



Volkswagen India Assistance Product Brochure

This document in its entirety explains benefits extended to the purchaser of Volkswagen India Assistance Roadside Assistance Program in accordance with terms and conditions stated in this document.

The customer by purchasing this program is deemed to have full knowledge of and to grant consent to all terms and conditions of the program.

Calling for help in emergency :

In case your covered vehicle is immobilized due to any mechanical / electrical problem or accident, help is at hand 24X7 by dialing 1800 209 0909 or alternatively 1800 102 0909

Operator on the line shall arrange for suitable support after verifying the following details :

- Your name, exact location and contact number
- Description of the problem
- Vehicle registration and / Vehicle Identification number
- Vehicle Model and colour

Support available :

Assistance shall be arranged for the covered vehicle across major parts of India as per details given below:

- Minor Mechanical or electrical breakdowns – In case your vehicle suffers a mechanical or electrical breakdown causing immobilization, suitable support shall be provided on the spot to mobilize the vehicle. This service covers minor adjustments and repairs which do not need change of any spare parts.
- Major breakdown or accident – In the unfortunate event of a major breakdown or accident where the vehicle cannot be mobilized on the spot, we shall arrange to transfer or tow the vehicle to nearest authorized Volkswagen workshop.
- Battery jump start - In case of battery of your car draining out resulting in car not starting, we shall arrange for battery jump start / towing of vehicle as per recommendation.
- Puncture / flat tyre – In case of a punctured or flat tyre we shall arrange for replacing the punctured tyre with spare tyre available in your car on the site.
- Running out of fuel – In case the vehicle runs out of fuel (only diesel or petrol),you shall be provided with five liters of fuel enabling you to reach the nearest petrol station.



- Wrong fuel filling – In an event of wrong fuel filled in fuel tank resulting in car not starting, you shall be provided with the service of emptying the fuel tank.

Key lock out / misplaced - In an event of key locked out or misplaced, we shall provide all possible assistances to you for arranging alternate key. Benefits to vehicle's occupants during outstation breakdown:

In case vehicle breakdown takes place due to major mechanical or electrical faults or accidents where vehicle has to be towed to authorized Volkswagen workshop and breakdown takes place more than 100 kms from registered address you shall be entitled to following benefits:

- Stay or traveling expense due to immobilization of vehicle – You may be provided with any one of services listed below :-
 1. In case vehicle is not repairable the same day and standard repair time is more than 2 hours, we shall arrange for suitable hotel accommodation on twin sharing basis for overnight stay. Maximum number of people eligible for this benefit shall be equal to the approved sitting capacity of the vehicle.

Or
 2. In case vehicle cannot be repaired for more than 48 hours and standard repair time is more than 6 hours you can choose one of the following benefits
 - hotel accommodation on twin sharing basis,
 - Or arrangement for onward journey by most suitable means
 - Or arrangement for journey back to registered address by most suitable means.
- Repatriation of repaired vehicle – In case vehicle repairs take more than 72 hours and you leaving the place of breakdown / accident, we shall arrange for repatriation for vehicle back to registered address subject to maximum distance of 500 kms, at your risk or one way expenses for one person's travel by suitable means.

Terms and Conditions

This is a customized emergency breakdown assistance program to help you in case of vehicle having a breakdown no matter where you are (i.e at home, on the roadside, on a highway , in a parking lot) as long as you are not already at a Volkswagen Authorized workshop . This program is not a regular service or maintenance program and does not substitute the need of regular maintenance carried out in the authorized workshops. This program is governed by certain terms and conditions and decision of Volkswagen India in this respect shall be final.



Covered Vehicle and period of cover

The Volkswagen vehicle mentioned in the certificate with all mandatory columns filled is covered under Volkswagen India Assistance program from the date of program registration till expiry date as mentioned in the certificate.

Non Covered Events

Volkswagen Roadside Assistance is specially designed to help in events that lead to immobilization of the vehicle while it is being driven on the road. As a result, this program will not cover any of the following events that you may encounter while driving your vehicle:

- 1) Non-functional horn. However, if the horn is activated incessantly, the Services will be provided.
- 2) Faulty gauges and meters.
- 3) Air conditioning is not working.
- 4) Boot can not be opened.
- 5) Front and /or rear demisters are not working.
- 6) Damaged door glasses.
- 7) Broken Rear view mirror or rear windshield.
- 8) Sunroof can not be opened.
- 9) Sunroof can not be closed but weather conditions are fair and car is not exposed to any security risk.
- 10) Windows can not be opened or closed.
- 11) Faulty Seat adjuster.
- 12) Passenger seat belts are faulty but there are no passengers in the car.
- 13) Vehicle headlights not functional.
- 14) Illumination of warning lamps of any non-safety related lights/service warnings lights but vehicle not rendered immobilized.
- 15) Electronic Vehicle security systems, if fitted as standard equipment, are faulty but do not render it immobilized or alarm is not ringing incessantly.
- 16) ABS light lamp glows ON.
- 17) Vehicle runs out of windscreen wiper fluid.
- 18) Front wipers are faulty but weather condition is fair.
- 19) Rear windscreen wiper is faulty.
- 20) Damaged or faulty fuel caps.
- 21) Any noises or unusual sound which does not render the vehicle immobilized.
- 22) Other faults in the vehicle which do not render it immobilized but need repair at the authorized workshop.



General Exclusions

The covered vehicle shall not be entitled to the benefits of the program under any of the following situations:

- a) Vehicle is not maintained or operated as per recommendations of the owner manual.
- b) Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated in off-road activities.
- c) Any event when the driver of the vehicle is found to be in any of the situations that are indicated below:
 - 1) The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed.
 - 2) Lack of permission or corresponding license for the Covered Vehicle
- d) Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- e) Those accidents resulting from the illegitimate removal of the Covered Vehicle.
- f) Those accidents or breakdowns that are produced when the Customer or the authorized driver have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things that can be transported or the form of handling them as long as the infraction has been the determining cause of the accident or the causal event of the incident.
- g) Any vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- h) Breakdowns happening while the vehicle lacks documentation or requisites legally necessary to ply on public roads.
- i) Breakdowns caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Vehicle.
- j) Any customer history where on prior occasion any service has been misused or abused.
- k) Assistance is required during wars, riots, uprising, mass political demonstrations, strikes, acts of terrorism, earthquake, floods etc.
- l) Outstation benefits shall not be applicable for any immobilization due to minor reasons such as flat tyre or running out of fuel or lost keys etc.
- m) Outstation benefits shall be applicable to occupants of the vehicle limited to Volkswagen recommended seating capacity of the vehicle. Any coverage to livestock, pets or material in general shall be governed by the rules of the hotels or transportation agencies involved.



Adverse weather conditions

It shall be our endeavor to support the covered vehicle promptly as per the terms of the program. However, in certain adverse weather conditions such as floods, thunderstorms, heavy rains, it may become physically impossible to provide assistance. This may affect our ability and capabilities to promptly support the vehicle though it shall be our priority to support the covered vehicle by all feasible means.

Right of Refusal

In case it is found at any stage that false information has been furnished by a Customer to enroll in the program or in case the program is misused or abused, the services may be refused by India Assistance to the Customer and the Customer in such cases, shall not have any right of claim against India Assistance or Volkswagen Group Sales India Private Limited.

Disputes

Courts situated within the jurisdiction of Mumbai alone shall have the exclusive jurisdiction to settle all disputes that may arise under this service.