



VolkswagenPure
Certified Pre-owned Vehicles.



Volkswagen Pure Certified Pre-owned Program Overview

Everything you need to know about Volkswagen's award-winning pre-owned program.

Warranty

The Volkswagen Pure certified pre-owned warranty is valid for 2 years/40,000 kilometres, whichever occurs first*. The warranty period begins when the limited new-vehicle warranty expires or on the Volkswagen Pure vehicle sale date, whichever occurs later.

Where to go for warranty service?

Warranty repairs will be performed by any authorized Volkswagen dealer or an authorized Volkswagen Service Centre in Canada or the United States. This warranty does not apply outside Canada or the United States.

24-hour roadside assistance**

The 24-hour roadside assistance program offers the following roadside assistance services for 2 years. Call 1-800-411-6688.

- ✓ Towing – If your vehicle becomes disabled due to a mechanical breakdown, complimentary towing will be provided to your preferred Volkswagen dealer within 50 km or the nearest authorized Volkswagen dealership.
- ✓ Battery jump-start – A service operator will be dispatched to provide a jump start. If your vehicle cannot be driven safely, towing services will be provided.
- ✓ Flat-tire service – If your vehicle has a flat tire, a service operator will attempt to remove it and install a spare tire.

- ✓ Lockout service – If your keys are locked inside your vehicle, 24-hour roadside assistance will attempt to assist in getting you back on the road.
- ✓ Fuel-delivery service – If you happen to run out of fuel, an emergency supply will be delivered to get you on your way. Both the delivery service and the emergency supply of fuel are complimentary.
- ✓ Emergency winching service – 24-hour roadside assistance will cover the cost of extricating your vehicle from a ditch, mud, sand or snow, provided it has become disabled in an area immediately adjacent to a regularly travelled road which can be serviced with standard automobile servicing equipment.
- ✓ Trip interruption benefits – If your registered Volkswagen model (owned or leased) is disabled because of a mechanical breakdown over 160 km from your residence, and the repair is covered under your Volkswagen Pure certified pre-owned warranty, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Your coverage includes reimbursement for:
 - lodgings, up to \$100 per day
 - meals, up to \$100 per day
 - alternate transportation, up to \$100 per dayTrip interruption coverage is limited to reasonable expenses up to a maximum of \$300 per disablement/incident, including all taxes and surcharges.

Which vehicles will be considered for the program?

To qualify for the Volkswagen Pure certified pre-owned program, a vehicle must:

- ✓ Be no older than current or previous 5 model years (the oldest model year will drop off on December 31st of each year)
- ✓ Have less than 120,000 km at time of certification
- ✓ Have been in service a minimum of 6 months or have at least 10,000 km
- ✓ The vehicle must be free of all outstanding safety recalls and service actions
- ✓ Have an eligible CarProof® vehicle history report
- ✓ Meet inspection and reconditioning requirements of the program
- ✓ Be approved for sale after a review by Volkswagen Group Canada Inc.

It is not possible for Canadian customers to purchase U.S.-sourced certified pre-owned vehicles from a U.S. Volkswagen Dealership. These vehicles will not be eligible for warranty coverage in Canada.

What does the 112-point inspection cover?

The following is a brief overview of the areas covered by the inspection:

- ✓ Engine electrical / engine mechanical
- ✓ Roadworthiness / test drive
- ✓ Safety equipment function
- ✓ Brakes, steering/suspension system
- ✓ Wheels and tires
- ✓ Bodywork fit and finish
- ✓ Window glass integrity
- ✓ Interior trim, upholstery and carpeting integrity
- ✓ Vehicle diagnostic/operating systems
- ✓ Interior/exterior lighting
- ✓ Lubrication, filters and fluids
- ✓ Emissions control equipment checks

What is covered by the warranty?

The warranty covers any repair to correct a defect in material or workmanship (not wear and tear), unless excluded in the section titled "What is not covered."

 **\$500 rebate**
for recent graduates*

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What is not covered?

The following are some of the exclusions. This warranty does not include loaner allowance. For full details, please refer to the Warranty Manual:

- ✓ Tires
- ✓ Wear-and-tear items
- ✓ Paint and trim items
- ✓ Commercial use
- ✓ Damage or malfunctions due to lack of maintenance, misuse or alteration
- ✓ Damage or malfunction due to improper repair or installation of equipment, accident or fire
- ✓ Damage caused by the environment
- ✓ Cost of maintenance services and adjustments

Is the warranty transferable?

Warranty transfers are only permitted from customer to customer. Dealer-to-customer transfers will not be accepted. Dealers must re-certify a vehicle in order to sell it as a Volkswagen Pure certified pre-owned vehicle.

Canadian owners wishing to transfer a warranty may have to pay a fee. The fee is \$150 and is subject to G.S.T., plus any other applicable provincial taxes. There is no transfer fee in Quebec and Nova Scotia.

Cheques should be made payable to:

Volkswagen Group Canada Inc.

Attn: Volkswagen Certified Pre-owned Warranty Department
777 Bayly Street West
Ajax, ON L1S 7G7

This warranty gives owners legal rights. They may have other rights, which vary from province to province.

This is a brief summation. Complete details are available in the Warranty Manual, a copy of which will be provided to you by your dealership upon completion of your purchase transaction.

Additional warranty information may be obtained by writing to:

Volkswagen Group Canada Inc.

Attn: Volkswagen Certified Pre-owned Warranty Department
777 Bayly Street West
Ajax, ON L1S 7G7



Das Auto.