



Das Auto.

Maintenance Information

SAGA Communication

Number: VWM-14-01

Subject: Volkswagen Care Scheduled Maintenance Interval Time or Mileage Guidelines

Date: May 6, 2014

This document conveys Volkswagen SAGA information.

Volkswagen highly recommends that services be performed at the scheduled time or mileage of the manufacturer scheduled maintenance interval as stated in the *USA Warranty & Maintenance* booklet. Under the Volkswagen Care Terms & Conditions, prepaid coverage will expire after the following time or mileage (whichever occurs first) has been exceeded:

VOLKSWAGEN CARE CUSTOMER CONTRACT EXPIRATION

Plan	Max. Mileage Before Contract Expiration	Max. Vehicle Age from In-service Date Before Contract Expiration
VW Care	36,000 miles	39 months
VW Care Plus	56,000 miles	63 months

However, to ensure satisfaction of customers who return for their service outside of these parameters, dealers may claim services as part of the Volkswagen Care program up to the limits specified below:

VOLKSWAGEN CARE SCHEDULED MAINTENANCE INTERVAL TIME OR MILEAGE GUIDELINES

Eligible Model Years	Service Number	Maintenance Interval	Maintenance Interval Description	Maximum Mileage	Maximum Months
2015	0321	20,000 miles	Service at 20,000 miles or one year after last service, whichever occurs first.	27,500	30
2015	0330	30,000 miles	Service at 30,000 miles or one year after last service, whichever occurs first.	37,500	42
2014, 2015	0344	40,000 miles	Service at 40,000 miles or one year after last service, whichever occurs first.	47,500	54
2014, 2015	0351	50,000 miles	Service at 50,000 miles or one year after last service, whichever occurs first.	57,500	66

Beyond these stipulated guidelines, dealers may contact the Warranty Helpline at 866-306-8447 for further assistance in processing claims.

IMPORTANT: Prior to performing a customer requested scheduled maintenance, consult Elsa service history to ensure that the maintenance has not been previously performed. No duplicate claims will be accepted.



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Effective Date

These guidelines will be effective with the launch of the Volkswagen Care program on June 1, 2014.

Additional Information

For additional details regarding the Volkswagen Care reimbursement policy and vehicle eligibility rules, please refer to the program terms and conditions which can be downloaded on vw.com.

Questions

For questions regarding these Carefree Maintenance guidelines, contact the Warranty Helpline at 866-306-8447 or VWCare@vw.com (please do not share this email address with customers).