



Das Auto.

Maintenance Information

SAGA Communication

Number: VWM-14-05

**Subject: Volkswagen Care Maintenance Plans Claim Coding
(Volkswagen Care and Volkswagen Care Plus)**

Date: Aug 7, 2014

This document conveys
Volkswagen SAGA information.

New Claim Type for Volkswagen Care Maintenance Plans

Claim type S12 must be used for all 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 S12 is active in SAGA as of July 1, 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 OR
- ▶ UVW CARE PLUS for 40K/50K contracts

SAGA Claim Coding

SAGA Coding for Volkswagen Care Maintenance Plan Claims	
Claim Type	S12
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

- ▶ 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



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How Will the Volkswagen Care Labor Rate Adjustment Appear on SAGA Maintenance Claims?

As stated in the *Volkswagen Care Program Terms and Conditions*,

“Labor incurred in connection with maintenance covered by a Volkswagen Care plan will be reimbursed at the “Volkswagen Care Labor Rate,” which will be an amount equal to one-half (½) of the Dealer’s approved hourly warranty labor rate. Repair time will be based on the Suggested Repair Time designated in VWoA’s ELSA for the services that are to be performed for the maintenance interval.”

An example of the Volkswagen Care Labor Rate calculation is shown below.

Volkswagen Care Labor Rate Adjustment Example

In the example below, the Dealer’s approved hourly warranty labor rate is \$71.00. The repair time is equal to 150 time units. As in other claims, the claimed time units (*Claimed TU*) and calculated time units (*Calculated TU*) on the **Labour/Material** tab are populated based on the labor operation (LO Number) entered. For Volkswagen Care Maintenance Plan claims the *Amount* and *Calculated amount* values **are automatically adjusted** based on the following formula:

Dealer’s approved hourly warranty labor rate x one-half (1/2) x time units = *Amount* and *Calculated amount*

$$\begin{array}{ccccccc} \downarrow & & \downarrow & & \downarrow & & \downarrow \\ \$71.00 & \times & \frac{1}{2} & \times & 150 \text{ TU} & = & \$53.25 \end{array}$$

Outside labour/material	Claim values	Credit Note information	* Comment	Claim state	Changes	* Criteria	Driver information	
Vehicle information	Claim Control	Contract data	Damage information	Labour/Material				
Labour ☐ Maintain the DMS sorting of operations								
V	LO number	AZ	Text/description	Technician	Claimed TU	Calculated TU	Amount	Calculated amount
☒	03 21 00 85		Maintenance 20000 mls/30000 km .	032	150	150	53.25	53.25

Or looking at it another way,

Volkswagen Care Labor Rate = One-half (½) of the Dealer’s hourly approved warranty labor rate = \$35.50

Volkswagen Care labor reimbursement = \$35.50 x 150 time units = \$53.25

Questions

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