



Warranty Information

Policies and Procedures Bulletin

Number: VWP-16-01

**Subject: Revision to Section 3.28 *Loaner Vehicles* of the
*Volkswagen Warranty Policies and Procedures Manual***

Date: Jan. 13, 2016

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

This Warranty Bulletin details revisions made to Section 3.28 *Loaner Vehicles* of the *Volkswagen Warranty Policies and Procedures Manual*. These revisions will be incorporated into the next update of the *Manual*.

SECTION 3.28 LOANER VEHICLES

VW CUSTOMER MOBILITY PROGRAM LOANER VEHICLE POLICY - EFFECTIVE JANUARY 13, 2016 RECEPTION DATE

Dealers enrolled in the VW Customer Mobility Program (VWCMP) are eligible to receive up to a maximum of \$35 per day loaner expense reimbursement for the number of days necessary to complete the repair when customers are provided loaner vehicles on “qualifying repairs” (defined below).

VEHICLES ELIGIBLE FOR REIMBURSEMENT

- ▶ All active VWCMP vehicles
- ▶ If a VWCMP vehicle is not available AND the Dealer is at or above their VWoA defined maximum fleet then a Volkswagen branded vehicle obtained from a daily rental agency is eligible

QUALIFYING COVERAGE

Qualifying coverage is defined as a repair within the terms of one of the following:

- ▶ New Vehicle Limited Warranty (including paint)
- ▶ Powertrain Limited Warranty
- ▶ A Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty (claim type 110) or the Powertrain Limited Warranty (claim type 1PT)
- ▶ A Campaign service (Recall, Service Action, Customer Satisfaction Campaign) or Update

Exclusion

Loaner vehicles are NOT eligible for reimbursement if 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)



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QUALIFYING REPAIR DEFINITION

A qualifying repair is defined as one of the following occurrences:

- ▶ A Qualifying Coverage (see paragraph above) repair that requires 3.0 hours or more of labor per repair order (total of eligible claim lines)
- ▶ A 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
- ▶ The 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 screen print sustaining the RED Order cancellation will serve as acceptable documentation.
 - A Volkswagen back-order part to its Dealers
- ▶ The vehicle was towed to the dealership due to the failure of a component covered by a qualified warranty including situations where the warranty repair or replacement can be completed the same day

Exclusion

Rental Fleet, Driver Education, and vehicles in dealer and VWoA service are NOT eligible

Important: For Puerto Rico dealers, loaner vehicles may be provided to customers in accordance with the laws applicable in the Commonwealth of Puerto Rico.

DOCUMENTATION

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

- ▶ 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 in and out
 - Total number of days of loaner reimbursement requested
 - Repair order number
 - Customer name, address and signature
- ▶ The on/off punch time(s) of eligible repair(s) and the open-close date of the repair order must correspond to the amount of days for which the loaner is claimed
- ▶ The VIN of the VWCMP vehicle or the VW rental that has been provided to the customer must be entered in the first 17 characters of the "Comment" field in the SAGA claim

CLAIM PROCESSING

A new claim line is to be added to the repair order for the loaner vehicle reimbursement

QUESTIONS

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