



Warranty Information

General Communication

Number: VWC-09-11

Subject: Volkswagen Carefree Maintenance Program – Gasoline Engines (Except Routan) - REVISED (US Dealers)

Date: Nov. 1, 2012

This document conveys Volkswagen Warranty general information.

Effective Date: SAGA Claim Submission Dates beginning January 9, 2010

This communication contains important information and SAGA claim entry requirements for the Volkswagen Carefree Maintenance Program for all VW models with Gasoline Engines **except Routan** due to the VW Castrol Oil Program (VCOP). **Separate communications are published for the Routan and diesel engines.**

Courtesy Vehicle Check

Customers have up to 90 days or 6,000 miles, whichever occurs first, from the original vehicle in-service date, to return to an authorized Volkswagen dealer to have their vehicle checked one time only at no charge and to review vehicle features if necessary.

Refer to Technical Bulletin Instance Number 2017826 Courtesy Vehicle Check for the specific technical checking procedures.

SAGA Claim Information

Claim Type	1MA	Maintenance claim after delivery
Service Number	0110	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, select as causal

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

Scheduled Maintenance Interval Details

Refer to *ServiceNet > Library > Maintenance > Maintenance Cards > Schedules* for scheduled maintenance interval details.



Warranty Information

Scheduled Maintenance Interval - One year or 10,000 miles, whichever occurs first

Applicable for all MY 2009 and greater Volkswagen models equipped with Gasoline Engines, except Routan.

SAGA Claim Information (All parts and labor must be submitted on one claim line)

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	TX2	
Labor Operation	03 11 00 **	Maintenance 10,000 miles, select as causal
Material (Part No.)	#	Oil Filter
Material (Part No.) VCOP Participating Dealers	G 052167S0^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855
Outside Material (Spare Part No.) VCOP Non-Participating Dealers	SYNGOIL^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855

** Refer to ElsaWeb for details. Coding may vary by model or engine.

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > Maintenance Manual for appropriate quantities.

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.

Part pricing for gasoline engine oil reimbursement will be based on tenth (1/10) of a quart quantities (quantity of 1 = 0.1 quart, quantity of 10 = 1 quart).



Warranty Information

Scheduled Maintenance Interval - Two years or 20,000 miles, whichever occurs first

Applicable for all MY 2009 and greater Volkswagen models equipped with Gasoline Engines, except Routan.

SAGA Claim Information (All parts and labor must be submitted on one claim line)

Claim Type	1MA	Maintenance claim after delivery
Service Number	0321	Maintenance 20,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	03 21 00 **	Maintenance 20,000 miles, select as causal
Labor Operation	85 18 19 **	Replace dust and pollen filter (all models except New Beetle/New Beetle Convertible)
Labor Operation	01 40 00 **	Replace brake fluid (MY 2009 – 2011 New Beetle/New Beetle Convertible only)
Material (Part No.)	#	Oil Filter
Material (Part No.) VCOP Participating Dealers	G 052167S0^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855
Outside Material (Spare Part No.) VCOP Non-Participating Dealers	SYNGOIL^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855
Material (Part No.)	#	Dust and Pollen Filter (all models except New Beetle/New Beetle Convertible)
Material (Part No.)	B 000750M2	Brake Fluid (New Beetle/New Beetle Convertible only)

** Refer to ElsaWeb for details. Coding may vary by model or engine.

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > Maintenance Manual for appropriate quantities.

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.

Part pricing for gasoline engine oil reimbursement will be based on tenth (1/10) of a quart quantities (quantity of 1 = 0.1 quart, quantity of 10 = 1 quart).



Warranty Information

Scheduled Maintenance Interval - Three years or 30,000 miles, whichever occurs first
Applicable for all MY 2009 and greater Volkswagen models equipped with Gasoline Engines, **except Routan.**

SAGA Claim Information (All parts and labor must be submitted on one claim line)

Claim Type	1MA	Maintenance claim after delivery
Service Number	0330	Maintenance 30,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	03 30 00 **	Maintenance 30,000 miles, select as causal
Labor Operation	01 40 00 **	Replace brake fluid (all models except MY 2009 – 2011 New Beetle/New Beetle Convertible)
Material (Part No.)	#	Oil Filter
Material (Part No.) VCOP Participating Dealers	G 052167S0^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855
Outside Material (Spare Part No.) VCOP Non-Participating Dealers	SYNGOIL^	GAS ENGINES require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 502.00, see Technical Bulletin Instance 2012855
Material (Part No.)	B 000750M2	Brake Fluid (all models except New Beetle/New Beetle Convertible)

** Refer to ElsaWeb for details. Coding may vary by model or engine.

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > Maintenance Manual for appropriate quantities.

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.

Part pricing for gasoline engine oil reimbursement will be based on tenth (1/10) of a quart quantities (quantity of 1 = 0.1 quart, quantity of 10 = 1 quart).



Warranty Information

Scheduled Maintenance End Date and End Mileage

Any scheduled maintenance claim for a service completed after 3 years or 36,000 miles, whichever occurs first, from the original vehicle in-service date will not be accepted by SAGA.

Claim Administration Fee

On a monthly basis, Volkswagen will verify the number of scheduled maintenance claims processed through SAGA under the Carefree Maintenance Program and charge the dealer's parts account \$15 per claim for all VW models except Routan.

The reports providing the details of the claim administration fees will be located on the VWHub on the Service tab under MY Dealership Reports & Publications.