Warranty Information

Policies and Procedures Bulletin **Number: VWP-13-06**

Subject: Carefree Maintenance – Increase in the Dealership Participation Fee (US Dealers)

Date: Mar. 18, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

This bulletin updates the *Warranty Policies and Procedures Manual* to be in alignment with the Volkswagen Dealership Communication entitled *Carefree Maintenance – Increase in the Dealership Participation Fee* dated December 18, 2012 from Don Stephenson, Director, Volkswagen After Sales.

Volkswagen Carefree Maintenance:

- Applies exclusively to 2009 - 2013 model year 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
- An administrative fee to the Dealership associated with each manufacturer required scheduled maintenance interval claim will be charged to the Dealership's Parts Account as follows:
  - For all vehicles except Routan: $21.00
  - Routan: $10.50

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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