



## Certified Pre-Owned

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# Volkswagen Certified Limited Warranty Manual

for vehicles purchased on or after January 3, 2026



Certified Pre-Owned

## Warranty certificate

Limited warranty terms and conditions covering your Certified Pre-Owned (CPO or EVCPD) 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 or EVCPD Volkswagen vehicle, whichever occurs later.

**Please type or print legibly.**

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\_\_\_\_\_  
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.**

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\_\_\_\_\_  
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.

## **VW CPO Limited Warranty Program**

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

## **VW EVCPO Limited Warranty Program**

The warranty period for all Model Year 2021 and newer Electric vehicles that are sold as Certified Pre-Owned is 3 years or 36,000 miles, whichever occurs first.

## **BBB AUTO LINE**

Volkswagen participates in BBB AUTO LINE, an informal dispute settlement mechanism (or program) administered by the Council of Better Business Bureaus. If you have a problem arising under any Audi written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1 (800) 955-5100. There is no charge for the call. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. Further information on the BBB AUTO LINE can be found on page 10, Consumer Protection Information section of this booklet.

You may also visit BBB AUTO LINE to review the guidelines for using this program for any warranty disputes or lemon law claims. <https://bbbprograms.org/programs/all-programs/bbb-autoline/>



## 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.

Covered repairs may be eligible for alternative transportation assistance. See dealer for availability.

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, 2026. Vehicles purchased prior to this date may have different warranty coverage.

# 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 2021 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 or EVCPO 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.

## **Commercial use**

Vehicles sold for commercial use, e.g. taxi, courier or delivery service or limousine. This includes vehicles that were originally used for commercial purposes and later sold to a non-commercial owner.

## **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)

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**

# Consumer protection information

## Independent Dispute Resolution Program

### Informal dispute mechanism

Volkswagen participates in BBB AUTO LINE, an arbitration program administered by the Better Business Bureau National Programs (1676 International Dr Suite 550, McLean, VA 22102).

If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. The BBB AUTO LINE program is free of charge to you, but there are some vehicle age and mileage limitations, so please call BBB AUTO LINE for more details.

To file a claim with BBB AUTO LINE, call: Tel.: 1 (800) 955-5100

If you call BBB AUTO LINE, please be prepared to provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN)
- The make, model, and model year of your vehicle
- The delivery date and current mileage of your vehicle
- A description of the concern with your vehicle

# Consumer protection information

The BBB AUTO LINE program is an arbitration program. The BBB staff will work with both parties in an effort to resolve your claim. If you do not agree with the solution you may proceed to an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. The BBB shall make every effort to obtain a final resolution of your claim within 5 business days of the hearing (that is, within 40 days of when your claim was filed), unless state or federal law provides otherwise. You then have the opportunity to accept or reject the decision.

- If you accept the decision, the manufacturer will be bound by the decision and will be required to fulfill its obligation within the time frame specified by the arbitrator.
- If you reject the decision, you are free to pursue other legal remedies available under state or federal law, and the manufacturer will not be required to comply with any part of the decision.

## Collection of personal information

In order to provide you this warranty, your VW dealer and VW will need to collect, store, use and disclose certain information about you including information that may specifically identify you or your vehicle or that may include other information about you including, for example, when you register for, purchase or use products or services including a new or used vehicle.

For more information regarding how your VW dealer may use your personal information, you can visit its website. For information regarding how VW collects and uses personal information, visit our website at: [vw.com/privacy](http://vw.com/privacy)

## Local laws

Each state has enacted warranty enforcement laws (commonly referred to as "lemon laws") that permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. Although the provisions of these laws vary from state to state, their intent is to provide owners with certain rights if they experience significant service-related difficulties with their new vehicle.

# Consumer protection information

**IMPORTANT NOTICE:** To the extent allowed by each state's law, Volkswagen requires that you first send written notification to Volkswagen explaining the nonconformity that you have experienced with the vehicle, and to allow Volkswagen the opportunity to make any needed repairs before you pursue other remedies provided by that state's law (in all other states where not specifically required by state law, Volkswagen requests that you provide the written notification). Send written notification to:

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

**IMPORTANT NOTICE:** Depending on the state's law, you may also be required to submit your complaint to BBB AUTO LINE before seeking other remedies. Please refer to the → page 10, Independent Dispute Resolution Program section of this booklet for more information about the BBB AUTO LINE dispute resolution program.

Because each state has enacted specific provisions as part of its lemon law, Volkswagen suggests that you research and follow the laws in your state.

## Notice to California Purchasers

Volkswagen participates in BBB AUTO LINE, an arbitration program administered by the Better Business Bureau National Programs (1676 International Dr Suite 550, McLean, VA 22102). BBB AUTO LINE and Volkswagen have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under any Volkswagen written warranty, we request that you bring it to Volkswagen's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims must be filed with BBB AUTO LINE within six (6) months after the expiration of the warranty.

To file a claim with BBB AUTO LINE, call: Tel.: 1 (800) 955-5100

There is no charge for the call. In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Volkswagen or one of our dealers, and a statement of the relief you are seeking.

# Consumer protection information

BBB AUTO LINE staff may try to help you resolve your dispute by facilitating communication between you and the manufacturer. If you do not wish to facilitate a resolution, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact Volkswagen about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE.

You are required to use BBB AUTO LINE before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are required to use BBB AUTO LINE before pursuing rights and remedies under any other state or federal law.

California Civil Code Section 1793.2(d) requires that, if Volkswagen or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Volkswagen may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Volkswagen has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle) results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Volkswagen or its agents AND the buyer or lessee has directly notified Volkswagen of the need for the repair of the nonconformity; OR
- The same nonconformity has been subject to repair 4 or more times by Volkswagen or its agents AND the buyer has notified Volkswagen of the need for the repair of the nonconformity; OR
- The vehicle is out of service by reason of the repair of non-conformities by Volkswagen or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO VOLKSWAGEN AS REQUIRED ABOVE  
SHALL BE SENT TO THE FOLLOWING ADDRESS:

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

# Consumer protection information

The following remedies may be sought in BBB AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Volkswagen's written warranty or applicable law.

The following remedies may not be sought in BBB AUTO LINE: punitive or multiple damages, attorney fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Volkswagen will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details about the program.





# Volkswagen 24-Hour Roadside Assistance<sup>1</sup>

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

# 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**

<sup>1</sup> Roadside Assistance provided by a third party.