



# Warranty Information

**SAGA Communication**

**Number: VWS-11-06**

**Subject: Regularly Scheduled Maintenance Interval Time or Mileage Guidelines – All Vehicles Except Routan – REVISED**

**Date: Nov. 13, 2012**

This document conveys Volkswagen SAGA information.

The Volkswagen Customer Experience Team has monitored the claims processed through the Carefree Maintenance (CFM) program from its inception. Their findings reveal that, in many cases, the first maintenance interval service (10K) has been claimed multiple times while subsequent maintenance interval services (20K and 30K), although being performed for the customer, have been submitted erroneously.

It is crucial that Volkswagen of America receives accurate claim coding information regarding the Carefree Maintenance (CFM) Program. Accurate claim data enables Volkswagen to assist Dealers to improve their CFM penetration and customer return rates. In addition, it allows VWoA to assess the perceived benefits of the program to our customers.

To assist Dealer Service Departments in determining the most appropriate service number and maintenance interval to use, Volkswagen has established the following guidelines.

## REGULARLY SCHEDULED MAINTENANCE INTERVAL TIME OR MILEAGE GUIDELINES ALL 2009 MY AND NEWER VEHICLES (EXCEPT ROUTAN)

Service Number	Maint. Interval	Maintenance Interval Description	Mileage Range		Vehicle Months-in-Service Range	
			Minimum	Maximum	Minimum	Maximum
0311	10 K	1 year or 10,000 miles, whichever occurs first, from the original vehicle in-service date	100	15,000	4	15
0321	20 K	20,000 miles or 1 year from the previous maintenance date, whichever occurs first	15,001	25,000	8	27
0330	30 K	30,000 miles or up to 1 year from the previous maintenance date*, whichever occurs first	25,001	36,000	12	39*

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

Volkswagen Warranty will support the Customer Experience Team's objectives by implementing SAGA logical edits that will require Dealer review of a non-Routan Carefree Maintenance claim when the claim falls outside of the guidelines shown above. If, upon review, the Dealer confirms that a legitimate claim should be submitted, the Dealer must contact the Warranty Helpline at 866-306-8447 to assist in processing the claim.



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## Effective Date

SAGA logical edits will be activated beginning July 5, 2011.

## Important Information

As a reminder, Volkswagen's warranty policy identifies several factors to consider when performing a maintenance interval:

1. Each maintenance service will be paid by Volkswagen one time only (refer to ElsaWeb for service history); disputes between Dealers must be settled between the two service departments involved.
2. The vehicle's eligibility for Carefree Maintenance must be verified by reviewing the maintenance section of the Warranty and Maintenance booklet, the vehicle's Service History in ElsaWeb, and the model and model year of the vehicle.
3. If a maintenance service is missed, it need not be "picked up" later. Reimbursement for a missed service will not be provided.
4. Volkswagen Dealers should perform the most appropriate service upon considering the vehicle's months-in-service and mileage driven.

For additional information, and to review the Carefree Maintenance policy in its entirety, please refer to the Volkswagen Warranty Policies and Procedures Manual, Section 3.32.2.

## Questions

For additional questions regarding these Carefree Maintenance guidelines, contact the Warranty Helpline at 866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).