



Warranty Information

General Communication

Number: VWC-09-10

Revised Feb 12, 2010

Subject: **REVISED:** Volkswagen Carefree Maintenance Program – Diesel Engines (US Dealers)

Date: Dec 21, 2009

This document conveys Volkswagen Warranty general information.

Feb 12, 2010: Brake fluid labor operation added to 30,000 mile interval on page 5.

Supersedes VWC-09-04 dated May 15, 2009 due to exclusion of diesel engine information and change in oil part numbers.

Effective Date: SAGA Claim Submission Dates beginning January 9, 2010

This communication contains important information and SAGA claim entry requirements for the Volkswagen Carefree Maintenance Program for VW models equipped with Diesel Engines. **Separate communications are published for the Routan and all other VW gasoline engines.**

Courtesy Vehicle Check

Maintenance claims for the Courtesy Vehicle Check can be processed in SAGA up to 6 months or 6,000 miles, whichever occurs first, from the original vehicle in-service date.

Refer to Technical Bulletin Instance Number 2017826 *Courtesy Vehicle Check* for the specific technical checking procedures.

SAGA Claim Information

Claim Type	1MA	Maintenance claim after delivery
Service Number	0110	Courtesy Vehicle Check
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	01 10 00 00	Courtesy Vehicle Check, 50 time units, select as causal

Note: There will be no reimbursement by Volkswagen for the usage of shop supplies or for fluid top off associated with the Courtesy Vehicle Check.

Diesel (TDI) engine claims are not affected by the new Gasoline Engine Oil Reimbursement Policy until a bulk oil purchase quantity is available.

Scheduled Maintenance Interval Details

Refer to *ServiceNet > Library > Maintenance > Maintenance Cards > Schedules* for scheduled maintenance interval details.



Warranty Information

AdBlue Diesel Additive: Scheduled Maintenance Interval is based on mileage – 5,000, 15,000, 25,000, and 35,000 miles. Applicable for MY 2009 and greater Volkswagen Touareg 3.0L TDI engine only. The 10,000, 20,000 and 30,000 mile diesel additive requirements are to be completed with the associated scheduled maintenance interval.

SAGA Claim Information (Submit one claim at each applicable maintenance interval)

Claim Type	1MA	Maintenance claim after delivery
Service Number	2688	Diesel Additive
Damage Code	0010	
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	26 88 35 00	Maintenance mileage intervals include: 5,000,15,000, 25,000 and 35,000 miles, select as causal
Material (Part No.)	GUS052910A3	AdBlue (Qty. 1 = 2.5 gal.)

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

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > 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.

Diesel (TDI) engine claims are not affected by the new Gasoline Engine Oil Reimbursement Policy until a bulk oil purchase quantity is available.



Warranty Information

Scheduled Maintenance Interval - One year or 10,000 miles, whichever occurs first
Applicable for MY 2009 and greater 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	TX2	
Labor Operation	03 11 00 **	Maintenance 10,000 miles, select as causal
Labor Operation	26 88 35 50	AdBlue (Touareg 3.0L TDI Only)
Material (Part No.)	GUS052910A3	AdBlue (Qty. 1 = 2.5 gal.) (Touareg 3.0L TDI Only)
Material (Part No.)	#	Oil filter
Material (Part No.)	G 0521951L^	TDI equipped vehicles require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 504.00 / 507.00 low ash oil, see Technical Bulletin Instance 2012855

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

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > 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.

Diesel (TDI) engine claims are not affected by the new Gasoline Engine Oil Reimbursement Policy until a bulk oil purchase quantity is available.



Warranty Information

Scheduled Maintenance Interval - Two years or 20,000 miles, whichever occurs first
Applicable for MY 2009 and greater 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	0321	Maintenance 20,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	03 21 00 **	Maintenance 20,000 miles, select as causal
Labor Operation	85 18 19 **	Replace dust and pollen filter
Labor Operation	26 88 35 50	AdBlue (Touareg 3.0L TDI only)
Material (Part No.)	GUS052910A3	AdBlue (Qty. 1 = 2.5 gal.) (Touareg 3.0L TDI only)
Material (Part No.)	#	Oil Filter
Material (Part No.)	G 0521951L^	TDI equipped vehicles require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 504.00 / 507.00 low ash oil, see Technical Bulletin Instance 2012855
Material (Part No.)	#	Dust and Pollen filter
Material (Part No.)	#	Fuel filter (2.0L TDI only)
Material (Part No.)	1K0127113B	Fuel filter seal (drain only) (Touareg 3.0L TDI only)

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

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > 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.

Diesel (TDI) engine claims are not affected by the new Gasoline Engine Oil Reimbursement Policy until a bulk oil purchase quantity is available.



Warranty Information

Scheduled Maintenance Interval - Three years or 30,000 miles, whichever occurs first
Applicable for MY 2009 and greater 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	0330	Maintenance 30,000 miles
Damage Code	0055	Repair as instructed
Damage Location	Blank	Must be blank
Part Manufacturer Code	TX2	
Labor Operation	03 30 00 **	Maintenance 30,000 miles, select as causal
Labor Operation	01 40 00 **	Replace brake fluid
Labor Operation	26 88 35 50	AdBlue (Touareg 3.0L TDI only)
Material (Part No.)	GUS052910A3	AdBlue (Qty. 1 = 2.5 gal.) (Touareg 3.0L TDI only)
Material (Part No.)	#	Oil Filter
Material (Part No.)	G 0521951L^	TDI equipped vehicles require Engine Oils Which Meet Volkswagen Oil Quality Standard VW 504.00 / 507.00 low ash oil, see Technical Bulletin Instance 2012855
Material (Part No.)	B 000750M2	Brake Fluid

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

Refer to ETKA for applicable part number.

^ Refer to ElsaWeb > 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.

Diesel (TDI) engine claims are not affected by the new Gasoline Engine Oil Reimbursement Policy until a bulk oil purchase quantity is available.



Warranty Information

Scheduled Maintenance End Date and End Mileage

Any scheduled maintenance claim for a service completed after 3 years or 36,000 miles, whichever occurs first, from the original vehicle in-service date will not be accepted by SAGA.

Claim Administration Fee

On a monthly basis, Volkswagen will verify the number of scheduled maintenance claims processed through SAGA under the Carefree Maintenance Program and charge the dealer's parts account \$15 per claim for all VW models. The claim administrative fee is not applicable for the separate AdBlue diesel additive scheduled service intervals.

The reports providing the details of the claim administration fees will be located on the VWHub on the Service tab under MY Dealership Reports & Publications.