

# **Volkswagen Commercial Vehicles**

## **Extended Warranty**



**Commercial  
Vehicles**

## Extended Warranty – Supplement to your New Vehicle Warranty

In addition to the standard three (3) year Volkswagen factory warranty (available at [www.volkswagen-commercial.com.au/en/customer-care/warranties.html](http://www.volkswagen-commercial.com.au/en/customer-care/warranties.html) (**Standard Warranty**)), a two (2) year unlimited kilometre extended warranty (**Extended Warranty**) is available on a select range of new and demonstrator Volkswagen Commercial Vehicles (see [vwoffers.com.au](http://vwoffers.com.au)).

The Extended Warranty gives you the following benefits:

- The Extended Warranty is backed by Volkswagen Australia (subject to the terms and conditions detailed in this document).
- The Extended Warranty is fully transferable during the warranty period – enhancing your resale value.
- The Extended Warranty comes with Volkswagen Roadside Assistance (please refer to the “**Roadside Assistance**” section below for more details, terms and conditions).
- Services provided pursuant to the Extended Warranty are to be provided by our dedicated Volkswagen dealer network.
- The Extended Warranty ensures only genuine new replacement parts are used during repairs.

### What your Extended Warranty covers

The Extended Warranty includes extended cover which is valid for 2 years-unlimited kilometres after the expiry of the Standard Warranty. This Extended Warranty is valid from 36 months from date your Volkswagen vehicle was first registered as sold in Volkswagen’s system until 60 months after such date (for demonstrator stock vehicles, the warranty only applies for the balance of 5 year term). For confirmation of the commencement date of your warranty, please contact your local Volkswagen Dealer and quote your vehicle VIN number. It is the responsibility of the selling Volkswagen Dealer to report the correct date into the Volkswagen system to start the warranty.

Volkswagen Australia guarantees that within the relevant extended warranty period any part or component of your vehicle that is found to be defective from manufacture in materials or workmanship will be repaired, replaced or adjusted, as determined by an authorised Volkswagen Dealer free of charge (for current dealers and locations please refer to [www.volkswagenaustralia.com.au/findadealer/](http://www.volkswagenaustralia.com.au/findadealer/)).

The owner/customer/agent of the vehicle is responsible to present the vehicle to an authorised Volkswagen Dealer at their expense and to collect the vehicle at their expense, in the case of all warranty repairs.

### Where to have Extended Warranty Repairs carried out

All authorised Volkswagen Dealers are able to carry out warranty repairs on all Volkswagen vehicles. When a warranty repair is required, it is the responsibility of the owner/customer/ agent of the vehicle to report the defect to an authorised Volkswagen Dealer as soon as possible, together with

this document. For a list of current Volkswagen Dealers and locations please visit <http://volkswagenaustralia.com.au/findadealer/>.

## What is not covered by Warranty

- Vehicles used for Taxi or Hire Car purposes are excluded from this Warranty.
- Repairs that do not fall under the term "defects from manufacture" such as:

**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) The changing of ECUs or the upgrading of software within any ECUs in the vehicle relating to any systems. (iii) Non approved rust treatments and paint or fabric protection and window tinting. (iv) Any alterations that have changed the design or performance from that originally supplied from Volkswagen Group Australia.

**Misuse.** (i) Any defects resulting from driver negligence, misuse or abuse. (ii) Towing beyond the specified load and capacity. (iii) 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, lightning or other Acts of nature.

**Car care.** Failure to maintain and care for your vehicle including the body paint and trim in accordance with Volkswagen Group Australia's recommendations, or improper maintenance including incorrect cleaning agents.

**Reporting.** Failure to report warranty defects within a timely manner and then have them repaired quickly, including paint and corrosion repairs.

**Servicing.** Failure to have your vehicle serviced within the times and recommendations of Volkswagen Group Australia, including the use of Volkswagen approved parts.

**Tyres.** Tyres are covered by the warranty from the individual tyre suppliers. This is claimed from the tyre suppliers by your authorised Volkswagen Dealer if a tyre is found to be defective within the new vehicle warranty period. Tyres will be assessed on the percentage of wear and the customer reimbursed the amount remaining.

## What the customer must pay for

The Volkswagen Extended Warranty does not cover the costs of routine maintenance of your vehicle. You must pay for:

(i) Prescribed maintenance and service adjustments to your vehicle and parts or fluids used in connection with these.

(ii) Wheel alignments and wheel balancing and other adjustments relating to normal wear and tear.

(iii) 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).

(iv) Damage to DVD /Navigation units caused by misuse or using copied CDs or DVDs.

## Important Notice

The warranties set out in Extended Warranty are given by Volkswagen Group Australia Pty Ltd (ABN 14 093 117 876) trading as Volkswagen Australia of 24 Muir Road, Chullora, New South Wales 2190. You may contact us by phone on 1800 607 822 or by email on:

[volkswagenassist@volkswagen.com.au](mailto:volkswagenassist@volkswagen.com.au).

Any claim under the Extended Warranty should be referred to an authorised Volkswagen Dealer. A consumer must, at its own cost, present the vehicle to an authorised Volkswagen Dealer. A list of all authorised Volkswagen Dealers and locations please visit:

<http://volkswagenaustralia.com.au/findadealer/>.

Please see the "Important Information" on the final page of this document in relation to rights and remedies under the Australian Consumer Law which apply in addition to the Extended Warranty.

## Privacy

By accepting the services and benefits of the Extended Warranty, you agree to your personal information being used and disclosed for the purpose of providing warranty services, and for the purpose of providing information about other products and services offered by Volkswagen Australia and its related companies. For further information, please see our privacy policy available on request or via <http://www.volkswagen.com.au/en/tools/navigation/footer/privacy.html>.

# Roadside Assistance

## Terms and Conditions

Volkswagen Roadside Assist offers reliable and secure roadside assistance 24 hours a day, 365 days a year. Volkswagen Roadside Assist comprises the tele-assist and roadside assistance services set out in this section. Volkswagen Roadside is provided during the term of your Extended Warranty.

To access Volkswagen Roadside, simply call us on 1800 637 181. Please have the following information ready when you call:

- Your name and telephone number
- Your breakdown location (stating the nearest cross street where possible)
- Your membership number and expiry date
- Your vehicle registration number
- A description of the problem

## Important notice

Volkswagen Roadside Assistance is provided by AGA Assistance Australia Pty Ltd ABN 52 097 227 177 trading as 'Allianz Global Assistance' (**Allianz Global Assistance**) of 74 High Street, Toowong, Queensland 4066. Whenever you request roadside vehicle assistance under your membership, you will be making that request to Allianz Global Assistance, who will provide the services on the terms and conditions set out below. The terms and conditions contain exclusions and limitations.

Please see the "Important Information" on the final page of this document in relation to rights and remedies under the Australian Consumer Law which apply in addition to the Volkswagen Roadside Assistance.

## Eligibility criteria

In order to be eligible for roadside assistance, your vehicle must be a roadworthy well maintained vehicle. If your vehicle is not a roadworthy well maintained vehicle, we may still arrange a roadside assistance provider to service your callout but we will inform you of the cost that will be charged to provide you with assistance. This cost will be your responsibility.

## Please stay with your vehicle

Once a roadside service provider has been called, it is important that you remain with your vehicle if it is safe to do so. Should we arrive at the scene of the breakdown and the vehicle is unattended, we will be unable to carry out any work and payment may be required for any subsequent callouts to assist with the same incident. If you require assistance and have to leave your vehicle for safety reasons, please advise the customer service assistant at the time of the initial call.

## Tele-Assist

Once our customer service assistant receives your call, we will provide general advice about the operation of your vehicle. If your vehicle is immobilised, we will provide an over the phone diagnosis (where possible) to get your vehicle mobilised.

## **Roadside Assistance**

If our customer service assistant is unable to get your vehicle mobilised over the telephone, we will dispatch a service provider to assist in the following ways:

### **Flat batteries**

Flat batteries can occur. If you find yourself immobilised with a battery problem, we will attend to your vehicle, test the battery for performance, jump start the flat battery or coordinate a battery replacement if required. Should the battery still be covered under the warranty period 60 months from the date the Volkswagen vehicle was first registered as sold in Volkswagen's system- unlimited kilometres the battery replacement will be at no cost to you. However, if the battery is outside the warranty period and requires replacement, the cost of the replacement battery will be charged to you.

### **Emergency fuel**

If your vehicle runs out of fuel, we will provide sufficient petrol or diesel (to a maximum of 10 litres) for you to travel to the nearest available petrol station. If you drive an LPG fuelled vehicle, we will tow your vehicle to the nearest petrol station, subject to the towing limits set out below. In the event that wrong fuel is added to the vehicle, towing to the nearest authorised repairer will be coordinated at your cost.

### **Flat tyres**

If you find yourself with a flat tyre, we will change it with the vehicle's serviceable spare wheel. If your vehicle is not equipped with a spare wheel, we will transport the vehicle to an approved tyre outlet or authorised repairer, whichever is the nearest (subject to the towing/transportation limits). Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, towing will be provided at your cost.

### **Lost or locked keys**

If you lose your keys or lock them in your vehicle, we will provide all reasonable assistance (subject to proof of ownership shown) to:

- locate and deliver a spare key;
- arrange for the driver to retrieve the spare key, if this is more practical; or
- gain access to your vehicle (once a consent and indemnity form has been signed by you).

In all other situations where the key is not available, we will arrange to transport the vehicle to an authorised repairer, where the appropriate entry methods may be used. We will not be responsible for any damage incurred, or for any repair costs that result from gaining access to the vehicle or moving the vehicle while it is locked. A limit of \$150.00 (inc. GST) applies to this benefit. All additional costs are your responsibility.

### **Towing/transportation**

If your vehicle cannot be mobilised at the breakdown location, we will deliver your vehicle to your preferred authorised Volkswagen repairer in a capital city or major town. In any other area,

you will be towed to nearest authorised Volkswagen Dealer, or to the customer's choice of Volkswagen Dealer if that Volkswagen Dealer is within 20 kilometres from the breakdown location (in a metro area). If the breakdown has occurred after business hours, we will arrange for your vehicle to be stored at a secure facility and delivered to an authorised repairer the next working day.

### **Accident coordination**

Following an accident, we will coordinate towing arrangements and will also provide advice on accident procedures. If required, we will coordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility. **(Note that these costs, subject to the payment of any excess, may be recoverable from your Insurance company under an appropriate insurance policy).**

### **Bogged vehicle**

We will, at your cost, attend and recover your vehicle from a bogged situation provided that reasonable and safe access is available to a conventional two wheel drive recovery vehicle and no other specialist equipment is necessary. All costs will be your responsibility.

### **Taxi**

If your vehicle cannot be mobilised due to a breakdown and must be transported to the nearest authorised repairer, we will provide one taxi ride per incident, to a maximum value of \$100.00 (including GST) so you and your passengers can continue your journey to the nearest town or within the same city where the breakdown occurred.

### **Emergency accommodation**

If your vehicle is immobilised by a breakdown for more than 24 hours and you are more than 100 kilometres from your home, we will provide three (3) nights of accommodation up to the value of \$150.00 (inc. GST) per night (room cost only) should you decide to remain with your vehicle while it is repaired locally, or if alternative transport is unavailable. Any amounts charged in excess of this limit will be at your cost. This benefit will stop once your vehicle has been repaired.

### **Car rental**

In addition to three (3) nights of emergency accommodation, we will provide a rental vehicle for up to three (3) days to a value of \$100.00 (including GST) per day should your vehicle be immobilised by a breakdown for more than 24 hours and you are more than 100 kilometres from your home. If you do not take up the option of emergency accommodation and elect to continue your journey whilst your vehicle is being repaired, we will provide a rental vehicle for up to five (5) days to a value of \$100.00 (including GST) per day. Any amount charged in excess of this limit will be at your cost. You will be responsible for all fuel costs, toll charges, insurance excess reduction, excess kilometre charges, any traffic infringements, relocation fees, any damage and any excess or insurance waivers on the rental vehicle. Rental vehicle benefits cease on the day the vehicle has been repaired.

### **Alternative transportation**

Should hotel accommodation or a rental vehicle be unavailable following the immobilisation of your vehicle due to a breakdown (for more than 24 hours) and you are more than 100 kilometres from your home, we will transport you and up to four of your passengers to your

home or to your intended destination up to the value of \$450.00 (including GST). Any amounts charged in excess of this will be at your cost.

### **Urgent message relay**

Following a breakdown or accident, we will relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay and/or provide advice on local transport options and alternatives.

### **Legal advice**

Telephone legal advice is available from one of our preferred legal firms for preliminary advice on any matter involving the use or ownership of your vehicle. Advice is confidential and there are no consultation fees or telephone charges. It does not extend to written advice, preparation of briefs or personal interviews.

### **Medical advice**

Urgent telephone medical advice provided by a qualified nurse or doctor is available 24 hours a day. Medical advice will also be extended to any direct family members if they are travelling with you or if they are at home while you are travelling. You will be responsible for all associated medical costs.

### **Property assistance**

Should any unforeseen household emergency arise due to fire, flood, storm, earthquake or burglary, whilst travelling away from your home in your vehicle, we will arrange for the appropriate provider to attend the driver's home and minimise further loss or damage and ensure personal safety. We will arrange the assistance, however, all repair costs, supervision and authorisation of repairs are your responsibility.

## **Exclusions and limitations**

We provide general roadside assistance. We will not be responsible for the cost of any parts or components for the roadside repair of the vehicle, other than minor breakdown repairs. Please note:

- 1) We will not be responsible or liable for any additional or increased costs and expenses incurred as a result of the vehicle being outside a service area.
- 2) Subject to the statutory consumer guarantees and remedies available to you under the Australian Consumer Law and except to the extent caused by our negligence or our agents or service providers, we are not required to provide the roadside assistance services and will not be responsible or liable for any costs and expenses (or any increased costs or expenses) incurred in connection with or as a result of:
  - a. the vehicle not being registered on our roadside assistance system
  - b. where membership data is stored;
  - c. the vehicle being unregistered;
  - d. the vehicle being unattended;
  - e. the vehicle being involved or connected to any form of motor sports
  - f. (including driving on a racetrack or competing in organised road or

- g. off-road rallies);
  - h. vehicle abuse or neglect by you (as reasonably determined by us or Volkswagen);
  - i. you failing to use reasonable care with the vehicle;
  - j. failure by you to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to the vehicle;
  - k. repeated service calls due to member related faults;
  - l. failure by you to comply with any instructions or directions provided with or attached to the vehicle;
  - m. accident damage, any damage arising from or caused by an impact or collision or accidental damage of any nature, any attempted or successful theft or break-in of the vehicle (but excluding the provision of and cost of providing any accident-related services which we agree to arrange or provide);
  - n. failure by you to comply with instructions reasonably provided by us, our agents or service providers;
  - o. failure by you to comply with any applicable road laws or regulations;
  - p. caravans or trailers;
  - q. bogged vehicles;
  - r. vehicles operating as taxis, limousines, rental vehicles, hire vehicles;
  - s. heavy haulage vehicles or vehicles that, in our opinion, require a heavy haulage towing provider due to the weight, length, width or height of your vehicle.
- 3) Where we incur costs under item two above, you will be responsible for the cost and must make payment in the amount and manner as advised by us. Additionally, if any of those events result in more than five callouts per year, we will be entitled to suspend your membership by giving you 30 days prior written notice with an explanation of the decision.
- 4) Services provided by us are also subject to:
- a. resources being reasonably available in the vicinity of the breakdown or problem;
  - b. any circumstance reasonably considered to be beyond our control (including but not limited to poor weather conditions such as heavy rain, cyclonic conditions, snow fall and flooding, as well as war, strikes, civil commotion, unexpected traffic conditions and telecommunication failures);
  - c. areas being trafficable by a two wheel drive recovery vehicle;
  - d. vehicle accident or traffic congestion;
  - e. restricted access area requirements.
- 5) We have no obligation to pay for costs incurred in service calls where your vehicle is immobile in a workshop undergoing repairs, or undergoing mechanical or electrical repairs at your premises. We are not responsible or liable for any costs arising from work carried out by an authorised repairer, and all repairs and costs for repairs undertaken by the repairer are your responsibility.

### **Transfer of cover**

Your membership is fully transferable to the new owner of the vehicle at any time during the membership period. Please contact us on 1800 637 181.

## **Privacy**

To arrange and provide your roadside assistance including any renewals, and to manage your and our rights and obligations arising from or in connection with the roadside assistance including any disputes, we (in this Privacy Notice "we", "our" and "us" includes AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance, its agents and representatives) collect personal information from you and those authorised by you such as motor vehicle dealerships, vehicle manufacturers, fleet management companies, financial institutions, your agents and representatives, as well as from our agents and others we consider necessary.

Apart from providing the roadside assistance and for related purposes such as to provide renewals, for handling disputes, and for recovery against third parties, we also collect, use, and disclose your personal information for product development, marketing and promotions, research, IT systems maintenance and development, and for other purposes with your consent or where authorised by law.

For more information about our handling of personal information, including further details about access, correction and complaints, please see our privacy policy available on request or via [www.allianz-assistance.com.au](http://www.allianz-assistance.com.au).

## **Australian Consumer Law**

Despite anything contained in these terms and conditions, the Australian Consumer Law (ACL) gives you statutory rights including guarantees and remedies that cannot be excluded or modified by these terms and conditions. The ACL guarantees and remedies include (depending on the type of failure, fault, or defect and whether major or minor) repair or replacement, a refund, compensation for reasonably foreseeable loss or damage, or a resupply of services if the goods or services do not meet the standards required by the ACL.



## Definitions

In these terms and conditions, the following words have the following meanings:

**Accident:** a vehicle damaged by impact or collision of any nature, or by attempted or successful theft or break in to the vehicle.

**Authorised repairer:** a Volkswagen dealership, a servicing dealer or a repairer that has been authorised and approved by Volkswagen to undertake workshop repairs to the vehicle, or in areas where no authorised repairers are located, a repairer recommended by us. We are not responsible for any costs for work carried out by an authorised repairer (including a repairer recommended by us) and all repairs and costs are your responsibility.

**Breakdown:** mechanical or electrical fault which has caused the vehicle to be immobilised or become unsafe to drive (whether in transit or otherwise). Breakdown can also include a flat tyre, flat or faulty battery, a vehicle which has run out of fuel or keys which have been locked in the vehicle or lost.

**Callout:** roadside assistance provided by our customer service assistant over the telephone or by us or a service provider at or from the breakdown location.

**Home:** your home or business address as registered on our roadside assistance system.

**Minor breakdown repairs:** minor repairs of an immobilised vehicle (including components up to a cost of \$20.00 (inc. GST)) to facilitate the immediate mobilisation of the vehicle. It does not include workshop repairs which may require diagnostic equipment or parts or repairs and does not include servicing of vehicles.

**Mobile or mobilised:** means moving or capable of moving using the vehicle's own power and as intended by the manufacturer when operating normally. "Immobile" and "immobilised" have the corresponding meaning.

**Restricted access area:** an area that is protected by security and/or other systems designed to prevent access by unauthorised people and includes areas that we do not have permission to enter (including but not limited to airports, sporting venues, protests, airports, and concerts).

**Roadworthy well maintained vehicle:** maintained vehicle that is mechanically sound and otherwise fit to be operated and driven on Australian roads. The vehicle will comply with the minimum safety and other standards required by Australian road safety and transport laws and regulations and also be maintained and serviced by qualified personnel to the vehicle manufacturer's recommended standards and specifications set out in the vehicle service booklet and instruction manual.

**Service area:** an area or location in mainland Australia with made roads or Tasmania, Phillip Island, North Stradbroke Island, Moreton Island, Kangaroo Island, King Island, Fraser Island and Thursday Island. In the event where the provision of services incurs ferry or over-sea transport costs, you will be responsible for such extra costs.

**Service provider:** a mobile mechanic, tow truck operator or other roadside assistance provider nominated by us.

**Serviceable spare:** a wheel and tyre that is ready and able to be fitted to mobilise your vehicle after changing a flat tyre.

**Vehicle:** your nominated vehicle registered on our roadside assistance system.

**Volkswagen:** Volkswagen Group Australia, 24 Muir Road, Chullora, NSW, 2190

**We or us or our:** Allianz Global Assistance, our employees, agents, contractors, and related companies.

**You or your:** the Volkswagen Assist member.

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