



Das Auto.

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-14-01**

**Subject: New Loaner Policy for VW Customer Mobility Vehicles**

**Date: Feb. 28, 2014**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

To support the enhancements to the VW Customer Mobility Program (VWCMP), the *Volkswagen Warranty Policies and Procedures Manual* is amended as follows.

## New VW Customer Mobility Program Loaner Vehicle Policy Summary

- ▶ Effective April 1, 2014, **active VWCMP vehicles enrolled in the VW Customer Mobility Program are eligible to receive \$35 per day for loaner expense reimbursement** for qualifying repairs. The warranty reimbursement will be available for eligible claims dated April 1, 2014 and later; no claims prior to April 1, 2014 will be eligible for reimbursement.

## VW Customer Mobility Program Loaner Vehicle Reimbursement Details

Volkswagen dealerships can claim reimbursement when you provide **VW Customer Mobility Program loaner vehicles** to customers and the following conditions are met:

- ▶ A vehicle is still within the terms of the New Vehicle Limited Warranty or Powertrain Limited Warranty or within the terms of a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty (claim type 110) or the Powertrain Limited Warranty (claim type 1PT), and where a repair cannot be completed the same day. For vehicles covered under the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty, a loaner vehicle will be reimbursed:
  - if a repair requires longer than a full working day, but only until the repair is completed,
  - if the breakdown renders the vehicle inoperative or unsafe and occurred at a time which did not allow the dealer to schedule the repair for completion that same day,
  - if a warranty repair cannot be completed on the same day because a part needed is not in dealer inventory. This applies only in those cases where parts are:
    - on Emergency Order or RED Order. In cases where the PDC cancels a RED Order due to the fact that a part in transit would arrive quicker than if the part was placed on Red Order, supporting documentation such as a screen print substantiating the RED Order cancellation will serve as acceptable documentation, if the situation qualifies for a daily rental.
    - on Volkswagen's back-order to its dealers.



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- Loaner vehicles are not to be provided on same day repairs, except as noted in the next bullet point.
- ▶ The vehicle was towed to the dealership due to the failure of a component covered by the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty, including situations where the warranty repair or replacement can be completed the same day.
  - If the cause of failure cannot be quickly determined, dealers are encouraged to provide the retail customer with a loaner vehicle as long as the failure was not caused by outside influence.
- ▶ The vehicle was brought to the dealership for a Campaign service and the repair or replacement cannot be completed the same day.
- ▶ Note: A new claim line is to be added to the repair order for the loaner vehicle.
- ▶ **Important:** For Puerto Rico dealers, loaner vehicles may be provided to customers in accordance with the laws applicable in the Commonwealth of Puerto Rico.

## Amount of Participation

Volkswagen will participate in the expenses for a loaner vehicle for the number of days it takes to complete the repair. Only active VWCMP vehicles that are registered in the VW Customer Mobility Program are eligible for the loaner reimbursement.

- ▶ The VW Customer Mobility Program loaner vehicle reimbursement rate is \$35 per day.

## Documentation

The dealer must retain all required documentation to justify a loaner vehicle, including, but not limited to, the following:

- ▶ The in-out punch time and open-close date of the repair order must correspond to the amount of days for which the loaner is claimed.
- ▶ Parts ordering records (including the date part ordered and date part received, packing slip, etc.) that support the need for a loaner vehicle, such as back-order records to verify that Volkswagen could not supply parts for the vehicle when needed. In case of a Red Order, record the FedEx tracking number on the repair order to support the date of receipt of the Red Ordered part.
- ▶ A copy of the loaner agreement with the customer. The following is the minimum information to be recorded:
  - Volkswagen loaner vehicle model year, model, and VIN
  - Date and time out
  - Date and time in
  - Total number of days of loaner reimbursement requested
  - Repair order number
  - Customer name, address and signature
- ▶ The VIN of the VW Customer Mobility vehicle that has been provided to the customer must be entered in the first 17 characters of the “Comments” field in the SAGA claim.



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Volkswagen has created an optional Service Loaner Agreement form that may be used by dealers who do not have a loaner agreement form. The form is available on WISE under Resource Center > Forms > Service Loaner.

- ▶ Note: A new claim line is to be added to the repair order for the loaner vehicle.

## Limitations on Participation Policy

- ▶ Fleet, Driver Education and vehicles in dealer and VWOA service are not eligible.
- ▶ Loaner vehicles are not to be provided during the Limited Warranty Against Corrosion Perforation, Emissions Warranties, Volkswagen Parts and Accessories Warranty, Scheduled Maintenance Services, a Volkswagen Limited Extension Warranty that extends a warranty other than the New Vehicle Limited Warranty or Powertrain Limited Warranty (for example an Emissions warranty extension), or for a parts backorder situation where the vehicle is outside the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty.

## Questions

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