



# Volkswagen Care Plans

## Terms and Conditions

The services set out in this Volkswagen Care Plan 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 and applies to the purchase and operation of Volkswagen Care Plans entered into on or after 1 October 2018.

Please read this document carefully. It describes what is included in a Volkswagen Care Plan, what is not included (either by reference to types of issues or services) and a consumer's rights which continue to apply under the Australian Consumer Law.

There are two Volkswagen Care Plans available for purchase by retail customers, which are set out in this document:

1. Three Year Care Plan (covering the first three scheduled services); and
2. Five Year Care Plan (covering the first five scheduled services).

A Volkswagen Care Plan will only apply in respect of the vehicle identified on the Care Plan Certificate issued at the point of sale of the Volkswagen Care Plan.

You may contact us by email on [hello@myvw.com.au](mailto:hello@myvw.com.au) or by phone on 1800 607 822.

### 1. In these Terms and Conditions:

<b>Authorised Volkswagen Dealer</b>	means a dealer authorised by Volkswagen to sell new and/or demonstrator or used Volkswagen vehicles, parts and accessories and/or to perform Volkswagen warranty service and repairs on such vehicles.
<b>Care Plan Certificate</b>	means the contract of sale issued to a customer via email once the Volkswagen Care Plan is purchased.
<b>Eligibility Period</b>	<p>3 Year Care Plan means the period commencing at the Volkswagen New Vehicle Warranty Start Date and expiring at the earlier of:</p> <ol style="list-style-type: none"><li>(a) 3 years and 6 months from the Volkswagen New Vehicle Warranty Start Date; or</li><li>(b) when the aggregate distance travelled by the vehicle reaches 52,500 km (or 70,000 km for a Crafter vehicle).</li></ol> <p>5 Year Care Plan means the period commencing at the Volkswagen New Vehicle Warranty Start Date and expiring at the earlier of:</p> <ol style="list-style-type: none"><li>(a) 5 years and 6 months from the Volkswagen New Vehicle Warranty Start Date; or</li></ol>

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- (b) when the aggregate distance travelled by the vehicle reaches 82,500 km (or 110,000 km for a Crafter vehicle).

<b>Eligible Model List</b>	means the list of model variants to which a Volkswagen Care Plan applies, as updated by Volkswagen from time to time (see <a href="https://www.volkswagen.com.au/en/models.html">https://www.volkswagen.com.au/en/models.html</a> for current model variants).
<b>Eligible Vehicle</b>	means any model variant set out in the Eligible Model List that is sold by an Authorised Volkswagen Dealer on or after the corresponding date set out in the Eligible Model List.
<b>Exclusion</b>	means an item that is excluded from coverage in the Volkswagen Care Plan, including any item listed in section 3 of this document.
<b>First Purchaser</b>	in respect of an vehicle, means the person who first purchased the vehicle from an Authorised Volkswagen Dealer.
<b>Service Assist Roadside Assist or SIRA</b>	means the Volkswagen Roadside Assist program provided by AWP Australia Pty Ltd ABN 52 097 227 177 trading as Allianz Global Assistance, under an arrangement with Volkswagen Group Australia Pty Limited ABN 14 093 117 876.
<b>Scheduled Services</b>	means the scheduled services to which you are entitled under the Care Plan which cover the cost of parts, labour and fluids for the service items recommended at each Service Interval by the vehicle manufacturer. The Schedule Services are limited to the items referred to in section 2 of this document.
<b>Service Interval</b>	means: <ul style="list-style-type: none"><li>(a) for Crafter vehicles, each interval of 20,000 km or 12 months (whichever occurs first) within the Eligibility Period; and</li><li>(b) for all other vehicles, each interval of 15,000 km or 12 months (whichever occurs first) within the Eligibility Period.</li></ul>
<b>Service Schedule</b>	means the official service schedule for an Eligible Vehicles as set out in the Volkswagen Pricing Guide accessible at: <a href="https://au.volkswagen.com.au/service-pricing-guide">https://au.volkswagen.com.au/service-pricing-guide</a> .
<b>Terms and Conditions</b>	means the terms and conditions set out in this document.
<b>Volkswagen or VGA</b>	means Volkswagen Group Australia Pty Ltd, ABN 14 093 117 876.
<b>Volkswagen New Vehicle Warranty Start Date</b>	means the date when a new Volkswagen vehicle is delivered to the customer or is put into operation by an Authorised Volkswagen Dealer as a dealer demonstrator or service loan vehicle, in all cases, as recorded in VGA systems.
<b>Volkswagen Owner's Manual</b>	means the booklet that is supplied with a Volkswagen vehicle outlining instructions on how to use the vehicle.

<b>Volkswagen Care Plan</b>	means the purchase of vehicle servicing upfront for a specific time period as stated on <a href="http://www.volkswagen.com.au">www.volkswagen.com.au</a> , pursuant to these Terms and Conditions.
<b>Your Responsibilities</b>	means the responsibilities of the customer, as set out in section 4 of this document.

Subject to these Terms and Conditions, the Volkswagen Care Plan is available for purchase in respect of an Eligible Vehicle at the price or rate listed on <https://www.volkswagen.com.au/en/owners/volkswagen-care-plans>.

During the Eligibility Period the relevant Scheduled Service items included within the Volkswagen Care Plan will be carried out for no charge at Authorised Volkswagen Dealers, subject to the Exclusions and Your Responsibilities. Volkswagen may set out at the website [www.volkswagen.com.au](http://www.volkswagen.com.au) a list of Authorised Volkswagen Dealers or otherwise advise customers of such dealers by any other means.

## 2. When can a Volkswagen Care Plan be purchased?

The applicable Volkswagen Care Plans can be purchased up to the following parameters:

- For Crafter models, Volkswagen Care Plans can be purchased up to the Eligible Vehicles first Service Schedule, with an odometer reading of no more than 30,000 km, and no more than 15 months since the commencement of the Volkswagen New Vehicle Warranty Start Date.
- For all other models, Volkswagen Care Plans can be purchased up to the Eligible Vehicles first Service Schedule, with an odometer reading of no more than 22,500 km, and no more than 15 months since the commencement of the Volkswagen New Vehicle Warranty Start Date.

## 3. What is covered under Volkswagen Care Plan

The applicable Volkswagen Care Plan will cover the items in each of the Scheduled Services relevant to the Eligible Vehicle as set out in the Service Schedule.

The items covered in each Scheduled Service are limited to the 32-point safety and diagnostic check and Care Plan inclusions set out on the Volkswagen website, as amended from time to time (<https://www.volkswagen.com.au/en/owners/volkswagen-care-plans>).

The Volkswagen Care Plan expires at the end of the Eligibility Period. The Eligibility Period includes a 6 month or 7,500 km (10,000 km for Crafter vehicles) grace period (whichever occurs first) after the expiry of the Volkswagen Care Plan for customers to claim the final service in the Service Schedule.

Every new Volkswagen vehicle includes one-year complimentary roadside assistance membership, from the Volkswagen New Vehicle Warranty Start Date. Complimentary Service Initiated Roadside Assistance (SIRA) will be activated if the vehicle is returned to an authorised Volkswagen Dealer for a Scheduled Service, for the duration of the Volkswagen Care Plan. Full terms and conditions are available on the Volkswagen website at <https://www.volkswagen.com.au/en/owners/roadside-assist.html>

## 4. What is not covered by the Volkswagen Care Plan (Exclusions):

- Tyre rotation and balancing and wheel alignment where required;
- Repair of accident damage to any body, driveline or chassis components;

- Additional maintenance due to modification from the original specification or the use of non-approved parts, fluids or additives;
- Normal wear and tear consumable items requiring replacement and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (including Bi Xeon and LED), fuses, trims, diesel particulate filters, catalytic converters, all belts, water pumps, tyres, satellite navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear);
- Items or work required as a result of vehicle misuse or abuse or as a result of the vehicle not being driven in accordance with the manufacturer's specifications and guidelines;
- Additional fluids and additives not specified in the Service Schedule;
- Adjustments not specified in the Service Schedule;
- Additional maintenance and repairs that may be recommended by your Authorised Volkswagen Dealer to suit your individual driving characteristics;
- Service or maintenance of non-genuine Volkswagen parts; and
- Service, fitment or maintenance of any accessories, including Volkswagen accessories.

These Exclusions will be identified as separate additional items to the original Volkswagen Care Plan price. These additional items will be supplied at such rate as advised by an Authorised Volkswagen Dealer.

**Note:** Authorised Volkswagen Dealers are required to advise you if an Exclusion that requires additional service or maintenance work is necessary. It is their responsibility to inform you prior to that work being undertaken and your consent should be requested and obtained before the Authorised Volkswagen Dealer undertakes the additional service or maintenance work.

## 5. Your Responsibilities

It is your responsibility to ensure that the Eligible Vehicle is presented at an Authorised Volkswagen Dealer during normal working hours for servicing at each of the Service Intervals. If you miss any Service Interval, it can result in additional work being required which may not be included in the Volkswagen Care Plan and for which an additional charge may be payable. You have up to 6 months or 7,500 km (10,000 km for Crafter vehicles) after each Service Interval (whichever occurs first) to present your vehicle for servicing.

You must also:

- (a) comply with the instructions in the Volkswagen Owner's Manual and take all necessary steps to minimise any vehicle damage in the event of a vehicle defect or failure; and
- (b) maintain, operate and use the vehicle in accordance with the manufacturer's instructions and within the specified operating limitations.

## 6. Transfers

Subject to section 9 of this document, the entitlements of the Volkswagen Care Plan remain with the Eligible Vehicle if the First Purchaser or any subsequent owner on-sells the Eligible Vehicle provided that, as at the time of re-sale, the vehicle has had all necessary Scheduled Services performed.

The Eligibility Period of the vehicle is not affected by any transfer of the vehicle.

## **7. Cancellations and refunds**

Except to the extent permitted by law, the Volkswagen Care Plan is non-refundable and cannot be cancelled once purchased.

## **8. Statutory rights and liability**

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 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.

These Terms and Conditions should not be read as excluding, restricting or modifying any rights and remedies available under the Australian Consumer Law.

Volkswagen otherwise excludes or limits all terms, conditions, warranties and guarantees implied by law or statute to the extent that the exclusion or limitation of those terms, conditions, warranties and guarantees is permitted by law or statute and would not cause this provision to be void or unenforceable.

## **9. Keeping your details up to date**

The Australian Government requires manufacturers to be in a position to contact the current vehicle owner if any recall or service campaigns become necessary. Should you change your address or sell your vehicle, please call Volkswagen Group Australia on 1800 607 822 between 8:30 am and 8:00 pm Monday to Friday (AEST) to update your address or simply complete the online Owner Amendment Form available at <https://au.volkswagen.com.au/contact-us/> as soon as possible.

## **10. Change of ownership**

Subsequent registered owners may obtain the benefit of any unexpired portion of the Volkswagen Care Plan by completing the Owner Amendment Form available at <https://au.volkswagen.com.au/contact-us/> and submitting it to Volkswagen Group Australia, following the purchase of the vehicle. Alternatively, customers can contact Volkswagen Group Australia's toll-free Contact Centre on 1800 607 822 between 8:30am and 8:00pm Monday to Friday (AEST) or email [hello@myvw.com.au](mailto:hello@myvw.com.au).

Subsequent registered owners will be subject to all of the provisions, limitations, and exclusions (including the Exclusions) set out in these Terms and Conditions.

## **11. Privacy statement**

By accepting the services and benefits set out in these Terms and Conditions, you agree to your personal information being used and disclosed for the purpose of providing services pursuant to the Volkswagen Care Plan, sending service reminders as well as providing information about other products and services offered by Volkswagen Group Australia and its related companies. For further information, please see our privacy policy available on request or at [www.volkswagen.com.au/en/privacy-policy.html](http://www.volkswagen.com.au/en/privacy-policy.html).