

VWoA Compliance

From: Volkswagen Dealer Communications <lists@volkswagenresources.com>
Sent: Monday, October 29, 2018 9:17 AM
To: VWoA Compliance
Subject: Recall Rental/Loaner Transportation Clarification



October 29, 2018

TO: Dealer Principals, General Managers, Service Directors and Service Managers

RE: Recall Rental/Loaner Transportation Clarification

Dear Volkswagen Dealers,

I am writing to you today to clarify the alternate transportation policy related to recalls. It appears there has been some confusion on this topic and this communication is intended to bring some clarity to the policy.

As a general rule, recalls do not have a provision that would allow for rental/loaner coverage under the campaign. When campaign coverage is not available, the VW Customer Mobility Program (VWCMP) is an option when the repair meets the specified qualifications outlined in the Warranty Policy and Procedure Manual.

Dealers enrolled in the VW Customer Mobility Program are eligible to receive up to a \$35 per day loaner expense reimbursement when customers are provided loaner vehicles on qualifying repairs. 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.


In extenuating circumstances, rental/loaners may be covered under specific recall campaigns. If rental/loaner coverage is included, you will be provided detailed claim coding instructions when the recall is announced. As mentioned before this is not typical, and is usually reserved for situations that fall outside of typical day-to-day business, i.e., Stop Drive Recall 47N8/47N9 where rental/loaner was reimbursable under this specific recall campaign.

Lastly, Goodwill can also be utilized, but is only acceptable on a limited basis. Keep in mind that alternate transportation claims are included in the Goodwill to repair order percentage calculation used to determine self-authorization level.

If you should have any additional questions, please contact the Warranty Helpline at [1-866-306-8447](tel:1-866-306-8447).

Thank you for your continued partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "David M. Durant", with a stylized flourish at the end.

David M. Durant
Senior Vice President, After Sales
Volkswagen of America, Inc.