

# Warranty guide

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## Parts warranty

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### Warranty conditions for Volkswagen Original parts

The warranty on Volkswagen Original parts is applicable when the part is purchased in an over the counter sale or as part of a non warranty repair.

The warranty period for Volkswagen Original parts starts running from invoice date (the day the part was purchased) or the installation of the part in the vehicle (date of installation by the authorised workshop) and runs for 2 years with unlimited mileage.

The terms and conditions as detailed in section 1.2 are applicable in Parts Warranty claims.

In addition to the exclusions detailed in section 1.2, Warranty claims are not acceptable where:

1. The part was not fitted according to the instructions of Volkswagen AG.

Validation of entitlement to Warranty is provided by a copy of the purchase invoice which must detail a minimum of the part number and purchase date. This Warranty becomes effective on the date of sale and is limited to the repair or replacement of the item, inclusive of labour costs of the Authorised Van Centre.

The wear and tear and service adjustment policies applicable to new vehicles also apply to parts warranty.

Parts used in recall work, or replaced as consequential damage to recall work, benefit from the standard two-year/unlimited mileage parts warranty. If the recall work is carried out while the vehicle is still in warranty, the parts will be covered for the remainder of the vehicle's warranty.

## **Parts purchased via other authorised Van Centre**

When a part cannot be obtained from the Parts Department at Dordon, it is acceptable to purchase the part from another Authorised Van Centre. However, any increased parts cost that may arise as a result cannot be reimbursed by the Warranty Department.

## **Normal replacement parts**

If a Volkswagen Original Part fails, which has been fitted by a non authorised repairer, then the first step is to try to arrange for the vehicle, with that part fitted, to be attended to by an Authorised Van Centre. This is to ensure that the failure or damage has not been caused by an external influence or incorrect repair process. This process also allows labour costs to be claimed via the authorised repairer.

If a Volkswagen Original Part fails and has been returned over the counter, then any cost for labour involved cannot be claimed by the customer.

Once satisfied that the cause of failure is due to a manufacturing defect and that proof of purchase confirms the part to be a Volkswagen Original Part, the matter may be dealt with as normal Parts Warranty.

Should a situation occur where a part has already been removed from the vehicle and is returned to an Authorised Van Centre Parts Department, the item should be tested if possible. The matter can be dealt with as normal Parts Warranty (material cost only) if a manufacturing defect is confirmed. There is no Factory Goodwill cover provided for parts purchased over the counter or as part of a Retail or internal repair.

## **Economy Parts**

Volkswagen Economy Parts can only be replaced under parts warranty with Economy Parts and not new or exchange parts. Economy parts must not be used for any standard vehicle or goodwill warranty repair.

## **Trade Parts (TPS) parts warranty process**

Parts sold over the counter from an authorised TPS Centre are applicable for the standard parts warranty cover detailed above and in section 1.2.

TPS Centres will provide customers with a replacement part but only for electrical parts valued under £100 or mechanical parts excluding major units with an identifiable manufacturing defect.

For electrical parts over £100 or a major unit assembly the TPS Centre will refer the customer at the point of sale to the local Authorised Repairer for the franchise of the vehicle the part is being fitted to in the same manner as the "Normal replacement parts" process detailed above.

## **Parts fitted to a non-Volkswagen vehicle**

When a part is fitted to a vehicle from another manufacturer, that part has the 2 year warranty provided that the cause is still a manufacturing defect. The part must be assessed to ensure there is no external influence and has not been modified in any way.

### **Original parts sold over the counter**

If a Volkswagen Commercial Vehicle Original Part that has been sold as over the counter, including from a TPS site, fails then the first step is to try to arrange for the vehicle, with that part fitted, to be attended to by a Van Centre. This is to ensure that the failure or damage has not been caused by an external influence. Once satisfied that the cause of failure is due to a manufacturing defect and that proof of purchase confirms the part to be a Volkswagen Commercial Vehicle Original Part, the matter may be dealt with as a normal 1-21 parts warranty, including any justified diagnosis and installation costs.

Should a situation occur where a part has already been removed from the vehicle and is returned to a Van Centre Parts Department, the item should be tested if possible. The matter can be dealt with as normal Parts Warranty (material cost only) if a manufacturing defect is confirmed.

There is no goodwill cover provided for parts purchased over the counter or as part of a retail or internal repair.

### **Original parts fitted under vehicle warranty**

Parts fitted during the factory vehicle warranty cover period only receive warranty cover until end of the factory warranty period. Should the part fail after fitting within this period, please follow the process below accordingly:

1. Part faulty from stock. Never been fitted but is clearly defective due to a manufacturing defect, then return to PDR as 'defect in quality'
2. Part is fitted but fails upon fitment or soon after and vehicle does not leave the workshop/is not returned to customer, then claim as 1-21. As no customer invoice will be generated at this point, the reception date on this claim is the date of failure, and the repair date is the date of replacement
3. Part is fitted. Vehicle is ok initially and is returned to customer, but then returns at a later date and confirmed as a manufacturing defect, claim as 1-10

The repair manual on ElsaPro must be followed at all times. However, if it is found there were associated parts not replaced in the original repair, but these did not contribute to the failure, then a warranty claim can still be supported. It is imperative that any associated parts are replaced in the warranty repair and claimed appropriately.

Any additional costs associated with ordering via the premium expedited process cannot be claimed for under warranty.

Damages to original parts resulting from transportation, storage or corrosion, as well as excess, short or incorrect delivery of parts are not defects in terms of warranty. If a fault is detected in a part before installation or sale of a component, then the part should be returned under PDR using the code ZRU0 (previously code A). Please list the reason for complaint as 'Defect in Quality'.

### **Parts under goodwill**

Further to the conditions for parts warranty shown above parts are also covered under parts warranty for the following scenarios:

- UK Brand paid for a part under a specific UK initiative
- Customer care paid for a part under UK goodwill
- Customer who made a contribution towards a factory goodwill claim or UK goodwill claim, either for parts or labour costs.

Customers cannot be offered to pay any contribution towards a vehicle warranty repair in an attempt to receive parts warranty cover. Parts fitted under the terms of the vehicle warranty only receive warranty cover until the end of the warranty period.

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