



# Warranty Information

**SAGA Communication**

**Number: VWS-12-05**

**Subject: Claim Processing for the Volkswagen DoubleCheck**

**Date: Nov. 21, 2012**

This document conveys Volkswagen SAGA information.

## Volkswagen DoubleCheck

Volkswagen has re-defined the *Courtesy Vehicle Check* and re-named it to the Volkswagen DoubleCheck. From the SAGA claim information perspective there are no changes (see the table below). There are, however, changes to the claim submission time and mileage limitations. Effective with claim reception date of December 1, 2012, claims for the 30-day Volkswagen DoubleCheck must be submitted in SAGA within 90 days of the vehicle's in-service date, regardless of mileage. The Volkswagen DoubleCheck may only be claimed once per VIN.

**Note:** Claims processed within the time and mileage limits of the Courtesy Vehicle Check (6 months or 6,000 miles, whichever occurs first, from the vehicle's in-service date) will be accepted in SAGA through claim reception date of November 30, 2012 after which the limitations described above for the Volkswagen DoubleCheck will apply

Claim Type	1MA	Maintenance claim after delivery
Service Number	0110	Volkswagen DoubleCheck (formerly Courtesy Vehicle Check)
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	01 10 00 00	Courtesy Vehicle Check, 50 time units, <b>select as causal</b>

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

The appropriate Warranty communications will be updated shortly to reflect this change.

## Questions

For any questions regarding this communication, please contact the Warranty Helpline at 866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).