

Manufacturer's Parts Warranty

Introduction

The following parts warranties are provided by Volkswagen Group Australia Pty Ltd ABN 14 093 117 876 ("Volkswagen Group Australia"), of 24 Muir Road, Chullora, New South Wales 2190, Phone: 1800 060 936, email: volkswagenassist@volkswagen.com.au, as the importer/distributor of Volkswagen products in Australia.

If you are a "consumer" (as that term is defined in the *Competition and Consumer Act 2010 (Cth)*), then:

- (a) the benefits conferred by these Warranties are in addition to other rights and remedies of the consumer under a law in relation to the product;
- (b) our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty On Spare Parts

Original Volkswagen Genuine spare parts and accessories purchased from an Authorised Volkswagen Dealer carry a **2 Year (24 Month) unlimited kilometre warranty against defects**, covering the part only (not labour), commencing from the date of purchase from an Authorised Volkswagen Dealer.

The original Volkswagen Genuine spare parts and accessories purchased from and installed exclusively by the Authorised Volkswagen Dealer are covered by a **2 Year (24 Month) unlimited kilometre warranty** against defects, commencing from the date on which they are purchased and installed on the car, covering both the parts and labour. This spare parts Warranty entitles the owner to the following:

- The supply and replacement of any faulty or unusable parts acknowledged to be made with defective material;
- The labour required to change and/or repair such parts, only if the part was fitted by an Authorised Volkswagen Dealer.

Specific Warranty Exclusions

Volkswagen Group Australia shall not be responsible, and the above warranties against defects shall be null and void, in circumstances including the following:

Wear and tear. Any parts that wear out as part of their normal operation (e.g. clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (including Bi Xeon and LED), fuses, trims brakes, diesel particulate filters, catalytic converters, all belts, tyres, wiper blades, spark plugs, filters, Satellite Navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear).

Motorsport. Any parts that have been influenced by any form of motorsport such as racing, track days, hill climbing and rallying or similar activities.

Modifications. (i) Any modifications or repairs or dismantling that have not been approved by Volkswagen Group Australia, including

but not limited to changes to original equipment and the fitment of non-approved parts or accessories. (ii) Any defects arising from the changing of ECUs or the upgrading of software within any ECUs in the vehicle relating to any systems. (iii) Any defects arising from non approved rust treatments and paint or fabric protection and window tinting. (iv) Any defects arising from any alterations that have changed the design or performance from that originally supplied from Volkswagen.

Misuse. (i) Any defects resulting from driver negligence, misuse or abuse. (ii) Towing beyond the specified load and capacity. (iii) Any defects arising from driving the vehicle after the loss of fluid such as coolant, oil, refrigerants or after warnings systems have advised the driver to stop the vehicle. (iv) Driving the vehicle in off road conditions beyond the designed or intended use of the vehicle.

Damage. Any defects resulting after an accident, impact, fire or illegal use or malicious or accidental damage to your vehicle (including damage by a third person).

Fuel and oil. (i) Any defects resulting from the use of non-approved fuel or oil, including the use of the incorrect octane rated fuel. (ii) Any defects resulting from dirt or water in fuel, oil, coolant or other fluids.

Environmental Conditions. Any defects resulting from airborne industrial pollutants including acid rain, industrial fall out, salt, sand, stones, tree sap, bird and animal droppings, windstorm, hail, flood, lighting or other Acts of nature.

Car Care. Failure to maintain and care for your vehicle in accordance with Volkswagen Group Australia's recommendations.

Reporting. Failure to report warranty defects within a timely manner and then have them repaired quickly.

Servicing. Failure to have your vehicle serviced within the times and recommendations of Volkswagen Group Australia.

To claim on this Warranty when the **part was invoiced and fitted by an Authorised Volkswagen Dealer**, the vehicle and the sales invoice for the work performed when the part was fitted must be delivered by the owner at their expense to an Authorised Volkswagen Dealer, and delivery of the vehicle after completion of the repair shall be taken by the owner at their expense at the workshop in question.

To claim on this Warranty when **the part was not fitted by but was purchased from an Authorised Volkswagen Dealer**, the part and the sales invoice from the Authorised Volkswagen Dealer must be delivered by the purchaser or owner at their expense to the original selling dealer.

Please visit our web-site on www.volkswagen.com.au for the address details of your nearest authorised Volkswagen dealer.