



Das Auto.

Maintenance Information

SAGA Communication

Number: VWM-14-04

**Subject: Volkswagen Carefree Maintenance Program –
VW e-Golf Model Year 2015 and Newer**

Date: June 25, 2014

This document conveys
Volkswagen SAGA information.

This communication contains important information and SAGA claim entry requirements for the Volkswagen Carefree Maintenance Program for the Model Year 2015 and newer VW e-Golf.

Scheduled Maintenance Interval - 10,000 miles or one year from the original vehicle in-service date, whichever occurs first (Applicable for the MY 2015 and newer VW e-Golf.)

SAGA Claim Information

Claim Type	1MA	Maintenance claim after delivery
Service Number	0311	Maintenance 10,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	444	
Labor Operation	03 11 00 **	Maintenance 10,000 miles, select as causal

** Refer to ElsaPro for details.

Note: There will be no reimbursement by Volkswagen for the usage of shop supplies or for fluid top off associated with the Carefree Maintenance Program.

Scheduled Maintenance Interval Details

Refer to *ServiceNet > Owner's Manual and Maintenance > Maintenance Cards* for scheduled maintenance interval details.

Scheduled Maintenance End Date and End Mileage

The **10,000 mile (10K)** scheduled maintenance is the only scheduled maintenance interval covered under the Carefree Maintenance program for the **MY 2015 and newer** VW e-Golf. Claims for that scheduled maintenance interval will be paid in SAGA up to 15 months or 15,000 miles, whichever occurs first. This does not in any way change the length or terms of the New Vehicle Limited Warranty.

Claim Administration Fee

A claim administration fee does not apply for the MY 2015 and newer VW e-Golf.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.