

Definitions

1. Vehicle

Means the vehicle sold by Volkswagen Group Sales India Private Limited through its Authorized Dealer Network with the chassis number and engine number of which has been specified in the Volkswagen Record.

2. Authorized Dealer / Dealer

Means an authorized dealer of Volkswagen Group Sales India Private Limited engaged in Sales, After-sales service and spares for Volkswagen Group Sales India Private Limited.

3. Term

The term of the Extended Warranty shall be applicable for 1 Year i.e. 3rd year or 80000 km / 2 Years i.e. 3rd & 4th year or 100000 km whichever is earlier from date of sale of new vehicle, whichever is earlier after the expiry of New Vehicle Warranty.

The Extended Warranty is applicable for Volkswagen vehicles having 2 years / unlimited warranty. This Extended Warranty shall commence on the expiry of the New Vehicle Warranty, in continuation.

Note: Applicable term for your vehicle is mentioned in the extended warranty certificate. Kindly read carefully.

4. Extended Warranty Coverage

If a defect(s) should be found in the Volkswagen vehicle within the extended warranty cover period, in electrical/mechanical part, Volkswagen's only obligation is to repair or replace at sole discretion of any part found to be defective, with an original part or the equivalent at no cost to the owner for parts or labour, when Volkswagen acknowledges that such a defect attributable to faulty material or workmanship at the time of manufacture. The owner is responsible for any repair or replacements that are not covered by this Extended Warranty.

Please Note:

- This Extended Warranty is not a mirror image of existing New Vehicle Warranty.
- It is the responsibility of the vehicle owner to produce all necessary documents/records to prove that the vehicle has been serviced at the prescribed intervals and maintained through the Authorized Dealer.
- In the event the New Vehicle Warranty is void the Extended Warranty shall also stand cancelled no refund of any kind will be provided in such a circumstance.
- If the servicing is not done as per New Vehicle Warranty/Service Schedule Booklet, this warranty shall cease to exist.

Warranty Conditions and Coverage

a. List of Components Covered:

This Extended Warranty will only cover the following parts under the Conditions stated below:

Engine:

All internal components, including:

Oil pump, Crankshaft & Pulley, Big end & Main Bearings, Connecting Rods, Gudgeon Pins, Piston and Rings, Inlet and Exhaust Valves, Springs and Guides Cylinder Block and Cylinder Head, Cylinder Head Gasket, Camshaft, Arms and Shaft Rocker, Timing Gears and Tensioner Bearing, Water Pump, Inlet and Exhaust Manifold.

Manual Gearbox:

All internal components, including:

Gears, Shafts, Synchromesh Hubs and Rings, Selectors, Bearings, Transfer Gears.

Automatic Gearbox:

All internal components, including:

Shafts, Gears, Brake bands, Oil Pump, Bearings and Bushes, Valve, Drive Plate, Tran Gears, Transmission Gears.

Suspension and Steering:

Rack & Pinion, Steering Column, Steering Box, and Power Steering Pump.

Braking System:

Master Cylinder, Brake Booster, Vacuum Pump.

Fuel System:

Mechanical and Electrical Fuel Pumps, Injectors, Air Flow Meter, Fuel Accumulator, Fuel Distributor, Warm up Regulator, Cold Start Valve, Pressure Damper, Auxiliary Air Regulator, Deceleration Valve, Engine Speed Sensor, ECU, Absolute Pressure Sensor, Throttle Body.

Diesel Injection System:

Injection Pump, Injectors, Glow Plugs, Electromagnetic Cut Off.

Air Conditioning & Cooling system

Compressor, Condenser, Evaporator Reservoir, Thermostat Switch & Fan Motor, Heater Core, AC Switch.

Electrical System:

Starter Motor and Solenoid Switch, Alternator, Rectifier, Regulator, Ignition Coil, Cooling Fan Motor, Power Window Motors, Combination Switch, Ignition Switch, Relay, Thermostat Switch, Speedometer, Oil Pressure Switch, Temperature Gauge, Fuel Gauge, Horns.

Oil Seals:

Crankshaft Seal, Camshaft Oil Seal, Auxiliary Shaft Oil Seal, Gear Box Oil Seal, Drive Shaft Seal.

Volkswagen approved accessory

(Please refer updated list available with Authorised Dealer)

B. Exclusions from purview of Extended Warranty Coverage.

Followings will not be covered under the Extended Warranty:

(All exclusions mentioned in the Primary Warranty Policy can be reproduced here)

1. Any claim falling beyond the expiry date shown in the Extended Warranty Certificates or the completion of the Kilometer as specified in the Extended Warranty Certificates whichever occurs earlier and as applicable from the date of 1st sale.
2. Any damage that results from neglect of the periodic maintenance as specified under Service Schedule Booklet or not carried out at an Authorized Dealer- Service Centre.
3. Any damage that results from hard driving due to a race, rally.
4. Any damage that results from operating methods other than those mentioned in the owner's manual or use beyond the limitations specified by Volkswagen, such as maximum load, passenger capacity, engine speed and others.
5. Any damage that result from use of non-genuine parts, non-genuine oils or accessories other than those approved by Volkswagen.
6. Any non-approved accessories which are not supplied with vehicle as original fitment.
7. All rubber & plastic accessories.
8. Any damage that result from vehicle performance modifications not approved by Volkswagen.
9. Inconsequential aspects such as noises, vibrations, oil seepage and sensations that could not lead to dismal product function or performance.
10. Any damage that result from improper storage or transportation, or where the damage has been caused at the Authorized Dealer/ Service Centre.
11. The loss under the policy that is not in force at the time of claim due to any reason whatsoever.
12. Loss arising out of accident or loss caused by external impact.

13. Cost of roadside assistance and/or towing.
14. Fraudulent act committed by the vehicle owner or the Dealer.
15. Theft of vehicle and / or, parts or accessories
16. Goodwill compensation and cost incurred in the recall campaigns.
17. Act of terrorism, illegal and malicious activities.
18. Aesthetic parts including sheet metal parts requiring replacement /repair due to wear tear, depreciation, moth, vermin, process of cleaning, restoring or renovating of scratches, effect of light, sun or any atmospheric conditions, bird droppings.
19. Mechanical & electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short-circuiting, heating.
20. Routine maintenance service jobs, including cleaning, polishing, minor adjustment, engine tuning, carbon cleaning, AC Servicing, wheel alignment, tyre rotation, calibration /reconditioning of diesel equipments including injector /nozzles and high pressure fuel pump etc.
21. Parts subjected to normal wear & tear, aging, corrosion of parts, including spark plugs ,clutch, axle boots, shock absorbers, front struts, suspension ball joints, fuel filter, air filter, oil filter, rubber seals, brake pads, brake linings, clutch disc, pressure plate, wiper blades, all type of cables including clutch and accelerator, bulbs, fuses, belts, coolant hoses, fuel hoses, tyres, batteries, glasses, lenses, all mountings, oxygen sensor, fuel filters, oil filter elements, drive chains, air cleaner elements, drive shaft boots, fuses, motor brushes, step rubbers, rubber tubes & hoses and other items as specified by Volkswagen in the maintenance schedule.
22. All consumables, including, engine oils, gear oil, brake oil, power steering oil, coolant, AC gas oil, grease, battery electrolyte, radiator coolant.
23. Rusting/Corrosion to catalytic converter & Silencer
24. Damages as a result of use of poor quality of fuel, coolant or lubricating oil to fuel system including fuel pump, injector nozzle, water pump as well as other parts.
25. Damage to engine due to hydrostatic lock or oil starvation
26. Any legal liability, consequential loss , damage to occupants third party
27. Damage arising due to fitment of accessories including without limitations electrical or mechanical accessories not approved by Volkswagen

28. Body and Paint work including any losses due to accidental damages.
29. Vehicle in which odometer has been tampered or been disconnected.
30. Expenses incidental to extended warranty claim, including but not limited to:
 - a. Additional expenses incurred for communications, lodging, meals, towing charges and other items due to breakdown of the vehicle in a remote area/city.
 - b. Expenses related to personal injury or property damage compensation for loss of time, commercial losses, or rental costs for a substitute vehicle during the period of repairs.

Owners' Responsibilities

1. The vehicle must have been serviced at Authorized Dealer at every 15,000 Kms or 1 year whichever occurs first as per guidelines in the Service Schedule Booklet.
2. Make certain that the Extended Warranty registration was completed at the time of applying for Extended Warranty.
3. All services as per preventive maintenance / scheduled services must be carried out at Authorized Dealer workshop and the expense for the same shall be borne by the customer wherever applicable.
4. Make certain that the Volkswagen Authorized Dealer performing the service inspection has certified the work on the "Maintenance Service Record" page in the Volkswagen "Owner Manual and Service Booklet" and in "Extended Warranty log".
5. Present the Volkswagen "Owner's Manual and Service Booklet" and "Volkswagen Extended Warranty Certificate" to the Authorized Dealer whenever requesting service inspections or Extended Warranty service/repairs.
6. If the "Owner's Manual and Service Booklet" or the "Volkswagen Extended warranty Certificate" should be lost or destroyed, the owner should consult the Authorized Dealer from whom the vehicle was purchased for instructions concerning replacement of the "Owner's Manual and Service Booklet" or the Volkswagen Extended Warranty Certificate".

Transfer of Extended Warranty Cover

1. If Ownership of the vehicle changes, the remaining/balance Extended Warranty period/Km would be effective for the new owner.
2. The Extended Warranty cover cannot be transferred to any other vehicle and remains with the original vehicle only.
3. For transfer of Extended Warranty cover the Owner of the vehicle will have to fill in the Transfer of Ownership Form with details of new owner and have it stamped and signed by an Authorized Dealer. After due approval from the Volkswagen Authorized Dealer / Volkswagen the Extended Warranty transfer to the new owner would be effective from the date of such approval for the balance unexpired period / Kms.

Change of Address

Please complete the details below and have the same stamped and signed by the Volkswagen Authorized dealer

Extended Warranty Certificate No. :		
Registration Number :		
Chassis Number:		
Owner details:		
Title:	Initials :	Surname:
Address :		
PIN Code:	Telephone No.:	
Mobile No.:	Email:	
Company details.:		
Company Name:		
Address:		