



Commercial
Vehicles

Volkswagen Commercial Vehicle Warranty / Roadside Assistance

Volkswagen Commercial Vehicle Warranty / Roadside Assistance
Stand: 24.02.23
English: 03.2023
Article-Nr.: 151.552.WG1.20



151552WG120




Subject to alteration and amendment. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

No part of this manual may be reprinted, reproduced or translated without the written permission of Volkswagen of South Africa (Pty) Limited.

All rights under the laws of copyright are expressly reserved by Volkswagen of South Africa (Pty) Limited. Subject to alteration and amendment.

Printed in South Africa

© 2023 Volkswagen of South Africa (Pty) Limited

 This paper was bleached without the use of chlorine.

Contents

- 1. Volkswagen Commercial Vehicle Warranty** → page 2, *Volkswagen Commercial Vehicle Warranty*
- 2. Volkswagen Commercial Vehicle Body Warranty** → page 4, *Volkswagen Commercial Vehicle Body Warranty*
- 3. Volkswagen Commercial Approved Motor Body repairers** → page 5, *Volkswagen Commercial Approved Motor Body Repairers*
- 4. Volkswagen Commercial Genuine Parts, Volkswagen Commercial Genuine Accessories and Remanufactured Parts Warranty** → page 6, *Volkswagen Commercial Genuine Parts, Volkswagen Genuine Accessories and Remanufactured Parts Warranty*
- 5. Roadside Assistance** → page 7, *Roadside Assistance*



Volkswagen Commercial Vehicle Warranty

1. Nature of Warranty

Volkswagen of South Africa (Pty) Limited warrants that the Volkswagen Vehicle is free from defects in material and workmanship according to current industrial standards. This warranty replaces all other warranties where legally permissible. <

2. Period

This warranty becomes effective on date of first registration/or delivery to the customer, whichever comes first, and is valid by model as specified in table below.

VW Commercial Vehicle Model	Current Warranty
Caddy - Commercial: Cargo, Kombi	2 year/ unlimited km
Caddy - Passenger	3 year/ 120,000 km
T6.1 Commercial: Panel Van; Pick-up and Crew Bus	2 year/ unlimited km
T6.1 Kombi	3 year/ 120,000 km
Caravelle	3 year/ 120,000 km
Amarok	3 year/ 100,000 km
New Amarok	4 year/ 120,000 km
Crafter 35	2 year/ unlimited km
Crafter 50	2 year/ unlimited km

Please ask the Dealer if you are unsure of your vehicle's model code. <

3. Claims

Claims in terms of the warranty can be made only at approved Volkswagen Commercial Dealers and must be made immediately upon ascertaining the defect. <

4. Warranty Cover (also applicable to Volkswagen Commercial Vehicles Body Warranty)

- 4.1 The warranty covers the repair of defective workmanship and/or replacement or repair of defective parts.
- 4.2 Replaced items become the property of Volkswagen of South Africa (Pty) Limited.
- 4.3 The warranty does not cover claims attributable to:
 - (a) Repair of the purchased item by a workshop not authorised by Volkswagen of South Africa (Pty) Limited to effect the service and/or repair;
 - (b) Installation of parts and/or accessories the use of which has not been approved by Volkswagen of South Africa (Pty) Limited; ▶

- (c) The failure by the customer to comply with the instructions for the operation of the vehicle as reflected in the owner's manual, operating specifications and any other documentation accompanying the vehicle on the date of delivery and/or brought to the attention of the customer;
- (d) The failure by the customer to comply with the Service Schedule. In this regard Volkswagen of South Africa (Pty) Limited reserves the right to reject any warranty claims and/or repudiate the warranty cover if services are not carried out or as per the scheduled service intervals;
- (e) Maintenance, services and wear and tear;
- (f) Industrial pollution and corrosion due to weather conditions;
- (g) Damage to paintwork and chrome due to climatic, thermal, chemical or mechanical influences;
- (h) Improper handling or misuse, including but not limited to any form of competition;
- (i) Poor road and adverse driving conditions;
- (j) Modifications, conversions, tuning, upgrading and fitment of non-approved after-market accessories. This applies even if Volkswagen of South Africa (Pty) Limited issues guidelines;
- (k) Accident or impact damage. <

5. Costs

The customer will not be charged with the cost of repairing defective workmanship and/or replacing defective parts in terms of the warranty. <

6. Exclusion of other losses and/or damages

This warranty is limited to the cover specified in paragraph 4. The right to recover any other losses and/or damages is therefore excluded. <

Volkswagen Commercial Vehicle Body Warranty

1. Nature of Warranty

Volkswagen of South Africa (Pty) Limited warrants the body of the Volkswagen Vehicle against corrosion and defective paintwork. This warranty replaces all other warranties (except the warranties contained in this booklet) where legally permissible. <

2. Period

- 2.1 The warranty becomes effective on the date of first registration/or delivery to the customer, whichever comes first, of the vehicle to the customer:
- (a) Three (3) years - in respect of paint defects. The exception is the Transporter, which has a warranty period of one (1) year;
 - (b) Twelve (12) years in respect of the body metal becoming "rusted through";
 - (c) Six (6) years - Amarok in respect of the body metal becoming "rusted through".
- 2.2 Claims during the warranty period will not extend the warranty. <

3. Claims

- 3.1 Claims in terms of the warranty can be made only at approved Volkswagen Commercial Dealers and must be made immediately upon ascertaining the defect.
- 3.2 If a claim is accepted during the period of the warranty, the defect will be rectified by Volkswagen of South Africa (Pty) Limited at panel shops specified by Volkswagen of South Africa (Pty) Limited. <

4. Cost

The customer will not be charged with the cost of repairing defective workmanship and/or replacing defective parts in terms of the warranty. <

5. Exclusion of other losses and/or damages

The warranty is limited to the cover specified in paragraph 4 on Page 2. The right to recover any other losses and/or damages is therefore excluded. <

Volkswagen Commercial Approved Motor Body Repairers

You never know what lies around the next corner

Sometimes your Volkswagen may encounter a few knocks and dents. To help you repair your vehicle Volkswagen Group South Africa has approved a number of Volkswagen Body Motor Repairers that conform to Volkswagen Group South Africa's specified standards. <

What are the benefits?

In the unfortunate event of your vehicle being involved in an accident, Volkswagen South Africa strongly recommends that it be repaired by a Volkswagen Approved Body Motor Repairer. This will ensure that you continue to receive the benefits of the warranty offered by the Approved Motor Body Repairer, to the extent that your warranty has not expired or lapsed. <

What Warranty?

Although accident damage and related repairs are not covered by the warranty offered by Volkswagen Group South Africa, you can rest assured that Approved Motor Body Repairers have met specified criteria, including required investments in their facilities and equipment. <

Our Approved Motor Body Repairers commit to the following

- (a) They will perform all body and paint services in accordance with the guidelines specified by Volkswagen Group South Africa.
- (b) They will only use genuine Volkswagen parts for repairs if the warranty offered by the manufacturer or importer has not expired or lapsed.
- (c) They guarantee that all work performed shall be free of defects in material and workmanship for a period equal to the remaining duration of Volkswagen's body warranty.
- (d) They guarantee that any paintwork performed by them will be free from defects for a minimum warranty period of 3 years. <

Where can I find them?

A list of Approved Motor Body Repairers can be obtained by contacting any official Volkswagen Dealer, by calling Volkswagen Group South Africa's **Customer Interaction Centre on 0860 103349**, or by visiting <http://www.vw.co.za> Go to: Service > Servicing information > Motor Body Repairer <

Volkswagen Commercial Genuine Parts, Volkswagen Genuine Accessories and Remanufactured Parts Warranty

1. Nature of Warranty

Volkswagen of South Africa (Pty) Limited warrants that the purchased item is free from defects in material and workmanship according to current industrial standards. This warranty replaces all other warranties (except the warranties in this booklet) where legally permissible. <

2. Period

- 2.1 The warranty becomes effective on the date of invoice of the purchased item to the customer and is valid for a period of two (2) years irrespective of kilometers covered by the vehicle during this period.
- 2.2 This warranty only applies in respect of the fitment of purchased items after the Volkswagen Commercial Vehicle Warranty expires. <

3. Claims

Claims in terms of the warranty can be made only at approved Volkswagen Commercial Dealers and must be made immediately upon ascertaining the defect. <

4. Cover

- 4.1 The warranty covers the replacement or repair of purchased items
- 4.2 Replaced items become the property of Volkswagen of South Africa (Pty) Limited.
- 4.3 The warranty does not cover claims attributable to:
 - (a) Repair of the purchased item by a workshop not authorised by Volkswagen of South Africa (Pty) Limited to effect the service and/or repair;
 - (b) Installation or modification of the purchased item the use of which has not been approved by Volkswagen of South Africa (Pty) Limited;
 - (c) Improper handling or misuse, including but not limited to any form of competition. <

5. Cost

The warranty is limited to the cost of the replacement of the purchased item. In this regard removal and/or installation costs are excluded. <

6. Exclusion of other losses and/or damages

The warranty is limited to the cover specified in paragraph 4. The right to recover any other losses and/or damages is therefore excluded. <

Roadside Assistance

Introduction

Volkswagen of South Africa (Pty) Ltd (Volkswagen of South Africa) and its dealers are waiting to look after your vehicle.

In Southern Africa alone, there is a network of dealerships who work efficiently and according to Volkswagen Group guidelines.

This booklet contains important telephone numbers and useful hints that may assist you in the event of your vehicle breaking down. <

Roadside assistance

Whilst every Volkswagen has been manufactured with the greatest care and attention to detail, sometimes things may go wrong. Unfortunately breakdowns do occur and the prospect of being stranded after hours is a very real concern for many drivers. <

What is VW Alert?

VW Alert is a programme in terms of which Volkswagen of South Africa and its Dealer Network endeavour to provide you with peace of mind motoring by providing the infrastructure to support a countrywide emergency service 24 hours a day, every day. The programme is known as "Volkswagen Alert" and operates via a share call number 0860 103 349 within the borders of the Republic of South Africa. For neighbouring states (Swaziland, Lesotho, Namibia and Botswana) the following number applies : +27 41 996 6003. The objective of the programme is to ensure on the spot roadside assistance offered by a fully equipped and trained Volkswagen technician. The primary focus is to get you mobile in your own vehicle. Where a roadside repair cannot be effected and the vehicle needs to be towed to the nearest Volkswagen dealer, you and the occupants of the vehicle will be transported to a place of safety in the dealer's roadside assistance vehicle.

The available benefits are subject to the terms and conditions reflected in this document, the warranty in respect of the vehicle and/or maintenance plan (where applicable). <

Peace of mind motoring

With the VW Alert programme, you can now drive with confidence, knowing that there is a friendly Volkswagen Alert representative, a major network of Volkswagen dealers and approved towing service providers ready to assist you. <

How VW Alert works

If you require roadside assistance as a result of a mechanical or electrical breakdown, all you have to do is contact Volkswagen VW Alert via the following number to inform the Volkswagen Alert representative on duty about the specific details of the vehicle and situation at hand. ▶

0860 103 349 - WITHIN SOUTH AFRICA; 24 HOURS A DAY, 7 DAYS A WEEK
+27 41 996 6003 - NEIGHBOURING STATES
24 HOURS A DAY, 7 DAYS A WEEK

VEHICLE MODEL, VIN NUMBER AND/OR REGISTRATION NUMBER WILL BE REQUIRED



VW Alert Benefits

Your benefits are the following if assistance is required as a result of a mechanical or electrical breakdown:

1. Courtesy Transport

Where your vehicle cannot be repaired at the point of breakdown to render it mobile, you are entitled to courtesy transport if the breakdown is within 100km of your normal place of residence, provided that such transportation will only be arranged for travel to one address.

2. Hotel Accommodation/Car Rental

Where your vehicle cannot be repaired at the point of breakdown to render it mobile, and the breakdown occurs further than 100km from your normal place of residence, you are entitled to elect one of the following benefits:

2.1 Hotel Accommodation

VW Alert will arrange and contribute towards hotel accommodation for you and the occupants of the vehicle in an amount determined by VWSA in its discretion.

2.2 Car Rental

If you prefer not to elect the Hotel Accommodation referred to above, VW Alert will arrange and pay for car rental for a maximum of forty-eight (48) hours. This arrangement will be subject to you accepting the standard terms and conditions of the car rental company. VW Alert will reimburse the rental company on your behalf in respect of the rental charges only. Any charges relating to insurance, fuel and/or any other obligations reflected in the rental agreement will be for your account.

3. Vehicle Repatriation

- 3.1 Where the breakdown has occurred further than 100km from your normal place of residence, VW Alert will arrange and pay to collect your vehicle and return it to your closest dealer after it has been repaired;
- 3.2 Where the breakdown has occurred within 100km of your normal place of residence, VW Alert will arrange and pay for the vehicle to be taken to the dealership closest to where the breakdown occurred.

4. Vehicle Safe Storage

If required due to overnight delay, VW Alert will arrange and pay for the first forty-eight (48) hours of safe storage of the vehicle.

5. Additional Benefits

The call-out to attend to the following is covered by Volkswagen Alert. All other costs are for your account, unless these are covered in respect of the Warranty and/or Maintenance Plan (where applicable) in respect of the vehicle:

- 1 Flat tyres
- 2 Flat batteries
- 3 Fuel shortage



4 Vehicle keys locked inside the vehicle

All other costs are for your account, unless these are covered in respect of the Warranty and/or Maintenance Plan (where applicable) in respect of the vehicle. <

Exclusions and Limitations

1. There will be no obligation on VW Alert to provide the services in the following circumstances:
 - 1.1 Repair work to the vehicle as a result of damage to the vehicle caused by an accident, whether such accident damage is covered by insurance or not.
 - 1.2 Damage resulting from poor road conditions, misuse, adverse driving conditions necessitating repairs, adjustment of components or damage which arises from circumstances beyond the control of the manufacturer or importer.
 - 1.3 Towing of the vehicle in the event of an accident.
 - 1.4 Repairs and maintenance of the vehicle occasioned by negligence on your part or that of the driver, howsoever arising.
 - 1.5 Repair work arising from your failure or that of the driver to comply with terms and conditions of this document, the warranty and/or maintenance plan (where applicable).
2. The VW Alert Programme specifically excludes:
 - 2.1 Indirect and consequential losses which include, but are not necessarily limited to loss of income, personal effects and/or clothing.
 - 2.2 Any commonlaw rights and remedies.
 - 2.3 Any loss or damage arising from negligent acts or omissions of the VW Alert representatives. <

Period of Benefit

1. The VW Alert benefits will be provided from date of first registration/or delivery to the customer, whichever comes first, for the warranty period of the vehicle.
2. After expiry of the period referred to above, there will be no further obligation on VW Alert to provide benefits in terms of the booklet.

NOTICE

If a Maintenance plan is purchased then the Roadside Assist period benefit will be the greater period between the Warranty and Maintenance Plan.

NOTICE

Service plans do not affect the Roadside Assistance period. <
