



Certified Pre-Owned

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Volkswagen works constantly to improve all of its products. Due to ongoing vehicle development, changes in design, equipment, and technology are possible at any time. The information about equipment, appearance, performance, dimensions, weights, fuel consumption, standards, and functions of the vehicles is the information that was available as of the editorial deadline. Some of the equipment may not be available until later or may be available only in certain markets. Contact your Volkswagen dealer or Volkswagen Service Facility for more information, including information about any changes to the service intervals for your Volkswagen vehicle.

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Volkswagen Certified Limited Warranty Manual

for vehicles purchased on or after January 3, 2024



Certified Pre-Owned

Warranty certificate

Limited warranty terms and conditions covering your Certified Pre-Owned (CPO) Volkswagen vehicle are printed inside this limited warranty manual.

Start of the warranty period

The warranty period for a CPO Volkswagen vehicle begins when the New Vehicle Limited Warranty expires or on the sale date of the CPO Volkswagen vehicle, whichever occurs later.

Please type or print legibly.

Name of Purchaser

VIN

Street Address

Model

City

State

ZIP Code

Date of CPO Volkswagen Vehicle Purchase

Miles

To be filled in by authorized Volkswagen dealer, if applicable.

Original In-Service Date (Month/Year)

Speedometer Replacement

Month

Day

Year

At Mileage

Miles

Warranty period

Start of Warranty Period

The warranty period for a CPO Volkswagen vehicle begins when the New Vehicle Limited Warranty expires or on the sale date of the CPO Volkswagen vehicle, whichever occurs later.

Model Year 2018 and 2019 CPO vehicles:

The warranty period for all Model Year 2018 and 2019 VW vehicles that are sold as Certified Pre-Owned is 1 year or 12,000 miles, whichever occurs first.

Model Year 2020 and newer CPO vehicles:

The warranty period for all Model Year 2020 and newer VW vehicles that are sold as Certified Pre-Owned is 2 years or 24,000 miles, whichever occurs first.

Electric Vehicles Model Year 2018 and newer CPO vehicles:

The warranty period for all Model Year 2018 and newer Electric VW vehicles that are sold as Certified Pre-Owned is 3 years or 36,000 miles, whichever occurs first.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

This Limited Warranty applies to vehicles purchased on or after January 3, 2024. Vehicles purchased prior to this date may have different warranty coverage.



What is covered

This limited warranty covers any repair to correct a defect in manufacturer's material or workmanship.

Repairs under this limited warranty will be performed at no additional charge after a deductible of \$50 per dealer visit. In the event that more than one repair attempt is necessary to repair the same manufacturer's defect in materials or workmanship covered by this limited warranty, the deductible with respect to that repair must be paid only once.

What is not covered

Tires

Tires are not covered by this limited warranty, but may be separately warranted by the tire manufacturer. Verify with the tire manufacturer what is covered under their warranty.

Paint

This limited warranty does not cover painted surfaces, components or conditions.

Maintenance services and adjustments

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. This limited warranty does not cover the replacement of filters, oil, lubricants, or fluids unless their replacement is a necessary part of warranty service on a covered component. This limited warranty does not cover wheel alignments and balancing, brake and clutch adjustments, or any mechanical adjustments that become necessary as a result of normal use or wear and tear. Adjustments are minor repairs not usually associated with the replacement of parts, such as headlight adjustments.

Wear-and-tear items

This limited warranty does not cover any wear-and-tear items, including but not limited to the replacement of clutch linings, brake pads, brake linings, brake rotors, brake drums, timing belts, spark plugs, the dust-pollen filter, the clutch-pressure plate, ignition wires, the ATF oil filter, the strut, shocks, strut bearings, batteries, exhaust systems, windshield wiper blades or inserts, fuses, worn seatcovers, the Cabrio top or other trim and appearance items that wear as a result of normal use or deterioration, CD lens cleaning, and belts, hoses, and clamps that wear as a result of normal use.

Glass

This limited warranty does not cover glass breakage unless due to a defect in manufacturer's material or workmanship.

High Voltage Battery

This limited warranty does not cover high-voltage components covered under the High-Voltage Battery Limited Warranty. The High-Voltage Battery Limited Warranty for all Model Year 2018 and newer electric VW vehicles that are sold certified pre-owned is 8 years/100,000 miles, starting at original in-service date.

What is not covered

Odometer tampering

This limited warranty does not cover repairs to a Volkswagen CPO vehicle on which the odometer has been altered or on which the actual mileage cannot readily be determined. If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by an authorized Volkswagen service facility.

Loaner

This limited warranty does not include loaner allowance.

Commercial use

This limited warranty does not cover vehicles sold and used for commercial purposes, including but not limited to taxi, courier, limousine, driver education, rental cars, and commercial ride-sharing services, including but not limited to Uber, Lyft, and Sidecar.

Communication technology malfunctions, inoperability, or discontinuation of service

This limited warranty does not cover any malfunction, inoperability, or failure of telecommunication parts, systems, or services (including but not limited to Car-Net) caused by the obsolescence, discontinuation, or replacement of communication network technologies (including but not limited to 3G and 4G networks) that are beyond Volkswagen's direct control.



What is not covered

Damage or malfunctions due to lack of maintenance, misuse, negligence, modification, accident, vandalism, or fire

This limited warranty does not cover damage, malfunctions, or symptoms resulting from:

- Lack of maintenance, including but not limited to the failure to follow recommended maintenance and use instructions as set forth in the Owner's Manual and the Maintenance Manual
- Negligent or otherwise improper repair of the vehicle
- Continued operation of the vehicle after a warning light, gauge reading, or other warnings that indicate a mechanical or operational problem
- Installation or use of any non-genuine Volkswagen parts (referred to as aftermarket parts) that will alter the vehicle performance specifications from those set by the vehicle manufacturer
- Parts repaired due to damage in a collision (referred to as remanufactured collision parts)
- Modifications to the vehicle, including but not limited to the engine management system
- Suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits
- Any major or structural alterations, including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure, or other similar structural alterations
- Accessories, including but not limited to alarm systems, remote starters, roof racks, or communications equipment
- Damages or failures resulting from the use of used parts, new parts not sold or approved by Volkswagen, or the resultant damage to associated parts or systems
- Parts obtained from another used vehicle (referred to as salvage parts) and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts
- Contaminated or improper fuel, or misfueling, whether intentional or unintentional
- Accident, collision, vandalism, fire, or use of the vehicle in competitive events

What is not covered

Damage caused by the environment or natural conditions

This limited warranty does not cover damage, malfunctions, or symptoms resulting from the environment, including but not limited to stones, floodwater, airborne industrial pollutants (e.g., acid rain), bird droppings, windstorms, tree sap, plant debris, or other similar materials or occurrences.

Design, noise, vibration, cosmetic conditions, and deterioration

This limited warranty does not cover aesthetic or design elements, noise, vibration, or cosmetic conditions (unless caused by a defect in manufacturer's materials or workmanship) or damage, malfunctions, or symptoms resulting from normal wear and tear.

Cost of maintenance services

This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service (e.g., oil changes and tire rotations). If the car was originally covered by the Volkswagen Carefree Maintenance Program, some specific maintenance services may be covered by the remaining portion, if any, of that Program.

Other expenses

This limited warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Accessories, spare parts, and modification of your Volkswagen

A wide variety of non-genuine spare parts and accessories for Volkswagen vehicles are currently available in the market. Volkswagen does not warrant these products and is not responsible for their performance, repair, or replacement, or for any damage they may cause to, or adverse effect they may have on, your Volkswagen vehicle. Your Volkswagen vehicle should not be modified with non-genuine Volkswagen products. Modification with non-genuine Volkswagen products could affect the vehicle's performance, safety, or durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty.

Additional important warranty terms

This limited warranty is issued by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (VWoA).

This limited warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by VWoA.

Volkswagen reserves the right to make improvements or change the design of any Volkswagen model at any time with no obligation to make similar changes on vehicles previously sold. Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

This limited warranty and the remaining portions, if any, of the New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, the Emissions Control System Warranties, and to the extent they have not expired, are the only express warranties made by VWoA with respect to this Certified Pre-Owned Volkswagen vehicle.

Where to go for warranty service

Warranty repairs will be performed by any authorized Volkswagen dealer or an authorized Volkswagen Service Center in the United States. With the exception of warranty repairs while in Canada as described below, this limited warranty does not apply outside the United States. If your CPO Volkswagen vehicle is brought to an authorized Volkswagen dealer or Service Center outside the United States, including its territories, this limited warranty will not apply.

Warranty repairs while traveling in Canada

Warranty repairs while traveling in Canada must be performed by an authorized Volkswagen dealer. If your Volkswagen vehicle is within the warranty period as stated in this Manual, Canadian dealers can submit a claim.

Proof of United States residence is required.

If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Get an 8 year/100,000 mile High Voltage Battery Limited Warranty on all 2021 and newer electric Volkswagen Certified Pre-Owned vehicles. Whichever comes first, beginning during original in-service date. See owner's literature or dealer for warranty exclusions and limitations.

Emergency repairs

In the event that it is impossible or unreasonable in an emergency to drive or tow the vehicle to the nearest authorized Volkswagen dealer or service facility, VWoA will reimburse the purchaser the reasonable cost of emergency warranty repairs performed by service facilities other than an authorized Volkswagen dealer. If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders, and parts removed from your Volkswagen vehicle.

A statement describing the circumstances that prevented the owner from bringing the vehicle to an authorized Volkswagen dealer, together with original paid receipts and repair orders issued by the service facility, must be submitted in support of a request for reimbursement.

Mail this request to:

**Volkswagen of America, Inc.
Attn: Volkswagen Certified Pre-Owned
Warranty Department
3800 Hamlin Road
Auburn Hills, MI 48326**

Warranty transfer

(Model Year 2020 and newer vehicles only)¹

In the event of a private sale of a vehicle, the remainder of the Certified Pre-Owned Limited Warranty may be transferred to the subsequent owner at no charge. The new owner is responsible for initiating the transfer. The transfer is activated by submitting a letter containing the new owner's name, address, and phone number; the name of the previous owner (seller); and the complete VIN of the vehicle to Volkswagen of America, Inc.

Send to:

**Volkswagen of America, Inc.
Attn: Volkswagen Certified Pre-Owned Warranty Department
3800 Hamlin Road
Auburn Hills, MI 48326**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province. Additional warranty information may be obtained by writing to:

**Volkswagen of America, Inc.
Attn: Customer CARE Center
3800 Hamlin Road, Auburn Hills, MI 48326**

Telephone:

1.800.822.8987

¹ The Certified Pre-Owned Limited Warranty for Model Year 2018 and 2019 vehicles is non-transferable.

Consumer protection information

State-specific warranty enforcement laws

Local laws:

Each state has enacted warranty enforcement laws (commonly referred to as "lemon laws"). Although the provisions of these laws vary from state to state, they are intended to provide owners with certain rights if they experience significant service-related difficulties with their Certified Pre-Owned vehicle.

Important notice:

If specifically required to do so by your state's law, you must send written notification to Volkswagen explaining the nonconformity that you have experienced with the vehicle, and allow Volkswagen the opportunity to make any needed repairs, before you pursue other remedies provided by that state's law. In states where you are not specifically required by state law to send written notification before pursuing other remedies, Volkswagen requests that you provide such written notification.

Send written notification to:

**Volkswagen Group of America, Inc.
Customer CARE
3800 Hamlin Road
Auburn Hills, MI 48326**





Volkswagen 24-Hour Roadside Assistance¹

You will receive your Owner's Manual in two to four weeks following delivery. The Volkswagen 24-Hour Roadside Assistance program offers the following roadside assistance services for two years (from date of purchase):

Electric Vehicles

- Flatbed towing to the nearest VW e-mobility dealership in cases of mechanical breakdown
- Collision towing
- Flat tire service
- Lock-out service
- Out-of-charge service
- Trip interruption benefits

Gas Vehicles

- Towing to the nearest authorized VW dealership or authorized VW service facility
- Collision towing
- Battery jump start
- Flat tire service
- Lock-out service
- Fuel delivery service
- Trip interruption benefits

¹ Roadside Assistance provided by a third party.

Call 1.800.411.6688



To obtain service, you must provide the following information:

- 1 Your VIN number
- 2 Year, model, color, and license-plate number of vehicle
- 3 Area code and phone number from which you are calling
- 4 Exact location of your vehicle (street address and nearest intersection)
- 5 Type of service required or a brief description of the problem

Trip interruption benefits

If your registered Volkswagen is disabled because of a mechanical breakdown over 100 miles from your residence address, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Trip interruption coverage is limited to a maximum of \$500 per incident. Reference your Owner's Manual for benefit details. You are required to obtain a pre-authorization number and reimbursement instructions by contacting your Dispatch Center.

Call 1.800.411.6688