



# Warranty Information

**SAGA Communication**

**Number: VWS-14-02**

**Subject: Loaner/Rental Reimbursement Support for Transmission Oil Cooler (38B9) Recall**

**Date: Apr. 14, 2014**

This document conveys Volkswagen SAGA information.

This communication contains important information regarding Loaner/Rental vehicle reimbursement support for VW customers affected by the Transmission Oil Cooler (38B9) Recall.

## **Summary**

Until further notice, Volkswagen will reimburse up to \$35 per day to provide customers affected by the 38B9 Recall with a loaner or rental vehicle while their existing vehicle is being repaired. The \$35 per day reimbursement amount applies to existing VW Customer Mobility vehicles or a rental car, preferably a VW model.

## **Effective Date**

Vehicle Reception Date beginning April 14, 2014.

## **Models Covered**

2014 model year Volkswagen vehicles affected by the Transmission Oil Cooler (38B9) Recall.

## **Qualifying Loaner/Rental Vehicles**

Every effort should be made by the Dealer to provide the customer with an appropriate Volkswagen loaner or rental vehicle. When this is not possible, however, the Dealer will be reimbursed \$35 per day for providing the customer a Non-Volkswagen vehicle for this Recall repair.

- ▶ Used Volkswagens and CPO vehicles are not eligible as loaners.

## **SAGA Claim Information for the Loaner/Rental Vehicle Reimbursement**

A new claim line must be added to the repair order and a signed Loaner/Rental Agreement must be attached. The VIN of the loaner or rental vehicle that has been provided to the customer, followed by the code 38B9, must be entered in the beginning of the "Comments" field in the SAGA claim. Use the following claim procedure:



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## Loaner/Rental Vehicle Reimbursement Support for Transmission Oil Cooler Recall

Claim Type	1SP	Warranty Special Claim
Service Number	LOAN	Loaner Vehicle
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	444	
Outside Labor Operation*	Loan10D1	Volkswagen 1 day
Outside Labor Operation*	Loan10D2	Volkswagen 2 day
Outside Labor Operation*	Loan10D3	Volkswagen 3 day
Outside Labor Operation*	Loan10D4	Volkswagen 4 day
Outside Labor Operation*	Loan10D5	Volkswagen 5 day
Outside Labor Operation*	Loan10D6	Volkswagen 6 day
Outside Labor Operation*	Loan10D7	Volkswagen 7 day
Outside Labor Operation*	Loan10D8	Volkswagen 8 day
Outside Labor Operation*	Loan10D9	Volkswagen 9 day
Outside Labor Operation*	Loan10DA	Volkswagen 10 day
Outside Labor Operation*	Loan10DB	Volkswagen over 10 days
Causal Indicator	Select Outside Labor Operation	

**\*Note:** Select only one Outside Labor Operation for the loaner/rental vehicle reimbursement. The Outside Labor Operation choices are listed for reference.

## Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).