

Maintenance Information

SAGA Communication

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

Number: VWM-14-06

Date: Nov. 3, 2014

This document conveys Volkswagen SAGA information.

Claim Type for Volkswagen Care Maintenance Plans – e Golf Only

Claim type <u>S10</u> 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 <u>S10</u> 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 <u>OR</u>
- UVW CARE PLUS for 40K/50K contracts

SAGA Claim Coding – eGolf Only

SAGA Coding for Volkswagen Care Maintenance Plan Claims – eGolf Only	
Claim Type	S10
Service Number	Refer to ElsaPro
Damage Code	0055
Damage Location	Blank
Part Manufacturer Code	444
Labor Operation	Refer to ElsaPro, select as causal
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 <u>warranty.helpline@vw.com</u>.

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