

DSG Gearbox Warranty

Terms and Conditions



This DSG Gearbox warranty ("the DSG Warranty") provides 5 year/150,000km (whichever comes first) coverage from the Warranty Commencement date* for DSG defects** within the original DSG Gearbox of Qualifying Vehicles***.

Subject to the terms of this warranty, Volkswagen New Zealand (European Motor Distributors Limited) will, through an authorised Volkswagen Dealer, rectify by repair or replacement, any DSG defects in any Qualifying Vehicle, that have occurred during the relevant warranty period.

Damage to electrical/mechanical components associated with the DSG Gearbox will also be covered by the DSG Warranty when the damage is solely and directly caused by DSG defects.

Associated controls/systems, adjacent components, defects caused by improper care/use, or vehicle modification or tuning and failure to report defects in a timely manner are not covered by the DSG Warranty.

The DSG Warranty is subject to the terms and conditions of the Volkswagen AG international warranty and the Volkswagen New Zealand warranty.

Volkswagen New Zealand reserves its rights to decline coverage under the DSG warranty if the vehicle would not be eligible for warranty repairs as a result of the exclusion provisions contained within those warranties.

The DSG Gearbox warranty is effective from 12 June 2013 and may be withdrawn at any time.

This warranty does not apply to DSG defects repaired prior to 12 June 2013.

Volkswagen New Zealand (European Motor Distributors Limited) may decline warranty claims which are not intended to be covered.

*Warranty Commencement date: The DSG Warranty commences from the vehicle delivery date as recorded in the Volkswagen AG database.

**DSG defects: DSG defects are manufacturing or material defects of a DSG Gearbox or components contained within the DSG Gearbox but do not include routine maintenance or updates.

***Qualifying Vehicles: The DSG Warranty applies to Volkswagen vehicles with manufacturer-installed 6 or 7 speed DSG transmission units, whether the vehicle is New Zealand new or imported, but excludes:

- (a) vehicles imported by an importer other than European Motor Distributors Limited where that vehicle is owned by the Importer or a Motor Vehicle Trader; and
- (b) vehicles which have had modification, servicing or repair work done in a manner not approved by Volkswagen New Zealand, including but not limited to changes to original equipment and the fitting of non-approved parts or accessories.
- (c) Vehicles owned by an owner who holds mechanical breakdown insurance or similar which covers the DSG defects.