



# Warranty Information

**SAGA Communication**

**Number: VWS-12-04**

**Subject: Carefree Maintenance Program Duplicate Claims –  
REVISED**

**Date: Nov. 13, 2012**

This document conveys  
Volkswagen SAGA information.

This communication contains important information regarding submission of duplicate claims for the Volkswagen Carefree Maintenance Program.

Under the Carefree Maintenance Program, the Courtesy Vehicle Check and each scheduled maintenance service can only be claimed once per VIN. Duplicate claims are subject to cancellation.

It is the Dealer's responsibility to verify that a vehicle qualifies for Carefree Maintenance service prior to performing any work.

## Claim Cancellation Avoidance

Resource information, such as ElsaWeb, the *Warranty and Maintenance* booklet, SAGA Communication VWS-11-06, or the Warranty Helpline, should be utilized to avoid performing and/or claiming duplicate Carefree Maintenance services. Duplicate Carefree Maintenance services are not reimbursable.

## ElsaWeb

ElsaWeb will only display repair history for a service or repair that has already been claimed in SAGA. If a Dealer has performed a Carefree Maintenance service but has not yet submitted the claim, ElsaWeb will not display the information. It is important to submit all maintenance claims upon completion of the service to ensure that ElsaWeb reflects current and accurate information. To check the service history of a vehicle on ElsaWeb:

- Enter the VIN in the Vehicle Selection screen
- Select Service History from the menu
- Search for any previously performed maintenance services such as: Courtesy Vehicle Check, 10K, 20K and 30K services

The service history will be displayed as in the screen shot below.



# Warranty Information

ElsaWeb

File Job Functions Infomedia Feedback Preferences Warning Help

1K22S3 Jetta 2.5 Trend 125 A6F CBUA JGL

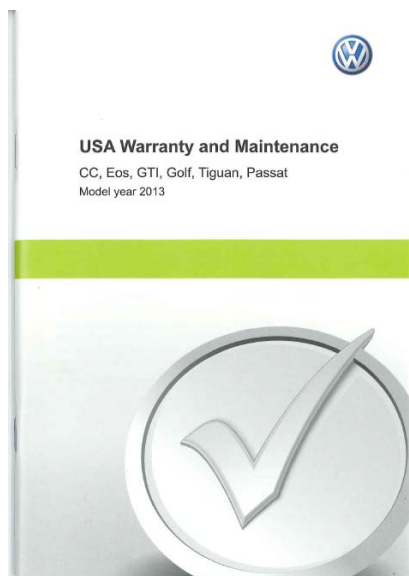
Vehicle-Specific Notes  
 Vehicle Data  
 Service History  
 Campaigns/Actions  
 Customer Data  
 Radio Code

Invoice	Repair Order Date:	Mileage:	Repair OrderNo.:	InvoiceNo.:	Dealer number	Claim type	Part ID	Comments
4						1MA	0330	Warranty/Goodwill
<b>Serial No.</b>	<b>Labor Operation</b>	<b>Description</b>	<b>Maintenance</b>	<b>Paint</b>	<b>Casual Package</b>	<b>Part</b>		
1	01400050	Brake fluid service .				0		
2	03300083	Maintenance 30000 mls/48000 km .				1	0	
<b>Serial No.</b>	<b>Parts Item</b>	<b>Description</b>	<b>Quantity</b>	<b>Factory Code</b>	<b>Factory TG Order</b>	<b>Casual Part</b>	<b>Package</b>	
1	06D115562	Filterelem	1.00			0		
2	N 90813202	Screw	3.00			0		
3	B 000750M2	Brakefluid	5.00			0		
4	G 05216750	Engine oil	63.00			0		
5								
6								

## Warranty and Maintenance booklet

Stamping the *Warranty and Maintenance* booklet upon completion of a maintenance service is **required by policy** and can be useful in verifying vehicle eligibility for scheduled Carefree Maintenance services. Checking for a stamped booklet can identify that a service has already been performed even when the performing dealer has not yet submitted their warranty claim.

- Failure to stamp the booklet may result in non-payment of a Carefree Maintenance service per Policy 3.32.2.
- Should the Dealer find that the customer does not have their booklet, the Dealer should provide a new one, stamping the current service performed



**Service at 10,000 miles (Included in the Volkswagen Carefree Maintenance Program)**

Service at 10,000 miles or one year from vehicle in-service date, whichever occurs first.

- AdBlue® fluid: Check and add if necessary (Passat 2.0L TDI engine only)
- Brake pads: Check thickness and brake disc condition. Look for contact pattern and corrosion of brake discs (front and rear)
- Engine: Change oil and replace oil filter
- Rear window: Check cleaning nozzle functionality (if applicable)
- Service interval display: Reset
- Service sticker: Enter the date of the next service on the service sticker and apply to the driver's side-door pillar
- Tires: Rotate front to rear
- Windshield washer, headlight cleaning system, and wiper blades: Check for damage and function. Check fluid level and add if necessary

Next Service:	
Date: .....	
Miles: .....	
whichever occurs first	
Today's date and Volkswagen Dealer stamp	



# Warranty Information

---

## **SAGA Communication VWS-11-06 Regularly Scheduled Maintenance Interval Time or Mileage Guidelines**

This communication is located on WISE > Bulletins & Communications > Communications > SAGA Communications and applies to all models 2009 and newer (except Routan).

The guidelines should be used to determine which maintenance service a vehicle may be eligible for based on mileage or months-in-service. In summary:

- Vehicles must fall within New Vehicle Limited Warranty (3 Years/36,000 miles, whichever occurs first)
- Dealers should perform the most applicable service for which the vehicle is eligible even if it means that the customer will miss an earlier service
- Missed Carefree Maintenance services cannot be made-up later
- Eligibility for a specific maintenance service is based on either mileage or months-in-service, allowing for high mileage/low-time and low mileage/high-time vehicles

## **The Warranty Helpline**

The Warranty Helpline may be contacted if there are any questions regarding the most applicable service for which the vehicle is eligible when using the guidelines provided in SAGA Communication VWS-11-06.

The Helpline may also assist Dealers by updating or correcting an existing claim.

- Parts or labor changes
- Mileage errors
- Incorrect service submitted

## **Claim Cancellations**

Duplicate maintenance claims that process through SAGA will be cancelled either by a Warranty Support Specialist or by a SAGA-generated cancellation. SAGA periodically runs an automated search and debits any duplicate maintenance entries.

Should the cancellation be made by a Warranty Support Specialist, claim comments will be available advising the dealer why the cancellation was necessary.

When claims are cancelled by SAGA, comments will not be provided because it is a system-generated cancellation.

Should there be any question as to why a system-generated claim cancellation occurred, Dealers should refer to the repair history either in ElsaWeb (as explained above) or in SAGA by opening the claim in question and double-clicking on the *Number of claims in history* field.

Please refer to the example below of a SAGA-generated claim cancellation.



# Warranty Information

## Example of a SAGA-Generated Claim Cancellation

Process.	Conf.	Dealer	Claim-No.	Entry date	Cancelled	Claim value	Credit note	Claim type	Service number	Vehicle ID no.	Processing step
				04/17/2012	07/03/2012/DMS USER	91.50	0.00	1-MA	0308	2090	Cancelled

Process.	Conf.	Dealer	Claim-No.	Entry date	Cancelled	Claim value	Credit note	Claim type	Service number	Vehicle ID no.	Processing step
				04/17/2012	07/03/2012/DMS USER						

SAGA/2 - Vehicle data

Vehicle ID no. VIN

Vehicle basic data | Vehicle primary properties | Damage history | Driver informations

Comparison mode off | Open claim | Dealer to importer  | Importer to manufacturer

Importer	Retailer	Claim no.	Claim type	Customer no.	Damage type	Damage location	Workshop code	Repair date	km/miles	Claim value	Processing stage
USA-444	Dealer Code and claim number	1-MA	0308	0055				Repair Complete date	mileage	value	USD Cancelled
USA-444		7-10	Service #	0099							USD Claim authorised
USA-444		7-10		0099							USD Claim authorised
USA-444		1-MA	0308	0055							USD Claim credited by importer

Next selection

- Claim: USA-444 | Dealer code and claim number | 0308 | 0055 |
  - Shipping data claim number
    - DMS :
    - CARPORT:
    - Sparepart
      - 7B0 115 562 | 1.00 Each | FILTER ELEMENT WITH GASKET
      - G 052 530 50 | 60.00 Each | ENGINE OIL
      - Labouroperation
        - 03 08 00 00 | 50 Claimed TU | Maintenance 8000 mls/12000 km . |

## Frequently Asked Questions:

### 1. Are Carefree Maintenance services available on a Canadian vehicle?

No. Carefree maintenance is a US-only program applicable only to vehicle model years 2009 and newer sold in the United States.

### 2. What will happen if the same maintenance service is claimed more than once?

The same maintenance service cannot be claimed twice and any duplicate claims will be cancelled.



# Warranty Information

---

## 3. If a duplicate maintenance claim is cancelled, can I resubmit under Goodwill?

Should a duplicate maintenance claim be cancelled, the claim may not be resubmitted under Goodwill as per guidelines stated in *VWG-12-01 Customer Loyalty Assistance Program* located in the Resource Center on WISE.

## 4. If I forget to add the pollen filter to my warranty claim for a 20K service, can I file a second claim line for just the pollen filter?

No. When a maintenance service includes more than just an oil change, for example brake flush or pollen filter, only one warranty claim line should be submitted in SAGA. Multiple claim lines for the same service are considered duplicate and will be cancelled.

## 5. What if I've forgotten to claim something or need to make an update to a service?

Should an item be accidentally left off a warranty claim in SAGA (part or labor), the original warranty claim should be updated. Dealers should not submit a second warranty claim.

## 6. What if I feel that our dealership isn't responsible for the duplication and wish to dispute the cancellation?

It is the Dealer's responsibility to resolve any disputes between the dealerships involved. Warranty cannot assist in resolving these disputes.

## 7. Is there any way Volkswagen can make an exception for a maintenance for a vehicle that is outside of the New Vehicle Limited Warranty (NVLW)?

**Yes.** The 30K maintenance can be **performed** up to 39 months-in-service as long as the vehicle's mileage has not exceeded 36,000. (Effective as of 10/18/12 claim reception date)

**As always, maintenance claims should be submitted in SAGA as soon as possible after the maintenance is completed to avoid potential claim duplication.**