



# Warranty

1984

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**USA models**

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## NOTICE OF ADDRESS CHANGE NOTICE OF USED CAR PURCHASE

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a product defect becomes necessary.

If you change your address or buy a used Volkswagen, complete one of the postcards in the middle of this booklet. You need not use this card if you purchased your car through an authorized VW dealer.

# Limited warranty for new Volkswagen vehicles

Issued by Volkswagen of America, Inc. ("VWoA").

**Free repair or replacement of defective parts for 12 months with no mileage limitation**

1. VWoA warrants to the original retail customer and any subsequent purchaser that every 1984 Volkswagen vehicle imported or distributed by VWoA and sold as a new vehicle to a retail customer will be free from defects in material and workmanship for 12 months after the date of first use or delivery of the vehicle to the original retail customer, regardless of mileage. This warranty is limited, however, to the following: If any part of the vehicle (except tires) becomes defective under normal use and service, and the vehicle is brought during this period to the workshop of any authorized Volkswagen dealer in the continental United States, Hawaii, Puerto Rico, the U.S. Virgin Islands, or Canada, the dealer will, without charge, repair the defective part or replace it with a new or factory remanufactured part. This warranty does not cover tires. Tires are warranted by the tire manufacturer.

**Maintenance required to keep warranty in effect**

2. In order to keep this warranty in effect, the owner must have the vehicle maintained and serviced as prescribed in the Volkswagen Maintenance Schedule.

**Damage and malfunctions not covered by warranty**

3. VWoA is not responsible for damage or malfunctions resulting from:

- (I) misuse, negligence, alteration, accident or fire;
- (II) improper repair of the vehicle;
- (III) use of the vehicle in competitive events; or
- (IV) failure to follow recommended maintenance requirements.

**Maintenance and service items not covered by warranty**

4. The following are also at the expense of the owner:

- (I) service adjustments such as tune-up, and brake and clutch adjustments;
- (II) maintenance services, lubricants and fluids; and
- (III) the replacement of service items such as spark plugs, gaskets and filters.

**Warranty abroad**

5. If the vehicle is brought to an authorized Volkswagen workshop outside the continental United States, Hawaii, Puerto Rico, the U.S. Virgin Islands, or Canada, VWoA's warranty will not be applicable and defective parts will be repaired or replaced free of charge with new or factory remanufactured parts only within the terms and limitations of the warranty for new Volkswagen vehicles in effect in the country where such authorized Volkswagen workshop is located.

**No other warranties made**

**6. THIS WARRANTY AND THE LIMITED EMISSION CONTROL SYSTEM WARRANTIES FOR VOLKSWAGEN VEHICLES ARE IN LIEU OF ALL OTHER EXPRESS WARRANTIES OF VW oA, THE MANUFACTURER, THE DISTRIBUTOR AND THE SELLING DEALER. ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THESE WRITTEN WARRANTIES.**

**NEITHER VWoA NOR THE MANUFACTURER ASSUMES, OR AUTHORIZES ANY PERSON TO ASSUME, ON ITS BEHALF, ANY OTHER OBLIGATION OR LIABILITY.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Consequential damage excluded**

**7. VWoA IS NOT RESPONSIBLE FOR LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE OR OTHER CONSEQUENTIAL DAMAGE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

**Other legal rights**

8. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

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Volkswagen warranty information may be obtained by writing to:

Customer Assistance  
Volkswagen of America, Inc.  
P.O. Box 3951  
Troy, MI 48007-3951

# Tips you'll want to know about the limited new vehicle warranty.

Volkswagen of America, Inc., is proud of the quality of automobiles it sells. VVoA warrants new Volkswagen vehicles for a period of 12 months from the date of first use or purchase, regardless of mileage. In general, the vehicle, except tires, is covered under the provisions of the Limited New Vehicle Warranty, which are specified on the preceding pages. This warranty will be honored by any authorized Volkswagen dealer in the continental United States, Hawaii, Puerto Rico, the U.S. Virgin Islands, and Canada. The warranty does not apply to any accessories or other items which may be installed by the dealer, but are not supplied by Volkswagen. Please make it a point to ask your dealer about specific warranties on such items.

This warranty is automatically transferred without cost if the ownership of the vehicle changes within the above period.

You, as the owner of the vehicle, have the responsibility to provide regular maintenance service for the vehicle, in accordance with Volkswagen specifications, as outlined in the maintenance schedule. We recommend that maintenance and warranty services be performed by authorized VW dealers. They keep a service history file for each customer, and they have trained mechanics and special tools to provide fast, efficient service, in accordance with Volkswagen quality standards. For your records, the dealer will give you a copy of the repair order and stamp the service fields in the maintenance booklet.

A maintenance record should be kept as well as dated bills of other than authorized VW dealers as proof that these services were performed when required.

If any emergency warranty repair was performed by a non-VW service shop, secure the paid repair order and the replaced parts. A statement of the circumstances, together with the paid receipts, and the replaced parts, should be given to your dealer for reimbursement consideration.

Not all repairs, adjustments and replacements, however, are the result of defects in material and workmanship. In addition to regular maintenance, there are circumstances beyond the control of the manufacturer that may make a workshop visit necessary. Weather and atmospheric conditions, varying road surfaces, individual driving habits and vehicle usage also influence the need for service and maintenance.

## Therefore, the following items are excluded from this warranty:

- **Service adjustments** such as tune-up, brake and clutch adjustments, replacement of service items, such as spark plugs, gaskets, filters, lubricants and fluids.

- **Wheel alignment** and wheel balancing may become necessary due to conditions beyond the control of the manufacturer such as driving habits, rapid starts and stops, tire skidding, pot holes and curbs or other accidental damage.
- **Paint, metal or plastic trim and other appearance items** are affected by normal wear and exposure. Proper care of these items can add to their appearance and durability. Imperfections are normally apparent during or shortly after New Vehicle Delivery. Please report any imperfection to your dealer immediately.
- **Tires are not covered under the Volkswagen warranty.** Tire warranty is issued by the respective tire manufacturer. If you have a problem, contact the local tire dealer for that make. Should you need help, ask your authorized VW dealer for assistance.

**Genuine Volkswagen parts, exchange units and accessories** are the recommended replacements and accessories for your Volkswagen and are available at your authorized Volkswagen dealer. All meet the same exacting quality control standards as the original equipment on the vehicle.

When you purchase genuine Volkswagen parts, exchange units or accessories, you have the assurance that the material and installation have been tested by Volkswagen and found to conform to all applicable safety standards.

**The separate, Limited Volkswagen Parts Warranty for a period of 6 months or 6,000 miles, whichever occurs first, applies only to genuine Volkswagen parts, exchange units and accessories and does not apply to other parts and accessories.**

Ask your Volkswagen dealer for details.

# Genuine Volkswagen parts, exchange units and factory approved accessories ...

are the recommended replacement parts for the Volkswagen and **are available at your authorized dealer.**

All meet the same exacting quality control standards as the original equipment on the car, and comply with all applicable Government safety regulations.

**They are warranted under a separate limited warranty to be free from defects in material and workmanship for a period of**

**6 months or 6,000 miles**

**whichever comes first. Consult your authorized dealer for details.**

Also ask your dealer about factory remanufactured parts under the Volkswagen Exchange Service. Factory remanufactured parts cost less than new parts but carry the same warranty.



**Autobahn<sup>®</sup>**

# Limited warranty for new Volkswagen vehicle emission control system

1. Volkswagen of America, Inc., ("VWoA") warrants to the ultimate purchaser and any subsequent purchaser that every 1984 model Volkswagen vehicle imported or distributed by VWoA (a) was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency, and (b) is free from defects in material and workmanship which cause such vehicles to fail to conform with such regulations for 5 years after the date of first use or delivery of the vehicle to the original retail customer or until the vehicle has been driven 50,000 miles, whichever comes first. The obligation of VWoA under this warranty is limited, however, to the following: If within such period a defect in material or workmanship causes the vehicle to fail to conform with such regulations and the vehicle is brought during such period to the workshop of any authorized Volkswagen dealer in the United States of America, its territories, or Canada, the dealer will make such repairs as may be required under such regulations.

2. In particular, VWoA has no obligation under this warranty for (I) maintenance services such as fuel system cleaning or bleeding or tune-up, (II) service items such as spark plugs, wiring, hoses, belts, gaskets and filters required to be replaced because of normal wear and tear or maintenance, (III) damage or defects which arise solely as the result of accident, or owner abuse, including alteration, negligence, fire, use of the vehicle in competitive events or failure to use the type of fuel recommended by the manufacturer, (IV) damage or defects which are caused solely by lack of

proper maintenance as specified in the maintenance schedule for the Volkswagen emission control system, or (V) any vehicle on which the odometer mileage has been altered and the vehicle's actual mileage cannot be readily determined.

**3. THIS WARRANTY, THE LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLES, AND THE LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLES CALIFORNIA EMISSION CONTROL SYSTEMS, ARE IN LIEU OF ALL OTHER EXPRESS WARRANTIES OF VWOA, THE MANUFACTURER, THE DISTRIBUTOR, AND THE SELLING DEALER. ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THESE WRITTEN WARRANTIES. NEITHER VWOA NOR THE MANUFACTURER ASSUMES, OR AUTHORIZES ANY PERSON TO ASSUME, ON ITS BEHALF, ANY OTHER OBLIGATION OR LIABILITY.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.



**4. VWoA IS NOT RESPONSIBLE FOR LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE OR ANY DAMAGE OCCURRING AS A CONSEQUENCE THEREOF.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

5. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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Volkswagen warranty information may be obtained by writing to:

Customer Assistance  
Volkswagen of America, Inc.  
P.O. Box 3951  
Troy, MI 48007-3951

## **Let us explain the emission control system warranty ...**

The Emission Control System Warranty of 5 years or 50,000 miles, whichever comes first, is in addition to your Limited New Vehicle Warranty. Both the Emission Control System Warranty and the New Vehicle Warranty begin on the date of original retail delivery or on the date the vehicle was first placed in service, and extend to all subsequent owners within the specified warranty periods.

You, as the owner of the vehicle, have the responsibility to provide regular maintenance service for the vehicle, as specified in the maintenance schedule for the VW Emission Control System. We also suggest that you keep a record of all maintenance services performed on your vehicle by your authorized VW dealer or any other qualified repairer.

Your best assurance is having these services performed by authorized Volkswagen dealers. They have VW-trained mechanics and special tools to provide fast and efficient VW quality service.

The efficiency of the Emission Control System greatly depends on the overall condition of the car. Not all repairs, adjustments or replacements result from defects in material or workmanship.

There are other circumstances beyond the control of the manufacturer that might make a workshop visit necessary. These depend mainly on where you drive and how you drive. They include climatic and atmospheric conditions as well as individual driving habits and vehicle usage.

**The following are examples of items that are not covered by this warranty:**

### **Maintenance**

A number of components require regular cleaning, adjusting or replacing at recommended intervals to assure efficient engine operation and effective emission control. They include spark plugs, filters, drive belts, etc. Cleaning and bleeding of the fuel system may become necessary if contaminated by water, foreign matter, dirt or residue.

Adjustments which are not performed in accordance with the manufacturer's specifications, may not only increase harmful emissions from your Volkswagen, but may also cause loss in performance or may make extensive repairs necessary.

### **Wear and Tear**

Contaminated oil, lack of lubrication or a restriction of the engine cooling system may result in damage to pistons, bearings or other moving parts. Always use high-quality oils of the grade recommended by the manufacturer. It is important to use the recommended type of fuel required for your engine.

The recommended **Diesel** fuel mixture for cold weather starting should not be exceeded. Neither should other fuel additives or cold starting assist fluids be used as they will cause damage to your **Diesel** engine.

Your car may require more frequent maintenance when operated in dusty areas or under extreme climatic conditions than a car operated under normal conditions.

### **Corrosion and Deterioration**

The use of corrosive chemicals for cleaning certain engine parts will cause damage that may require replacement of the entire part. The operation of your VW in areas of atmospheric pollution or extreme climatic condition may contribute to corrosion or deterioration of certain components that would not normally occur.

# Emissions performance warranty for new Volkswagen vehicles

1. Volkswagen of America, Inc. ("VWoA") warrants to the ultimate purchaser and any subsequent purchaser that:

- a. if any 1984 model year Volkswagen vehicle imported or distributed by it, is maintained and operated in accordance with VWoA's instructions for proper maintenance and use, and
- b. if the vehicle fails to conform at any time during 5 years or 50,000 miles, whichever occurs first, to the applicable emission standards as determined by an EPA-approved emission test and
- c. if such non-conformity results or will result in the vehicle owner having to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, State or Federal law, then VWoA will remedy the non-conformity at no cost to the vehicle owner.

2. If the vehicle has been in operation for more than 24 months or 24,000 miles, VWoA will remedy only those non-conformities resulting from the failure of components which have been installed in or on the vehicle for the sole or primary purpose of reducing vehicle emissions and that were not in general use prior to model year 1968. A list of such components appears in paragraph 10.

3. The warranty period begins on the date the vehicle is delivered to its ultimate purchaser, or on the date it is first placed in service.

4. Instructions for proper maintenance and use, including time and mileage intervals at which maintenance is to be performed may be found in the Owner's Manual and the Maintenance Booklet applicable to your vehicle.

5. VWoA may deny an emission performance warranty claim on the basis that a non-EPA certified replacement part was used in the maintenance or repair of the vehicle if the vehicle owner is presented with evidence that the non-certified part is

- a. either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and
- b. the owner is not able to disprove the evidence.

6. Any part which is not required to be replaced at maintenance intervals specified in the Maintenance Booklet is covered by this warranty for the full term.

**7. MAINTENANCE, REPAIR OR REPLACEMENT OF EMISSION CONTROL COMPONENTS MAY BE PERFORMED BY ANY AUTOMOTIVE SERVICE AND REPAIR ESTABLISHMENT OR QUALIFIED INDIVIDUAL WITHOUT AFFECTING THE EMISSION CONTROL SYSTEM WARRANTY, PROVIDED THAT SUCH REPAIRS ARE PERFORMED TO MANUFACTURER'S SPECIFICATIONS, AND THAT REPLACEMENT PARTS ARE AT LEAST EQUIVALENT TO GENUINE VOLKSWAGEN PARTS IN EMISSION PERFORMANCE AND DURABILITY.**

**8. EXCEPT FOR THE LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLES AND OTHER EMISSION CONTROL SYSTEM WARRANTIES APPLICABLE TO YOUR VEHICLE BY STATE OR FEDERAL LAW, THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES OF VWoA, THE MANUFACTURER, THE DISTRIBUTOR, AND THE SELLING DEALER. ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE TERMS OF VWoA'S LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLES. NEITHER VWoA NOR THE MANUFACTURER ASSUMES, OR AUTHORIZES ANY PERSON TO ASSUME, ON ITS BEHALF, ANY OTHER OBLIGATION OR LIABILITY.**

**9. VWoA IS NOT RESPONSIBLE FOR LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE OR ANY DAMAGE OCCURRING AS A CONSEQUENCE THEREOF.**

**10. LIST OF PARTS WHICH MAY BE COVERED BY THE EMISSIONS PERFORMANCE WARRANTY**

**Gasoline engine**

- a. Fuel Metering System
  - (1) Air/fuel ratio feedback and control system
  - (2) Deceleration devices
- b. Ignition System
  - (1) Spark advance/retard system

- c. Evaporative Control System
  - (1) Vapor storage canister
  - (2) Vapor-liquid separator
  - (3) Fuel tank and filler cap
- d. Positive Crankcase Ventilation (PCV) System
  - (1) Vacuum restrictor
  - (2) PCV valve
- e. Exhaust Gas Recirculation (EGR) System
  - (1) EGR valve
  - (2) EGR rate feedback and control system
- f. Catalyst System
  - (1) Catalytic converter
  - (2) Restricted fuel filler neck
  - (3) Co-testing tube and components
- g. Miscellaneous Items Used in Above Systems
  - (1) Hoses, clamps, fittings and tubing
  - (2) Vacuum, temperature and time sensitive valves and switches
  - (3) Electronic controls
  - (4) Mileage counter

11. Your Volkswagen Diesel has been designed to meet applicable emission standards without the need for special emission controls. Your Diesel is therefore not equipped with components installed solely or primarily for the purpose of reducing vehicle emissions as specified in paragraph 2 of the warranty. Further information concerning your warranty rights may be obtained from your nearest VWoA Customer Assistance office.

The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners if a correction of a product defect becomes necessary.

Please complete one of the attached postcards if you change your address or purchase a used Volkswagen.

You need not use this card if you purchased your car through an authorized Volkswagen dealer.

Quote the complete Vehicle Identification Number (VIN) of your Volkswagen. Do not use an abbreviated number.

Locations of the Vehicle Identification Number (VIN) are illustrated and explained in the Owner's Manual.

Additional cards can be obtained from any authorized Volkswagen dealer.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

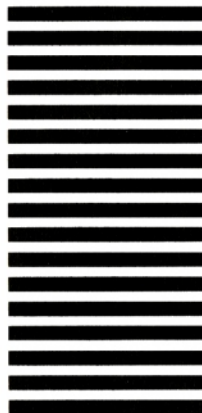
**BUSINESS REPLY CARD**  
FIRST CLASS PERMIT NO. 96 TROY, MI

POSTAGE WILL BE PAID BY ADDRESSEE

**VOLKSWAGEN of AMERICA, Inc.**

P.O. Box 3951

Troy, MI 48007-9990







NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY CARD**

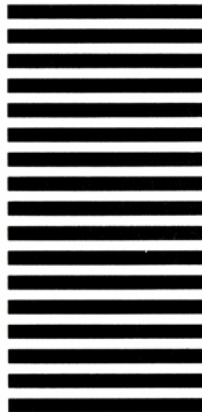
FIRST CLASS PERMIT NO. 96 TROY, MI

POSTAGE WILL BE PAID BY ADDRESSEE

**VOLKSWAGEN of AMERICA, Inc.**

P.O. Box 3951

TROY, MI 48007 – 9990







## Let us explain the emissions performance warranty ...

You may raise a claim under this warranty only in states of the United States which have in effect an inspection and maintenance program using EPA-approved emission test procedures. You should raise your warranty claim if, as a result of your vehicle's failure of such a test, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of a right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before bringing this claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States of America or its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, State or Federal law, whichever is shorter, except when a delay is caused by events not attributable to us or the dealer. If your dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, your dealer is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with emission control system maintenance instructions contained in the Maintenance Booklet.

Evidence of compliance with maintenance instructions may consist of:

- a. The emission control system maintenance schedule contained in your Maintenance Booklet, which has been validated at the approximate time or mileage intervals by any authorized Volkswagen dealer or other service facility.
- b. A showing that you have submitted your vehicle for scheduled maintenance at the approximate time or mileage intervals to any authorized Volkswagen dealer or other service facility.
- c. A statement that you have performed the maintenance yourself at the approximate time or mileage intervals including a showing that you have purchased and used proper parts and, upon our request, that you are able to perform the maintenance yourself.

Your dealer may also deny a claim if your vehicle has failed an EPA approved inspection test because:

- a. The vehicle was abused.
- b. The vehicle was maintained or used in a manner which has led to the improper installation of a component or the adjustment of related parameters substantially outside the specifications for proper maintenance.
- c. Unscheduled maintenance was performed on your vehicle and in the course of such maintenance components affecting your vehicle's emissions were removed or rendered inoperative.

Your dealer will not deny a claim on the basis of:

- a. Warranty work or pre-delivery service performed by an authorized Volkswagen dealer.
- b. Work performed in an emergency situation to rectify an unsafe condition attributable to us provided you have taken steps in a timely manner to put the vehicle back into a conforming condition.
- c. The use of an uncertified part or noncompliance with the instructions for proper maintenance and use which is not relevant to the reason that the vehicle failed to comply with applicable emission standards.

You may obtain further information referring to the Emissions Performance Warranty or report violations of the terms of the Emissions Performance Warranty by contacting the Director, Field Operations and Support Division (EN-394), Environmental Protection Agency, 401 M Street, S.W., Washington, D.C. 20460.

**IMPORTANT – The Emissions Performance Warranty is required by regulations issued by the U.S. Environmental Protection Agency, which are currently the subject of litigation in the Federal courts. The rights and obligations arising under the warranty may be affected by any action that the court may take with respect to the regulations. VWoA reserves the right to change the coverage of the warranty without further notice as may be consistent with the court's decision, or administrative action.**

# Limited warranty for new Volkswagen vehicles

## California Emission Control System

1. Volkswagen of America, Inc. (VWoA), warrants to the first retail purchaser and each subsequent purchaser of any 1984 model California version Volkswagen vehicle distributed by VWoA and registered in California that the vehicle (a) was designed, built and equipped so as to conform at the time of sale with regulations of the California Air Resources Board (CARB), and (b) is free from defects in materials and workmanship which cause it to fail to conform with those regulations for:

- (I) **Gasoline engine** equipped vehicles for a period of use of five years or 50,000 miles, whichever occurs first; and
- (II) **Diesel engine** equipped vehicles for a period of use of 10 years or 100,000 miles, whichever occurs first.

The warranty period begins on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed into service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is first placed into service.

2. The obligation of VWoA under this warranty is limited, however, to the following: If, within such period, a defect in material or workmanship

causes the vehicle to fail to conform with such regulations and the vehicle is brought during such period to the workshop of any authorized Volkswagen dealer in the United States of America or its territories, the dealer will, without charge, diagnose the defect and make such repairs as may be required under such regulations.

### 3. What is not covered by the Emission Warranty

- a. **Malfunctions in any part caused by any of the following: Misuse, improper adjustments, modification, alteration, tampering, disconnection, lack of required maintenance as specified in the Maintenance Schedule, use of the vehicle in competitive events or failure to use the type of fuel recommended by the manufacturer.**
- b. **Damage resulting from accident, fire, acts of God or other events beyond the control of VWoA.**
- c. **Warranted parts replaced for reasons other than being defective and those parts replaced at the mileage as specified in the Maintenance Schedule or at any time thereafter.**

- d. Malfunctions in any replacement part installed in accordance with the Maintenance Schedule.
  - e. Emission related engine adjustments, e.g. spark timing, idle rpm, and idle air/fuel ratio.
  - f. LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE OR COMMERCIAL LOSS.
  - g. Any car on which odometer mileage has been changed so that actual mileage cannot be readily determined.
4. THIS WARRANTY, THE LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLE EMISSION CONTROL SYSTEM, THE LIMITED WARRANTY FOR NEW VOLKSWAGEN VEHICLES AND THE LIMITED WARRANTY FOR NEW AND FACTORY REMANUFACTURED VOLKSWAGEN PARTS AND ACCESSORIES ARE IN LIEU OF ALL OTHER EXPRESS WARRANTIES OF VWoA, THE MANUFACTURER, THE DISTRIBUTOR AND THE SELLING DEALER. ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. NEITHER VWoA NOR THE MANUFACTURER ASSUMES OR AUTHORIZES ANY PERSON TO ASSUME ON ITS BEHALF ANY OTHER OBLIGATION OR LIABILITY.

## Your Warranty explained in everyday language

### Authorized Volkswagen Dealers and Genuine Volkswagen Parts

The emission control system of your new 1984 model Volkswagen vehicle was designed, built and tested using genuine Volkswagen parts and the vehicle is certified to conform with California emission control regulations. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of the emission control system be genuine Volkswagen parts or factory remanufactured parts. Maintenance, repair or replacement of the emission control system may be performed by any qualified automotive repair establishment or individual, using parts other than genuine Volkswagen or factory remanufactured parts without invalidating this warranty. The cost of such maintenance, repair or replacement of parts will not be covered under this warranty.

Use of replacement parts which are not equivalent in quality to genuine Volkswagen parts may impair the effectiveness of the emission control system and may cause severe damage to your vehicle. If other than genuine Volkswagen parts or factory remanufactured parts are used for maintenance, replacement or repair of components affecting emission control, you should obtain assurance that such parts are warranted by their manufacturer to be equivalent in performance and durability to genuine Volkswagen parts.

**VWoA assumes no liability under this warranty except for defects in genuine Volkswagen parts or factory remanufactured parts and any vehicle damage caused by a defect in any such parts.**

**VWoA is specifically not responsible for damage to warranted parts which is caused by parts other than genuine Volkswagen parts.**

### **Emergency Repairs**

In the case of an emergency, when an authorized Volkswagen dealer is not available, repairs may be performed by any qualified service establishment. VWoA will reimburse you for such repairs not to exceed VWoA's suggested retail price for all defective parts replaced under this warranty. The reimbursement of labor charges will be based on established time allowances and applicable hourly labor rates. Replaced parts together with repair invoices must be presented to any authorized Volkswagen dealer as a condition of reimbursement for emergency repairs not performed at a Volkswagen dealer. Parts replaced under this warranty become the property of VWoA.

### **Required and Recommended Maintenance**

The Maintenance Schedule for your car contains a list of maintenance items which you are **required** to have performed in order to maintain the full range of benefits under this warranty. The **required** maintenance items are identified under the titles: "Tune up and Emission Control Maintenance" and "Oil Change and General Maintenance".

Your schedule may also list a few items of **recommended** maintenance, such as a check of the engine oil level at every fuel filling and, on gasoline engine models, cleaning of the air filter element every 15,000 miles, and a compression check as well as a fuel filter replacement for certain models every 30,000 miles. You do not necessarily lose any warranty benefits if you fail to have these maintenance items performed. Nonetheless, your failure to perform this **recommended** maintenance may be an important factor in determining whether or not a manufacturer's responsibility exists in case of part malfunctions.

### **Severe Condition Maintenance**

More frequent maintenance than specified in the Maintenance Schedule is required if you drive frequently under severe operating conditions. They include:

- More frequent engine oil and oil filter changes for extended idling or low speed operation such as police, taxi, door-to-door delivery service.

- More frequent engine oil and oil filter changes when the outside temperature remains below + 10° F (– 12° C) for 30 days or more and most trips are less than 10 miles (16 km).
- More frequent engine oil, oil filter and air filter replacement under severe dust condition, driving on unpaved roads or off-road.
- Frequent cleaning of radiator grille and core to prevent debris from restricting the cooling system.
- Cleaning and bleeding of the fuel system may become necessary if contaminated by water, foreign matter, dirt or residue.

### **Abuse and Neglect**

Contaminated oil, lack of lubrication or a restriction of the engine cooling system may result in damage to pistons, bearings or other moving parts. Always use high-quality oil of the grade recommended by the manufacturer.

The use of corrosive chemicals for cleaning certain engine parts will cause damage that may require replacement of the entire part. The operation of your Volkswagen in areas of atmospheric pollution or extreme climatic conditions may contribute to corrosion or deterioration or certain components that would not normally occur.

### **Installation of Accessories or Alterations**

Installation of parts and accessories or alterations not meeting manufacturer's specifications may render your emission control system ineffective and may void this warranty.

### **List of Warranted Parts**

Listed below are the emission-related components covered by this emission control system warranty:

#### **Gasoline engine**

##### **1. Fuel Metering System**

- a. Fuel injection system
- b. Air/fuel ratio feedback and control system
- c. Cold start enrichment system

##### **2. Air Induction System**

- a. Controlled hot air intake system
- b. Intake manifold
- c. Turbo charger

##### **3. Ignition System**

- a. Distributor and internal parts
- b. Spark advance/retard system
- c. Spark plugs
- d. Ignition coil and/or control module
- e. Ignition wires

##### **4. Evaporative Control System**

- a. Vapor storage canister
- b. Vapor-liquid separator
- c. Fuel tank and filler cap

## 5. Positive Crankcase Ventilation (PCV) System

- a. PCV valve
- b. Oil filler cap

## 6. Exhaust Gas Recirculation (EGR) System

- a. EGR valve
- b. EGR rate feedback and control system

## 7. Catalyst System

- a. Catalytic converter
- b. Restricted fuel filler neck
- c. Exhaust manifold
- d. Exhaust pipe from exhaust manifold to catalytic converter

## 8. Miscellaneous Items Used in Above Systems

- a. Hoses, clamps, fittings, tubing, gaskets and seals
- b. Pulleys, belts and idlers
- c. Vacuum, temperature and time sensitive valves and switches
- d. Electronic controls

## Diesel engine

### 1. Fuel Metering System

- a. Fuel injection pump
- b. Fuel injection nozzles

### 2. Miscellaneous Items Used in Above Systems

- a. Hoses, clamps, fittings, tubing, gaskets and seals
- b. Pulleys, belts and idlers

## Customer Assistance

Should you require any further information concerning this warranty, or should you have a problem with the Emission Control System, discuss it with the **Service Manager** of any authorized **Volkswagen Dealer in California**. Most problems can be resolved easily by the dealer management. You may wish to contact the dealership's owner if you feel your problem was not resolved to your satisfaction. Should there be an occasion where you need further assistance, you may want to contact the VW regional office in your area listed below. To help you more effectively, please provide the Customer Assistance Representative with the following information:

- **Your name, address and telephone number**
- **Vehicle Identification Number (VIN)**
- **Vehicle delivery date and mileage**
- **Dealer's name and location**
- **Nature of complaint or problem**

Customer Assistance  
VWoA Los Angeles Region  
11300 Playa Street  
Culver City, CA 90230  
(213) 390-8011

Customer Assistance  
VWoA San Francisco Region  
7106 Johnson Drive  
Pleasanton, CA 94566  
(415)462-8270

or: Customer Assistance  
Volkswagen of America, Inc.  
P.O. Box 3951  
Troy, MI 48007-3951

## If you have a problem ...

contact your authorized Volkswagen dealer. **Your satisfaction and goodwill are his concern.** The addresses and telephone numbers are listed in a booklet which is available at your VW dealer. Any of these dealers is well equipped to help you with virtually all VW related matters.

Depending on the nature of your problem, discuss it with the **Service** or the **Sales Manager**. Most complaints can be resolved easily by the **dealer management**. You may wish to contact the **dealership's owner** himself, if you feel his managerial staff has not resolved your problem to your satisfaction.

Should there be an occasion where you need further assistance, you may want to contact the **VW distributor** or the **VW regional office** in your area. We have listed their addresses and telephone numbers on the following pages. To help you more effectively and as speedily as possible, please provide the **Customer Assistance Representative** with the following information:

- **Your name, address and telephone number**
- **Vehicle Identification Number (VIN)**
- **Vehicle delivery date and mileage**
- **Dealer's name and location**
- **Nature of complaint or problem**

The representative will carefully review all facts involved and let you know whether further action can be taken. If so, you will be informed of the nature and degree of assistance that may be possible in cooperation with your **VW dealer**.

Remember however, that your **VW dealer** will always be the primary source to resolve complaints or straighten out problems. He has the necessary equipment and personnel.



## Authorized Volkswagen Distributors in the U.S.A.

**Connecticut** World-Wide Volkswagen-Corporation  
**New York** Customer Assistance  
**New Jersey** Greenbush Road  
Orangeburg, New York 10962  
(914) 578-5000

**Arkansas** Volkswagen Mid-America, Inc.  
**Kansas** Customer Assistance  
**Missouri** 8825 Page Boulevard  
**Nebraska** St. Louis, Missouri 63114  
(314) 429-8100

**Alaska** Riviera Motors, Inc.  
**Idaho** Customer Assistance  
**Montana** Five Oaks Industrial Park  
**Oregon** 5555 N. W. Five Oaks Drive  
**Washington** Hillsboro, Oregon 97123  
(503) 645-5511

## Volkswagen Regional Offices in the U.S.A.

**Maine** Volkswagen of America, Inc.  
**Massachusetts** Boston Region  
**New Hampshire** Customer Assistance  
**Rhode Island** 100 Fordham Road  
**Vermont** Wilmington, Mass. 01887  
(617) 658-6700

**Delaware** Volkswagen of America, Inc.  
**Pennsylvania** Valley Forge Region  
Customer Assistance  
P. O. Box 830  
1001 South Trooper Road  
Valley Forge, Pa. 19482  
(215) 666-0683  
(215) 666-0684

**Maryland** Volkswagen of America, Inc.  
**North Carolina** Washington Region  
**Virginia** Customer Assistance  
**Washington, D.C.** 9300 George Palmer Highway  
**West Virginia** Lanham, Maryland 20801  
(301) 459-7000

**Illinois** Volkswagen of America, Inc.  
**Iowa** Chicago Region  
**Minnesota** Customer Assistance  
**North Dakota** 3737 Lake Cook Road  
**South Dakota** Deerfield, Illinois 60015  
**Wisconsin** (312) 480-4000  
**Gary, Indiana**  
**Highland, Indiana**  
**Michigan City, Indiana**  
**Marquette, Michigan**  
**Houghton, Michigan**  
**Escanaba, Michigan**

**Arizona (excluding Yuma)** Volkswagen of America, Inc.  
**Colorado** Denver Region  
**Nevada (excluding Reno)** Customer Assistance  
**New Mexico** 12487 E. Peakview Ave.  
**Utah** Englewood, CO 80112  
**El Paso, Texas** (303) 790-0457  
**Wyoming**

**California (northern)** Volkswagen of America, Inc.  
**Reno, Nevada** San Francisco Region  
Customer Assistance  
7106 Johnson Drive  
Pleasanton, California 94566  
(415) 462-8270

## Volkswagen Regional Offices in the U.S.A. (cont'd)

<b>California (southern) Yuma, Arizona</b>	Volkswagen of America, Inc. Los Angeles Region Customer Assistance 11300 Playa Street Culver City, California 90230 (213) 390-8011
<b>Hawaii</b>	Volkswagen of America, Inc. Hawaii Region Customer Assistance 2865 Pukoloa Street Honolulu, Hawaii 96819 (808) 833-1866
<b>Indiana (except Gary, Highland and Michigan City) Kentucky Michigan (except Marquette, Houghton and Escanaba) Ohio</b>	Volkswagen of America, Inc. Columbus Region Customer Assistance 1840 MacKenzie Drive Columbus, Ohio 43220 (614) 457-2397

**Alabama (northern)  
Georgia (northern)  
South Carolina  
Tennessee**

Volkswagen of America, Inc.  
Atlanta Region  
Customer Assistance  
1940 The Exchange  
Atlanta, Georgia 30339  
(404) 955-9000

**Alabama (southern)  
Florida  
Georgia (southern)**

Volkswagen of America, Inc.  
Jacksonville Region  
Customer Assistance  
P.O. Box 2274  
155 East 21st Street  
Jacksonville, Florida 32203  
(904) 354-8188

**Louisiana  
Mississippi  
Oklahoma  
Texas (excluding  
El Paso)**

Volkswagen of America, Inc.  
San Antonio Region  
Customer Assistance  
P.O. Box 32572, Suite 100  
10515 Gulfdale Drive  
San Antonio, Texas 78216  
(512) 341-8881

## Authorized Volkswagen Zone Offices in Canada

**Atlantic Zone** Volkswagen Canada Inc.  
Customer Assistance  
71 Loftus Street  
Moncton, N.B. E1E 2N1  
(506) 389-3514

**Quebec Zone** Volkswagen Canada Inc.  
Customer Assistance  
3500 Trans Canada Highway  
Pointe Claire, Quebec H9R 1B1  
(514) 697-5930

**Central Zone** Volkswagen Canada Inc.  
Customer Assistance  
20 Ashtonbee Road  
Scarborough, Ontario M1L 4R5  
(416) 288-3000

**Western Zone** Volkswagen Canada Inc.  
Customer Assistance  
8081 Lougheed Highway  
Burnaby, B.C. V5A 1X1  
(604) 420-6910

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