



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-22

**Subject: Section 3.30.2 Volkswagen Carefree Maintenance
Policy Modifications
(US Dealers)**

Date: Sept. 27, 2013

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

As announced by the attached *Volkswagen Dealership Communication* dated September 25, 2013, Volkswagen Carefree Maintenance is not applicable for Model Years 2013 and 2014 Routan vehicles.

The following paragraphs of section 3.30.2 *Volkswagen Carefree Maintenance* of the *Volkswagen Warranty Policies and Procedures Manual* are amended as follows:

Model Year 2014 Vehicles

- ▶ Coverage includes the manufacturer's required scheduled maintenance services listed in the maintenance section of the *Warranty and Maintenance* booklet for:
 - 27 months or 24,000 miles, whichever occurs first, from the vehicle's in-service date for all vehicles except Routan
 - Model Year 2014 Routan vehicles are not eligible for Carefree Maintenance

Model Year 2013 Vehicles

- ▶ Coverage includes the manufacturer's required scheduled maintenance services listed in the maintenance section of the *Warranty and Maintenance* booklet for:
 - 39 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date for all vehicles except Routan
 - Model Year 2013 Routan vehicles are not eligible for Carefree Maintenance

Model Year 2009 – 2012 Vehicles

- ▶ Coverage includes the manufacturer's required scheduled maintenance services listed in the maintenance section of the *Warranty and Maintenance* booklet for:
 - 39 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date for all vehicles except Routan
 - 3 years or 36,000 miles, whichever occurs first, from the vehicle's in-service date for Routan

All other provisions of section 3.30.2 are unchanged and remain in effect. These policy modifications are effective immediately and will be incorporated into the next revision of the *Manual*.

Questions

For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



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VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers and Department Managers**

Frank Trivieri Name
EVP Sales Title

Subject: **Carefree Maintenance on 2013 and 2014 MY Routan Vehicles**

VW Brand Department
September 25, 2013 Date

As you are aware, back on December 21, 2012 we announced that 2012 was last year Volkswagen would offer the Routan for retail sale. At that time, we also told you Volkswagen of America (VWoA) will continue to build a limited quantity of Routan vehicles for use within our company fleet. The first of these vehicles will soon appear for sale on Volkswagen Direct and dealerships will have the opportunity to purchase them, in a similar manner as many dealerships now purchase our other used VWoA company vehicles.

However, we want to make you aware that any used 2013 or 2014 Routan model you acquire through Volkswagen Direct, or by any other means, will NOT include Carefree Maintenance.

It is very important that you also communicate this information to any prospective retail customer who may consider purchasing one of these vehicles. In addition to this letter, we will provide an update in the owners' manual of each Routan and all VWoA technical service resources and consumer materials will also reflect this information. If you choose to purchase one of these used Routan units for sale as a used vehicle, we suggest you also review any dealership materials you may have created that contain information about Carefree Maintenance, to ensure that 2013 and 2014 model year Routan vehicles are excluded.

Please share this letter with members of your Sales and Service team who could benefit from knowing this information.

Sincerely,

Frank Trivieri,
Executive Vice-President, Sales