



Das Auto.

**Volkswagen** | Factory Warranty  
原廠保用



## New car warranty

1. **Warranty period:** 24-month with unlimited mileage since delivery.
2. **Warranty coverage:** Within the warranty period, VWHK will, repair free of charge and/or replacement for the faulty parts, provided that the fault is found due to the manufacturer's assembling or quality of the parts. (wear & tear parts are not covered: ordinary light bulb, brake pad, brake disc, air filter, A/C filter, engine oil filter, fuel filter, tyre, clutch disc, shock absorber, wiper blade, etc.)

## Genuine parts & accessories warranty

Any parts or accessories purchased AND assembled/replaced in Volkswagen authorized workshop will be entitled for a 24-month manufacturers' parts warranty with unlimited mileage starting from the replacement day. (Not applicable to parts replaced through normal warranty)

## Customer Responsibilities

The vehicle should be regularly serviced at VWHK SERVICE CENTRES:

- To keep the Factory Warranty valid, the covered vehicle should have at least ONE "Regular Maintenance Service" in every 12 months or 15,000 km (whichever comes first) since new car delivery date.
- Vehicle serviced at the above intervals is entitled to a 24-month (with unlimited mileage) factory warranty ONLY but not for Extended Power-train Warranty.

## 12-year warranty against rust penetration

Volkswagen guarantees its vehicles will not be subject to body through-rusting for the first 12 years following delivery. However, should this type of damage occur, it will be repaired free of charge for parts and labour by VWHK. Warranty claims will not be accepted under the following circumstances:

- If damage is caused by external influence or insufficient care, or
- Faults on the body are not repaired quickly enough according to manufacturer regulations, or
- The original cause of through-rusting is due to body repairs not being carried out according to manufacturer regulations, or
- This warranty does not cover the unpainted parts e.g. chrome script, wiper arm, screw, etc.

## Caution - Warranty does not cover the following fault or damage:

1. Any fault or damage resulted from services carried out by unauthorized workshop.
2. Unauthorized modification or using parts, lubricants or additives that do not comply exactly with factory specifications.
3. Fault or damage resulted from natural disaster, accident, crashing, external impact or improper usage.

Preventive maintenance is very important to vehicles. To protect your rights on warranty please follow the interval recommended by manufacturer to have Regular Maintenance Service in Volkswagen authorized workshop.

## 新車保用

1. **保用期間:** 自新車交予客戶當日起, 24個月 (無限里數) 均享有原廠保用。
2. **保用範圍:** 於保用期間內, 如因原廠製造、組裝或零件品質出現非人為之故障, 本公司會就故障之部分, 提供免費維修或更換。(損耗性零件不在此範圍內, 例如: 普通燈泡、剎車皮、剎車碟、風隔、冷氣隔、機油隔、燃油隔、輪胎、離合器碟、避震機、水撥刮膠片等)

## 原廠零配件保用

凡於原廠指定維修中心付費安裝或更換的零件及配件, 自安裝日起計, 24個月(無限里數) 均享有原廠零配件保用。(若經由保用免費更換的零件及配件, 則不適用此條款。)

## 車主責任

受保之車輛必須定期到VWVK售後服務中心進行保養服務。

- 為保障閣下之原廠保用權益, 車輛須自新車交付日期起計, 最少每12個月或15,000公里 (以先到達者為準) 進行一次「定期保養服務」。
- 車輛如依照以上間距進行定期保養服務, 則只能享有24個月 (無限里數) 之原廠保用, 不包括驅動系統延續保用。

## 車身防鏽穿12年保用

自新車交予客戶當日起, 首12年如因產品製作過程中防鏽處理不當, 導致車身鍍金外殼未達應有之抗蝕性, 而出現鏽蝕至穿透時, VWVK會就鏽蝕部分給予免費維修。以下情況不在此保用範圍內:

- 因外來因素或不恰當使用/保養導致損毀
- 車身損毀未有按廠方指引及時修護
- 在廠方指定維修中心以外作任何車身維修後導致損壞
- 車身未上油覆蓋部分, 如電鍍件、水撥臂、螺絲等

## 注意: 保用範圍將不適用於下列之故障或損壞

1. 在原廠指定維修中心以外作任何維修後導致故障損壞。
2. 車主自行改裝車輛或使用非原廠規定之零件、各類潤滑油、添加劑等, 而導致故障損壞。
3. 因天災、意外或人為災害、車禍、外來撞擊或不恰當使用而導致故障損壞。

定期保養工作對車輛非常重要! 為保障閣下之保用權益, 請依廠方規定之時間或行駛里數到原廠指定維修中心進行定期保養服務。



## Volkswagen 香港維修中心 Volkswagen Hong Kong Service Centre:



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3 Hung Cheung Road, Tuen Mun, N.T.  
(預計2011年第一季開放予顧客使用，詳情請留意日後公佈。  
The centre will be available to serve Volkswagen owners  
in the first quarter of 2011. Details will be announced later.)