



VOLKSWAGEN COMMERCIAL VEHICLES ALL MECHANICAL & ELECTRICAL (AME) EXTENDED WARRANTY

1 General Terms and Conditions

- 1.1 Owner has the responsibility to provide Regular Maintenance Service records under the required intervals and vehicle must be regularly serviced at authorized workshops.
- 1.2 Authorized workshops reserve the right of using genuine refurbished parts.
- 1.3 Scania (Hong Kong) Limited reserves the right of final decision in case of dispute.

2 Warranty Transfer

- 2.1 Validity of the AME Extended 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 Scania (Hong Kong) Limited.

3 Warranty Period

- 3.1 AME (All Mechanical & Electrical) Components: The 25th to 60th month or first 500,000km (whichever comes first) since new car delivery date.
- 3.2 Parts and Accessories Warranty: Any parts or accessories purchased AND assembled or replaced in authorized workshops are entitled for a 24-months (with unlimited mileage) genuine parts warranty since the replacement date. [*not applicable to complimentary parts replaced under AME Extended Warranty.]

4 General Exclusions

- 4.1 Any services carried out by unauthorized dealer / workshop;
- 4.2 Vehicle is being modified or installed with unauthorized parts or materials;
- 4.3 All consumable and wear parts: light bulb, brake pad, brake disc, air filter, air conditioning filter, engine oil filter, fuel filter, tyre, manual gearbox clutch, shock absorber, wiper blade, etc;
- 4.4 Any vehicle fault or damage resulted from improper accordance with owner's manual, including but not limited to handling or operating the vehicle;
- 4.5 Any vehicle fault or damage resulted from natural disaster, accident, human negligence, crashing, external impact, excessive force, improper use, animal of any kind or any force majeure event;
- 4.6 Any third-party service requests, consequential losses or human injury;
- 4.7 Vehicle is not used as normal practice, such as competitions and rallies, taxi, police or military or security or emergency, daily

rental or driving school, or for any wilful, malicious actions or any usage correlated to any act that is violating the laws of Hong Kong Special Administrative Region;

- 4.8 Damage to non-covered components or any consequential damage or loss caused.

5 Subject of the AME Extended Warranty is the functionality of all mechanical and electrical components of the covered vehicle, exclusions as listed below:

- 5.1 Oxidation and corrosion damage (e.g. on exhaust system), except for the body parts which is covered under the Factory Warranty* for 12 years since the new car delivery date. [*Subject to Terms and Conditions listed in "VOLKSWAGEN COMMERCIAL VEHICLES FACTORY WARRANTY"]
- 5.2 Exhaust system, the manifold is covered but without the catalytic converter or particle filter.
- 5.3 Equipment: e.g. chrome plated parts, garnish molding, armrest, headliner, storage compartments, side panels, sun visor, cup holder, upholstery, interior equipment. This exemplary listing is not terminal.
- 5.4 Brakes and manual gearbox clutch: clutch disc, clutch pressure plate, brake lining, brake disc, brake drum, adjustments of clutch and brakes.
- 5.5 Glass, unless replacement or repair due to failure of the heating element or aerial is mandatory. The front window is excluded in any case.
- 5.6 Third-party parts: parts (e.g. accessories, technical retrofitting of any kind) that do not meet the quality standards of the manufacturer or which are not approved by the manufacturer.
- 5.7 Rubber parts: rubber gaskets on doors, trunk or car roof; axle bearing, axle suspension, axle boots, steering boots, silent blocks, silent bushes, engine mounts (except hydraulic engine mounts), stabilizer mounts, suspension arms mounts. This exemplary listing is not terminal.
- 5.8 Maintenance: service works, inspection works and care works.
- 5.9 Chassis: adjustments, corrections and adjustments works of chassis components, e.g. sliding roof and slatted roof, soft top, vehicle doors, trunk lid and bumpers; paintwork damages and rust on the chassis, water inlet respectively leaks on chassis, e.g. leaky door gaskets, sliding roof gaskets, window gaskets or convertible tops and folding tops.
- 5.10 Gaskets i.e. flat gaskets and paper seals, which are not exposed to mechanical movements. But leaks for example on



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water conducting technical devices such as the cooler, water hoses, cylinder head gaskets, radiator and the air conditioning system are covered.

- 5.11 Contamination in the fuel system, irrespective of the cause or the person of origin.
- 5.12 Wheels: tires, rims, hub cap, wheel bolt, track setting and wheel balancing (tire pressure monitoring system sensors are included).
- 5.13 Convertible top and folding tops: Inclusion possible ONLY if the damage part is mechanical and/or electrical. That means no cosmetic coverage on the upholstery (ex: stains, torn top, etc..).
- 5.14 Glass, casings and neither lamps (except xenon lamps & LED) of the headlights nor bulbs of any kind.
- 5.15 Sounds of any kind.
- 5.16 Technical additions.
- 5.17 Fill up, refill and conversion of the air conditioning system, unless the filling is in connection with an indemnifiable repair.
- 5.18 Malfunction caused from the usage of unsuitable (not approved by the manufacturer) lubricants or operating materials.
- 5.19 Malfunction caused by technical changes to the vehicle (e.g. tuning) or the assembly of OEM or accessory parts, which are not approved by the manufacturer.
- 5.20 Malfunction caused by using a part that, in itself, is clearly in need of repair, unless it can be shown that the damage is not in connection with the need for repair, or that part had been at least provisionally repaired by a professional qualified for this purpose at the time damage had incurred.
- 5.21 Damages being caused by parts that are not covered by this warranty. This also applies if the functionality of a part that is being covered by this warranty is restricted, but this part itself does not show a damage (consequential damage).
- 5.22 Parts which are not covered by this warranty, being caused by parts that are covered by this warranty. This also applies if this part is restricted in its functionality due to damage (consequential damage).
- 5.23 Parts which in case of a claim already had to be changed due to the age, the lifetime or mileage in case according to the care operations and maintenance prescribed by the manufacturer respectively that their replacement had been required to maintain the functionality respectively the driving safety of the vehicle.
- 5.24 Standard accessories: e.g. jack, fire extinguisher, breakdown triangle, first aid kit, tool set.
- 5.25 Consumables and wear parts, air filter, oil filter, spark plugs, glow plugs, v-belt and flat belt, batteries, lubricants, antifreeze, water hoses and washing water hoses, shock absorbers, screws, threaded bolts, nuts, washers, operation materials and assembly materials as well as all components that are regularly checked and/or have to be exchanged or replaced as part of the maintenance and service schedule. This exemplary listing is not terminal.
- 5.26 Hindered assembly costs which are not regulated by manufacturer guidelines.
- 5.27 Telephone or other accessories such as the trailer coupling (Car stereo, sound system, multimedia system and Sat Navs are included).
- 5.28 The vehicle being exposed to higher axle loads and trailer loads than allowed and stated from the manufacturer.
- 5.29 Loss, damage, destruction, distortion, deletion, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
- 5.30 Malfunction which has a causal interrelationship that:
 - 5.30.1 not documented respectively provable modifications on the milometer were made or that documented respectively provable modifications with indication of the particular mileage in case of a claim were not indicated.
 - 5.30.2 the product recall of the manufacturer was not considered respectively not perceived.
 - 5.30.3 the claims notification was not made immediately after occurrence and the vehicle was not brought to a garage for a repair.
 - 5.30.4 the manufacturer guidelines as prescribed in the manual have not been obeyed.

For all purposes, this English language version of this AME Extended Warranty shall be the original. In the event of any conflict between this English language version of the AME Extended Warranty and any subsequent translation into any other language, this English language version shall prevail.



福士商旅車全機電延長保用

1 一般條款及細則

- 1.1 車主有責任提供車輛依照既定間距進行定期保養服務之證明。受保之車輛必須定期到授權維修中心進行保養服務。
- 1.2 授權維修中心將保留使用原廠翻新零件之權利。
- 1.3 如有任何爭議，Scania (Hong Kong) Limited 保留最終決定權。

2 保用權益轉讓

- 2.1 此全機電延長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Scania (Hong Kong) Limited 核實方會生效。

3 保用期間

- 3.1 全機電組件：自新車交付日期起第 25 到 60 個月，或首 500,000 公里（以先到者為準）。
- 3.2 原廠零/配件保用：凡於指定之授權維修中心付費安裝或更換的零件及配件，自安裝日起計，24個月（無限里數）均享有原廠零配件保用。[*不適用於根據全機電延長保用所更換的免費零件及配件。]

4 不承保範圍

- 4.1 在非授權之維修中心作任何維修；
- 4.2 車輛被改裝或加裝非廠方指定之零件及物料；
- 4.3 損耗性零件，例如：鎢絲燈泡、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；
- 4.4 車主沒有依照車主手冊指引而導致之車輛故障或損壞，包括但不限於車輛的操作及運作；
- 4.5 因天災、意外或人為災害、車禍、外來撞擊、過分暴力、不恰當使用、任何種類的動物攻擊或任何不可抗力事件而導致故障損壞；
- 4.6 任何第三方的維修要求、相關的損失或人身傷害；
- 4.7 非一般正常用途的車輛，例如比賽和越野賽、出租車、警察或軍事或安全或緊急情況、日常租賃或駕駛學校，

或用作任何蓄意及惡意的行為，或用途與任何違反香港特別行政區法律的行為有關；

- 4.8 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。

5 全機電延長保用的對象是被保障車輛的所有機電組件之功能，以下所列除外：

- 5.1 氧化和腐蝕損壞（例如排氣系統上的損壞），但自新車交付之日起12年的原廠保用*所覆蓋的車身部件除外。[*根據「福士商旅車原廠保用」中列出的條款和細則]
- 5.2 排氣系統。排氣歧管屬保障範圍內，但不包括催化轉換器或微粒過濾器。
- 5.3 設備：鍍鉻零件、裝飾條、扶手、頂飾、儲物箱、側板、遮陽板、杯架、車內裝潢、車內設備。上述示例清單並非詳盡。
- 5.4 煞車（制動器）及手動變速箱離合器：離合器盤、離合器壓盤、剎車皮、剎車碟、制動鼓，以及離合器和制動器的調校。
- 5.5 玻璃（除非由於加熱元件或天線故障而必須更換或修理）。在任何情況下，前窗不屬於保障範圍之內。
- 5.6 第三方零件：不符合原廠質量標準或未經原廠認可的零件（例如：任何形式的配件及技術改裝）。
- 5.7 橡膠零件：門、行李箱或車頂上的橡膠墊圈；軸承、軸懸架、輪軸防塵套、轉向防塵套、消音墊、消音襯套、引擎膠墊（液壓引擎膠墊除外）、平衡桿膠墊、懸掛臂膠墊。上述示例清單並非詳盡。
- 5.8 保養：維護工作、檢查工作和保養工作。
- 5.9 底盤：底盤部件的調校、修正和調整工作，例如滑動天窗及板條式車頂、軟頂、車門、行李箱蓋和保險槓；底盤的油漆損壞和鏽蝕，及底盤上的漏水，如門墊圈、滑動天窗墊圈、車窗墊圈、敞篷車頂或可折疊車頂出現漏水。
- 5.10 墊片，即不暴露於機械運動的平墊片和紙質密封墊。然而，有關冷卻器、水管、汽缸蓋墊片、散熱器和空調系統之類的導水設備的漏水則屬保障範圍內。
- 5.11 燃油系統中的污染，不論原因或來源。
- 5.12 車輪：輪胎、輪圈、輪殼蓋、車輪螺絲、四輪定位 及車輪平衡（輪胎壓力監測系統傳感器則屬保障範圍內）。



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- 5.13 敞篷車頂或可折疊車頂：僅當損壞部分為機械和 / 或電器部件時，方包括在保障範圍內。這表示車內裝潢的表面損害（如污漬、頂部破損等）不在保障範圍內。
- 5.14 汽車頭燈玻璃、外殼、車燈（氙氣燈和LED除外）及任何款式的燈泡。
- 5.15 任何聲響。
- 5.16 技術加裝。
- 5.17 冷氣系統的補充、填充和改裝，除非有關填補與保障範圍內的維修相關。
- 5.18 因使用不合適（未經原廠認可）的潤滑油或操作材料而引起的故障。
- 5.19 因對車輛進行未經原廠認可的技術改裝（例如電腦調校）或OEM零件或配件組裝而引起的故障。
- 5.20 因使用本身顯然需要維修的零件而引起的故障，除非可以證明損壞與該維修需求無關，或在損壞發生時該零件已經由特定的合格專業人員至少進行了臨時維修。
- 5.21 由不在本保用覆蓋範圍內的零件造成的損壞。如保用覆蓋範圍內的零件之功能受到限制，而零件本身未有顯示損壞（間接損壞），則亦適用。
- 5.22 由保用範圍內的零件所導致的範圍外零件之損壞。如該零件因損壞（間接損壞）而導致其功能受限制，則亦適用。
- 5.23 根據原廠訂明的保養操作和維護規定，因應使用年期、使用壽命或行駛里程而必須更換，以保持車輛的功能性和行駛安全性的零件。
- 5.24 標準配件：例如千斤頂、滅火器、停車三角警示牌、急救箱和工具箱。
- 5.25 消耗品和損耗件、空氣過濾器、機油濾清器、火嘴、電熱塞、引擎皮帶及正時皮帶、電池、潤滑劑、防凍劑、水管和清洗水管、避震器、螺釘、螺絲、螺母、墊圈、操作及裝配材料，以及作為定期保養一部分而定期檢查及 / 或須更換或替換的所有部件。上述示例清單並非詳盡。
- 5.26 不受原廠指引約束的隱性組裝費用。
- 5.27 電話或其他如掛車連接器的配件（包括汽車音響、音響系統、多媒體系統和衛星導航系統）。
- 5.28 車輛承受的軸載荷和掛車載荷高於原廠允許和規定的水平。
- 5.29 由於任何原因（包括但不限於電腦病毒）而造成的電子數據丟失、損壞、破壞、扭曲、刪除、破損或更改，或其產生的使用損失、功能減少、成本及任何性質的費用，不論任何其他原因或事件是否同時或以任何其他順序導致損失。
- 5.30 具有因果關聯性的故障：
- 5.30.1 對計程錶進行了沒有文件記錄且不能證明的修改，或在提出保修時有關文件記錄未有指明具體行駛里程。
- 5.30.2 未有考慮或察覺原廠的產品回收。
- 5.30.3 車輛故障時沒有即時提出保修要求，並且沒有將車輛帶到授權維修中心進行修理。
- 5.30.4 並未遵守車主手冊中規定的原廠指引。

本《全機電延長保用》的英文版應為原版。如果本《全機電延長保用》的英語版本與隨後的任何其他語言譯本有歧異，則以該英語版本為準。