



Das Auto.

# Maintenance Information

**SAGA Communication**

**Number: VWM-14-03**

**Subject: Volkswagen Carefree Maintenance Program – Diesel Engines Model Year 2015 and Newer**

**Date: June 25, 2014**

This document conveys Volkswagen SAGA information.

This communication contains important information and SAGA claim entry requirements for the Volkswagen Carefree Maintenance Program for Model Year 2015 and newer VW models with Diesel Engines.

**Scheduled Maintenance Interval - 10,000 miles or one year from the original vehicle in-service date, whichever occurs first** (Applicable for MY 2015 and newer Volkswagen models equipped with Diesel Engines)

## SAGA Claim Information (All parts and labor must be submitted on one claim line)

Claim Type	1MA	Maintenance claim after delivery
Service Number	0311	Maintenance 10,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	444	
Labor Operation	03 11 00 **	Maintenance 10,000 miles, <b>select as causal</b>
Labor Operation	26 88 35 50	AdBlue <b>(If applicable)</b>
Material (Part No.)	GUS052910A3	AdBlue <b>(If applicable): Qty. 2 = 5.0 gal.)</b>
Material (Part No.)	#	Oil Filter
Material (Part No.) VCOP Participating Dealers	G 052195S0^	<b>TDI equipped vehicles</b> require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 504.00 / 507.00 low ash oil, see Technical Bulletin Instance 2012855
Outside Material (Spare Part No.) VCOP Non-Participating Dealers	TDIOIL^	<b>TDI equipped vehicles</b> require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 504.00 / 507.00 low ash oil, see Technical Bulletin Instance 2012855

\*\* Refer to ElsaPro for details. Coding may vary by model or engine.

# Refer to ETKA for applicable part number.

^ Refer to ElsaPro > Maintenance Manual for appropriate quantities.

**Note:** There will be no reimbursement by Volkswagen for the usage of shop supplies or for fluid top off associated with the Carefree Maintenance Program.

**Part pricing for engine oil reimbursement will be based on tenth (1/10) of a quart quantities (quantity of 1 = 0.1 quart, quantity of 10 = 1 quart).**



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## Scheduled Maintenance Interval Details

Refer to *ServiceNet > Owner's Manual and Maintenance > Maintenance Cards* for scheduled maintenance interval details.

## Scheduled Maintenance End Date and End Mileage

The **10,000 mile (10K)** scheduled maintenance is the only scheduled maintenance interval covered under the Carefree Maintenance program for **MY 2015 and newer** diesel engine vehicles. Claims for that scheduled maintenance interval will be paid in SAGA up to 15 months or 15,000 miles, whichever occurs first. This does not in any way change the length or terms of the New Vehicle Limited Warranty.

## Claim Administration Fee

A claim administration fee does not apply for MY 2015 and newer diesel engine vehicles.

## 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).