



Das Auto.

# Maintenance Information

**SAGA Communication**

**Number: VWM-14-06**

**Subject: Volkswagen Care Maintenance Plans Claim Coding (Volkswagen Care and Volkswagen Care Plus) e-Golf Only**

**Date: Nov. 3, 2014**

This document conveys Volkswagen SAGA information.

## Claim Type for Volkswagen Care Maintenance Plans – e Golf Only

Claim type **S10** must be used for all e-Golf Volkswagen Care (20K/30K) and Volkswagen Care Plus (40K/50K) maintenance claims submitted in SAGA. **Note: Volkswagen Carefree Maintenance claims will continue to be coded to claim type 1MA.**

### Effective Date

Claim type **S10** is active in SAGA as of Nov. 3, 2014 reception date.

### Eligible Vehicles

Eligible vehicles are identified in the Enhanced Coverage section of ElsaPro (similar to CPO or Warranty Extension vehicles) with the Coverage Type

- ▶ UVW CARE for 20K/30K contracts **OR**
- ▶ UVW CARE PLUS for 40K/50K contracts

## SAGA Claim Coding – eGolf Only

<b>SAGA Coding for Volkswagen Care Maintenance Plan Claims – eGolf Only</b>	
Claim Type	S10
Service Number	Refer to ElsaPro
Damage Code	0055
Damage Location	Blank
Part Manufacturer Code	444
Labor Operation	Refer to ElsaPro, <b>select as causal</b>
Material (Part numbers)	Refer to ETKA

- ▶ **Labor will be reimbursed at 100% of the Dealer's Warranty Labor Rate**
- ▶ Refer to *ServiceNet > Owner's Manual and Maintenance > Maintenance Cards* for scheduled maintenance interval details
- ▶ All parts and labor must be submitted on one claim line
- ▶ There is no reimbursement by Volkswagen for the usage of shop supplies or for fluid top off associated with Volkswagen Care Maintenance Plan claims

### Questions

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