside Assistance Plan, see specific T&C's at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html">https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html</a>
<b>Commercial Vehicles (including Amarok)</b>
3 years/100,000km (whichever occurs first)
3 years/250,500km (whichever occurs first) for Crafter models only
12 years/unlimited kms corrosion perforation warranty on the body ( <i>Amarok models are 6 years</i> )
3 years/unlimited kms for paint defects
5 year DSG Transmission
5 years/150,00kms (whichever occurs first) DSG gearbox unit warranty (components within DSG unit only, see specific T&C's for DSG warranty at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/genuine-warranties.html">https://www.volkswagen.co.nz/en/owners-and-servicing/genuine-warranties.html</a> )
3 year Roadside Assistance Plan, see specific T&C's at <a href="https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html">https://www.volkswagen.co.nz/en/owners-and-servicing/roadside-assistance.html</a>

The above warranties are subject to the following qualifications:

- a. If your vehicle is exported, sold or otherwise relocated outside of New Zealand at any time during the period of the Warranty, then the Warranty will be reduced to two years (in line with Volkswagen AG Global Warranty).
- b. Any vehicle parts installed, painted or repaired as part of the Warranty process shall only be covered until the end of the Warranty term for the vehicle itself.
- c. For the paint defect warranty to apply:
  - i. The vehicle must have treated in accordance with the Vehicle Care section in the Owner's Handbook;
  - ii. Any damage to the vehicle's paint and protective coatings must be properly remedied without delay.
- d. The perforation through corrosion Warranty is subject to the conditions listed under Customer Information in the Owners Handbook.

2. In accordance with the Warranty, your Official Volkswagen Dealer or approved Service Centre will repair or replace (at the Manufacturer's or Importer's option) the relevant component that suffers a defect during the relevant Warranty period. Parts used in repairing your vehicle may be either new, or an exchange part (at the Manufacturer's or Importer's option).
3. Any defective part(s) replaced under the Warranty will then become the property of the Manufacturer.

### **Limitation of Liability**

The terms of the Warranty are in addition to any rights and remedies that you may have as a consumer under New Zealand law. Subject to New Zealand consumer law:

1. The Manufacturer's liability under the Warranty is strictly limited to the repair or replacement of the relevant components; and direct consequential damage to host vehicle only.
2. The Manufacturer is not liable in relation to the Warranty for any loss, damage, debt, loss of profit, penalty, fine, expense, liability or costs that results or may result (whether directly or indirectly, in contract or tort) from any defect in the vehicle or relevant component.

### **Exclusions to the Warranty**

Claims will not be covered by the Warranty if they arise as a result of any:

1. Failure to have the vehicle properly maintained by an Official Volkswagen Dealer or Service Centre, at the intervals specified by the Manufacturer and including all of the items specified by the Manufacturer for the periodic service in question (see the maintenance section of Owner's Manual for further information regarding maintenance).
2. Negligence, driver abuse or failure to properly drive, use or operate the vehicle in accordance with the specifications, recommendations, capacity and limitations specified for the vehicle by the Manufacturer, or use of the vehicle for purposes for which it was not designed.
3. Failure to report the relevant defect immediately or the failure to provide an opportunity for rectification without delay despite having been requested to do so.
4. The installation in the vehicle of parts, software or consumables the use of which has not been approved by the Manufacturer, or the modification (e.g. tuning) of the vehicle in a way that has not been approved by the Manufacturer.
5. Normal wear and tear, namely the reduction in operating performance of a covered component that results from normal use, having regard to the age of the vehicle and the total distance the vehicle has travelled.
6. Any items which require adjustment replenishing or replacement as part of normal vehicle maintenance, including but not limited to oil, fuel, lubricants and coolants, spark plugs, brake and clutch linings, brake pads, clutch packs, belts, shock absorbers, refrigerant gas, filters, hoses, cables, tyres, batteries and light bulbs.
7. Use, or testing in preparation for use, for motor sport including, without limitation, racing or rallying for reward or otherwise.
8. Damage to the vehicle by external effects or outside influences (e.g. accident, punctures, hail, flooding or exposure to saltwater).
9. Use of the vehicle as a hire car or conveying passengers for a fare without written consent by Volkswagen New Zealand.

10. Body repairs not completed by an Authorised Volkswagen Body Repairer. (Note: In such repairs body repairer carries future warranty on repaired area not Manufacturer)
11. Defective servicing or repair work not carried out by an authorised Volkswagen Dealer or Service Centre.

### **Volkswagen High Voltage Battery Warranty**

In addition to the New Vehicle Warranty, the Manufacturer grants an additional warranty for the high voltage battery only of Battery Electric Vehicles (BEV) or Plug-In Hybrid vehicles (PHEV) (the "Battery Warranty"). The terms and conditions of the Battery Warranty are similar to the terms and conditions of the Volkswagen New Vehicle Warranty.

In summary, under the Battery Warranty, the Manufacturer warrants that the high voltage battery of BEVs and PHEVs will be free from defects in workmanship or original materials for 8 years or 160,000 kilometres (whichever occurs first).

The high voltage battery is, like all lithium-ion batteries, subject to aging and wear and its capacity may decrease depending on usage and environmental conditions. Instructions and recommendations for maximum battery lifetime can be found in the vehicle Owners Handbook.

### **Warranty Claims**

Claims arising from the Warranty can only be asserted at Official Volkswagen Dealers or approved Service Centres.

Claims require submission of a completely filled-out Maintenance record via Digital Service Schedule.

If you have any questions about this Warranty, contact your Official Volkswagen Dealer or approved Service Centre.