



Standard Factory Warranty

原廠保用計劃





New Car Factory Warranty

新車原廠保用

Warranty period: 24 months since delivery.

保用期間：自新車交予客戶當日起 24 個月內享有原廠保用。

Owner's Responsibilities

車主責任

- During the warranty period, please follow the regular maintenance interval or kilometers in the "Owner's Manual" recommended by Volkswagen, importer or dealer, to carry out professional maintenance for the vehicle.
- 請在保用期內，按照“車主使用手冊”中，廠方、進口商或原廠代理的建議定期保養間距，或建議公里範圍內進行專業保養或維修。

Factory Warranty Coverage

原廠保用範圍

In the warranty period, if original manufacturing, assembling or parts quality fault is found, Volkswagen service centre will provide complimentary repair and/or replacement for the faulty parts.

(*consumable parts are not covered: light bulb, brake pad, brake disc, battery, air filter, air conditioner filter, engine oil filter, fuel filter, tyre, clutch, shock absorber, wiper blade etc.).

於保用期間，如因原廠製造、組裝或零件品質出現非人為之故障，Volkswagen 售後服務中心會就故障之部分，提供免費維修或更換。

(* 損耗性零件不在此範圍內，例如：燈泡、剎車皮、剎車碟、電池、風隔、冷氣隔、機油隔、燃油隔、輪胎、離合器、避震機、水撥刮膠片等)

Engine

引擎部份

Major mechanical parts: oil gaskets, rings, bushes (bearings), connecting rods, pistons and shafts, crankshaft, flywheel (its crown and housing), intake and exhaust valves and guides, cylinder head and its gasket, engine block, crankshaft bushing, rocker arm, engine carrier, balance shaft, crankshaft pulley, vibration damper, sprocket, camshaft adjuster, oil cooler, oil sump, turbo-charger (compressor, supercharger), cooling pipe, mechanical high pressure pump, inlet and exhaust manifold.

主要機械部件：油封、墊圈、墊片、戒指、軸承杯士、連桿、活塞和驅動軸、曲軸、潤滑氣門、凸輪軸、飛輪（其齒輪及外殼）、進排氣活門和導管、氣缸蓋和其墊片、氣缸體、主軸承、搖臂、引擎主體、平衡軸、曲軸皮帶輪、減震器、鏈輪、凸輪軸調節器、冷卻器、油池（油底）、渦輪增壓器（壓縮機、機械增壓器）、冷卻水喉、機械高壓泵及進排氣歧管。

Manual Gearbox

手動變速箱

Gearbox mechanics, movable gears, shafts, internal operation parts such as: shift rod, lever, selector fork, bearing, rings, gear shaft, gearbox housing, oil level tube and dipstick, seal, gearbox oil pump, oil cooler, cooling pipe, and synchromesh hubs.

機械部件、齒輪、軸、內部運作的部分如：轉檔棒、拉桿、轉檔撥叉、軸承、介子、齒輪軸、變速箱外殼、波箱油加油喉及油尺、膠圈、變速箱油泵、冷卻器、喉管及同步器外殼。

Automatic Gearbox

自動變速箱

Gearbox assembly, housing, gear control such as: gearbox case, carrier, gasket, gearbox oil pan and its gasket; planetary gearbox, input shaft, epicyclic gear, planetary carrier, sun gear, mechanical selector element components, oil cooler, cooling pipe, oil pump, oil dipstick and its pipe, fluid coupling, bearing, and bushing.

變速箱組件、外殼、轉檔控制如：變速箱外殼、墊片、變速箱油底殼和墊片、行星式波箱、輸入軸、行星齒、行星架、太陽齒、轉檔部件、冷卻器、喉管、油泵、波箱油加油喉及油尺、液力耦合器、軸承及套管。

Final Drive and Differential

差速部分

Propeller shaft, drive shafts, mechanical differential lock, lubricated mechanical parts inside the axle, pinions, bearings, crown wheel, oil seal, four-wheel drive (4WD) coupling, and flange.

直傳動軸、橫軸、差速鎖、差速器（尾牙殼）內潤滑機械部件、齒輪、其軸承、盤型齒輪（碟牙）、油封、四驅耦合器及傳動接頭。

Cooling System

冷卻系統

Gaskets, coolant pipes and hoses, seals, radiator, coolant pump, cooling fan and its housing, expansion tank, hydraulic viscous fan coupling, flanges, and thermostat.

墊圈、冷卻喉管、密封墊、散熱器（水箱）、冷卻泵、冷卻風扇和風扇罩、膨脹水箱（細水箱）、液壓風扇座、法蘭及恆溫器。



Warranty Transfer

保用權益轉讓

Validity of the Factory Warranty is followed with the same vehicle. Within the warranty period, owner can transfer it to next owner when the vehicle is sold. Warranty transfer must be authorized by Volkswagen service centre.

此原廠保用必須跟隨原有之車輛。在保用有效期內，車主可以將此保用轉讓予該車輛的新車主。所有轉讓必須經由 Volkswagen 售後服務中心批核方會生效。

General Exclusions

不承保範圍

1. Vehicle is being modified or installed with unauthorized parts or materials;
 2. Any vehicle fault or damage resulted from improper accordance with owner's manual;
 3. Any vehicle fault or damage resulted from natural disaster, accident, human negligence, crashing, external impact or improper usage;
 4. Any third party service requests, consequential losses or human injury;
 5. Vehicle is not used as normal practice, such as using in competitions and rallies, or being used as taxi or driving school vehicles etc.;
 6. Damage to non-covered components or any consequential damage or loss caused.
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1. 車輛被改裝或加裝非廠方指定之零件及物料；
 2. 車主沒有依照車主手冊指引而導致之車輛故障或損壞；
 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；
 4. 任何第三方的維修要求、相關的損失或人身傷害；
 5. 非一般正常用途的車輛，例如用於任何比賽或越野賽；或用作出租車 / 的士、學習駕駛車輛等；
 6. 此保用覆蓋範圍以外之部件損壞，或任何相應的故障或損壞。

《Customer Rights & Obligation Disclaimer》

For any Volkswagen vehicles in Hong Kong with Standard Warranty or Complimentary Extended Warranty still within valid period, Maintenance Services and Repair Services may be conducted at a Non-Authorized Repair Centre without this invalidating a Standard Warranty or a Complimentary Extended Warranty or leading to claims under a Standard Warranty or a Complimentary Extended Warranty being rejected. For detailed information, please download the "Standard Warranty Customer Rights & Obligation Disclaimer" or call us at 3698 9588.

《客戶權責聲明》

對於任何仍然在有效期內的 Volkswagen 原廠保用或之前附送的延長保用，Volkswagen 客戶均享有自由選擇在原廠維修中心或其他市場上非原廠授權汽車維修中心進行維修或保養汽車的權利，而不會因為此選擇而抵銷該客戶車輛的 Volkswagen 原廠保用或之前附送的延長保用。客戶透過 Volkswagen 原廠保用或之前附送的延長保用，所申請要求的任何索償，詳細資料請下載參閱《原廠保用 - 客戶權責聲明》或致電 3698 9588 查詢。

Volkswagen Aftersales Network

Volkswagen 售後服務網絡

Customer Care Hotline 售後服務熱線 : 3698 9588



Tsuen Wan Service Centre

荃灣售後服務中心

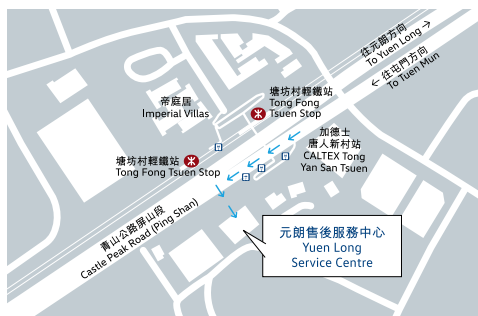
香港荃灣德士古道 220-248 號
荃灣工業中心地下 B 舖
Shop B, G/F, Tsuen Wan Industrial Centre,
220-248 Texaco Road, Tsuen Wan, Hong Kong
📞 3698 9733



Ap Lei Chau Service Centre

鴨脷洲售後服務中心

香港鴨脷洲利樂街 2 號海灣工貿中心
地下 4 及 5 室
Unit 4 & 5, G/F, Oceanic Ind. Centre,
2 Lee Lok Street, Ap Lei Chau, Hong Kong
📞 3698 9898



Yuen Long Service Centre

元朗售後服務中心

元朗青山公路屏山段 (塘坊村輕鐵站對面)
Castle Peak Road, Ping Shan, Yuen Long
(Opposite to Tong Fong Tsuen LRT Station)
📞 3698 9797

