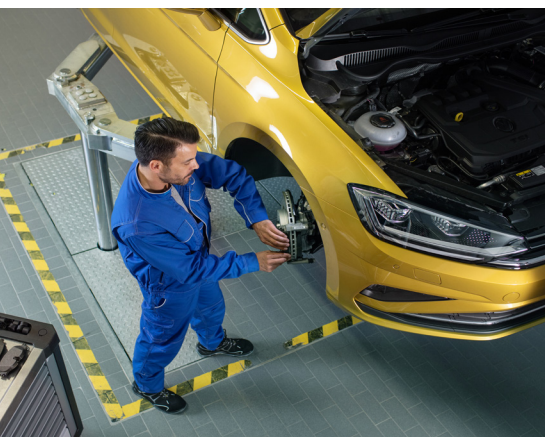


Volkswagen Protection Plus[®]

**Mechanical Breakdown
Protection**





Take control of future mechanical repairs

Volkswagen vehicles are known for quality and dependability, but even the most well-engineered vehicles require repairs. Volkswagen Protection Plus Mechanical Breakdown Protection covers many costly vehicle components that can potentially fail over time.

Volkswagen Protection Plus Mechanical Breakdown Protection offers comfort in knowing your vehicle is protected should an unexpected covered breakdown occur. Simply take your vehicle to any Volkswagen Dealership in Canada or the contiguous United States and Alaska and our factory-

trained technicians will handle the rest. With several coverage levels, term lengths and deductibles, Volkswagen Protection Plus Mechanical Breakdown Protection can be customized to meet your needs.

Volkswagen Protection Plus Mechanical Breakdown Protection is also packed with additional benefits such as 24 Hour Roadside Assistance, Car Rental Benefit, and a Claim-Free Reward.¹

Ease the burden of future mechanical repairs today with Volkswagen Protection Plus Mechanical Breakdown Protection.

Mechanical Breakdown Protection for new, Certified Pre-owned and used Volkswagen vehicles

Levels of coverage

All coverage levels are available on new, Certified Pre-owned and eligible used Volkswagen Vehicles.²

5 Star Plan	Supreme protection for total peace-of-mind. All components are covered except for a select list of exclusions.
4 Star Plan	Extensive coverage across the powertrain and many other critical vehicle components that can be costly to repair.
3 Star Plan	Essential coverage for major powertrain components on your Volkswagen vehicle, with a maximum coverage limit of \$4,000 per repair visit.

Program highlights

- 01 Fully backed by Volkswagen Canada
- 02 Lock-in future repair costs with today's money
- 03 Payable in affordable monthly installments
- 04 Quality new or re-manufactured parts for your Volkswagen vehicle
- 05 Experienced and licensed Volkswagen technicians to perform your repairs
- 06 Coverage throughout Canada and the contiguous United States and Alaska
- 07 Valuable additional benefits including 24 Hour Roadside Assistance and Trip Interruption commence at time of purchase
- 08 Fully transferable to the next private owner
- 09 Maximizes the resale value of your vehicle

Multi-media software package (Optional upgrade)

With this package, the cost of all Volkswagen recommended software updates to your vehicle's entertainment and navigation systems are covered (up to \$500).



Coverage summary

	5 Star Plan	4 Star Plan	3 Star Plan
Air Conditioner	●	●	●
Brakes	●	●	●
Drive Axle	●	●	●
Electrical	●	●	●
Electric/Hybrid Vehicle Components	●	●	●
Engine	●	●	●
Fuel Delivery	●	●	●
Steering	●	●	●
Transfer Case	●	●	●
Transmission	●	●	●
Turbocharger	●	●	●
Cooling	●	●	
Front and Rear Suspension	●	●	
Multi-media Software Package (Optional Upgrade)	✓	✓	✓
All Vehicle Components³ (Other than a list of exclusions)	●		

Additional benefits

	5 Star Plan	4 Star Plan	3 Star Plan
24 Hour Roadside Assistance	●	●	●
Car Rental Benefit	●	●	●
Transferable	●	●	●
Trip Interruption	●	●	●
Claim-Free Reward	●	●	

● A restricted list of components are covered compared to higher levels of coverage.

1 Available on select 4 Star and 5 Star Plans only.

2 Dealer to verify vehicle eligibility.

3 Refer to contract for full details.

4 Available on select 4 Star and 5 Star Plans only.

5 Vehicle repair costs can vary based on many factors. The values above are for illustrative purposes only and may not represent your repair costs.

The contents provided in this brochure are only a summary of certain terms and conditions of the contract. Please refer to the actual contract for complete details of coverage and exclusions. The contract may not be available in all Provinces or Territories and specific provisions may vary based upon individual Provincial or Territory requirements. European or US models may be shown. Photos for illustration purposes only. Some items, such as wheels, may be unavailable on some trim levels when vehicle is built or may not be available in Canada. (E&OE). ©Volkswagen Canada, "Volkswagen Protection Plus", "Volkswagen" and the Volkswagen logo are registered trademarks of Volkswagen AG.

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Additional benefits

In addition to the exceptional coverage which protects your vehicle, Volkswagen Protection Plus Mechanical Breakdown Protection comes complete with an array of added benefits, with no deductible.

24 Hour Roadside Assistance

You and your family can travel with confidence knowing that you can rely on us for roadside assistance 24/7. You'll never be stranded on the road.

Rental Benefit

Covers car rental expenses while your vehicle is being repaired (\$50 per day, up to \$200 per repair visit).

Transferable

If you sell your vehicle, Volkswagen Protection Plus Mechanical Breakdown Protection is transferable to the next private owner.

Trip Interruption

Reimbursement of lodging and meal expenses if your covered vehicle breaks down while you are on a road trip and repairs last overnight (up to \$100 per day, up to \$500 per repair visit).

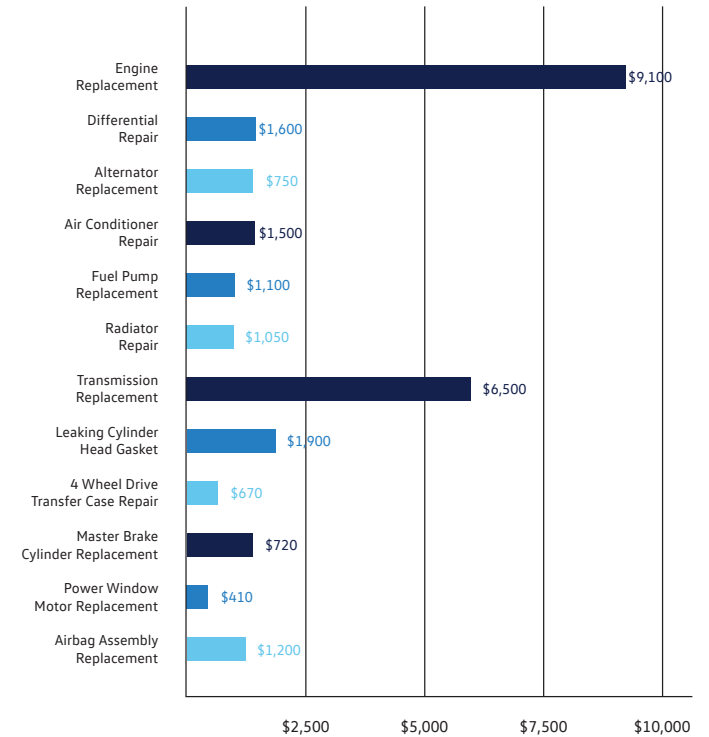
Claim-Free Reward⁴

If no claims have been filed or additional benefits utilized by the time your Volkswagen Protection Plus Mechanical Breakdown Protection coverage expires, you may choose from one of the following three reimbursement options:

- Selling Dealer will credit the total amount paid for your original Volkswagen Protection Plus Mechanical Breakdown Protection contract towards the purchase of a new Volkswagen Protection Plus Mechanical Breakdown Protection contract; or
- A store credit at your selling Dealer for the full amount paid for your contract (inclusive of taxes) up to \$2,000; or
- A refund cheque of the amount paid for your contract (inclusive of taxes) up to \$1,000.

Typical repair costs

In the event of a mechanical breakdown, a quality repair may cost more than you think.⁵



Coverage that delivers peace-of-mind

Mechanical breakdowns can happen when you least expect them and are often costly to repair. With Volkswagen Protection Plus Mechanical Breakdown Protection, you will enjoy:

- The security of knowing that many common and expensive components are covered in the event that a breakdown occurs
- Maximized resale value of your Volkswagen with an extended warranty that is transferable to the next private owner
- 24 Hour Roadside Assistance to help get your Volkswagen back on the road as quickly as possible
- Car rental coverage should your Volkswagen be at the Dealer for a covered repair

Covered items

	5 Star Plan	4 Star Plan	3 Star Plan
Air conditioner			
Air conditioning lines and hoses	●	●	●
Clutch and pulley	●	●	●
Compressor	●	●	●
Condenser	●	●	●
Evaporator	●	●	●
Expansion valve	●	●	●
High / Low compressor cut-off switch	●	●	●
Idler pulley and idler pulley bearing	●	●	●
Refrigerant (only covered in conjunction with the repair or replacement of a failed covered component causing a leak)	●	●	●
Seals and gaskets	●	●	●
Receiver / Dryer	●	●	
Brakes			
ABS electronic control module	●	●	●
ABS hydraulic control unit	●	●	●
Accumulator and pump	●	●	●
Disc brake calipers	●	●	●
Master cylinder	●	●	●
Proportioning valve	●	●	●
Seals and gaskets	●	●	●
Vacuum / Assist booster	●	●	●
Wheel cylinders	●	●	●
Backing plates	●	●	
Brake hydraulic lines and fittings	●	●	
Self adjusters and return springs	●	●	
Wheel speed sensors	●	●	
Cooling			
Blower motor	●	●	
Engine cooling fan, motor and relay	●	●	
Fan clutch	●	●	
Hot water control valve	●	●	
Radiator, heater core	●	●	
Seals and gaskets	●	●	
Serpentine belt tensioner	●	●	
Thermostat	●	●	
Water pump and pulley	●	●	
Drive axle (and all internal parts contained within the drive axle)			
Axle bearings	●	●	●
Axle shafts	●	●	●
Centre support bearing	●	●	●

	5 Star Plan	4 Star Plan	3 Star Plan
Constant velocity joints	●	●	●
Differential cover	●	●	●
Drive shafts and yokes	●	●	●
Four-wheel drive actuator	●	●	●
Front and rear drive axle cases	●	●	●
Locking hubs	●	●	●
Seals and gaskets	●	●	●
Universal joints	●	●	●
Wheel bearings / Hub assemblies	●	●	●
Electrical			
Alternator and voltage regulator	●	●	●
Electronic ignition module	●	●	●
Electronic powertrain control module	●	●	●
Engine compartment wiring harness	●	●	●
Front and rear window wiper motor(s)	●	●	●
Heater / A.C. blower speed switch	●	●	●
Horns	●	●	●
Ignition switch	●	●	●
Manual heater / A.C. control assembly	●	●	●
Solenoid and drive	●	●	●
Starter motor	●	●	●
Stop lamp switch and headlamp switch	●	●	●
Turn signal switch and multifunction switch	●	●	●
Washer pump and switch	●	●	●
Crank angle sensor	●	●	
Cruise control system	●	●	
Gauges	●	●	
Ignition coil	●	●	
Navigation system	●	●	
Power door lock actuator and switch	●	●	
Power window motor(s)	●	●	
Power window switch	●	●	
Rear defroster switch	●	●	
Electric / Hybrid vehicle components			
Battery charger	●	●	●
Electric motor	●	●	●
Generators	●	●	●
High voltage cables	●	●	●
Power converter / Inverter	●	●	●

	5 Star Plan	4 Star Plan	3 Star Plan
Engine (and all internally lubricated parts contained within the engine)			
Camshaft	●	●	●
Camshaft bearings, case and followers	●	●	●
Connecting rod bearings	●	●	●
Crankshaft	●	●	●
Cylinder block, cylinder head(s)	●	●	●
Cylinder head valves, guides, and lifters	●	●	●
Engine mounts	●	●	●
Harmonic balancer	●	●	●
Intake manifold	●	●	●
Oil pump and oil pump housing	●	●	●
Pistons, piston rings and wrist pins	●	●	●
Push rods	●	●	●
Rocker arms, shafts, bearings	●	●	●
Seals and gaskets	●	●	●
Springs, seals, retainers, and seats	●	●	●
Timing cover and housing	●	●	●
Timing gears, guides, and tensioner	●	●	●
Valve covers	●	●	●
Water pump	●	●	●
Cam plug	●	●	●
Crankshaft pulley	●	●	
Engine oil cooler	●	●	
Timing chain or belt	●	●	
Front and rear suspension			
Bearings or bushings	●	●	
Radius arm and bushings	●	●	
Spindle and spindle support	●	●	
Stabiliser bar, links and bushings	●	●	
Torsion bars and mounts or bushings	●	●	
Upper / Lower control arms and shafts	●	●	
Upper and lower ball joints	●	●	
Fuel delivery			
Fuel distributor and injectors	●	●	●
Fuel pump and relay	●	●	●
Metal fuel delivery lines	●	●	●
Vacuum pump	●	●	●
Fuel injection sensors and control units(except oxygen sensor)	●	●	
Fuel pressure regulator	●	●	
Seals and gaskets	●	●	

Covered items

	5 Star Plan	4 Star Plan	3 Star Plan
Steering			
Power steering pump	●	●	●
Rack and pinion steering gear (all internal parts)	●	●	●
Seals and gaskets	●	●	●
Steering column assembly	●	●	●
Steering knuckle	●	●	●
Control valve	●	●	
Cooler	●	●	
High pressure and return hoses	●	●	
Lines and fittings	●	●	
Steering speed sensors	●	●	
Tie rod ends and boots	●	●	
Transfer case (and all internally lubricated parts)			
Seals and gaskets	●	●	●
Transfer case housing and all internal parts	●	●	●
Mounts	●	●	
Vacuum or electric control motors	●	●	
Transmission (automatic or standard, plus all internally lubricated parts)			
Electronic shift control unit	●	●	●
Flywheel / Flex plate	●	●	●
Seals and gaskets	●	●	●
Torque converter	●	●	●
Transmission case	●	●	●
Transmission mount	●	●	●
Vacuum modulator	●	●	●
Factory installed transmission cooler and lines	●	●	
Hydraulic clutch master and clutch slave cylinders	●	●	
Hydraulic lines and fittings	●	●	
Ring gear	●	●	
Servo and governor covers	●	●	
Turbocharger			
Seals and gaskets	●	●	●
Turbocharger housing and all internal parts	●	●	●
Multi-media Software Package (Optional Upgrade) ✓ ✓ ✓			
All Vehicle Components ³ (Other than a list of exclusions) ⁴	●		



5 Star Plan non-covered components

With the 5 Star Plan, all vehicle components, except those listed under exclusions in your contract, are covered. While not an exhaustive list, some of the common items not covered include:

Accessory items

Cell phones, electronic keyless entry transmitter (key fob), non-factory audio equipment, tire pressure sensors.

Maintenance related items

Exhaust and emission systems, batteries, shock absorbers, struts / mounting plates, clutch assembly, brake rotors and drums, friction brake material, friction clutch disc and pressure plate, light bulbs, fuses, throw out bearing, door and trunk handles.

Cosmetic items

Glass, lenses, sealed beams, weather strips, trim items, moldings, bright metal, chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts.



Superior coverage

5 Star Plan Additional covered components:

- | | | | |
|----|--|----|---|
| 01 | Airbags | 09 | Heater / Vent control actuator |
| 02 | Auto heater / Air conditioner control assembly | 10 | Keyless entry module |
| 03 | Body control modules | 11 | Rear park distance monitoring system |
| 04 | Coil springs | 12 | Window regulators |
| 05 | Daytime Running Light module | 13 | Windshield washer reservoir and spray nozzles |
| 06 | Door latch assembly and lock cylinders | 14 | Wire harnesses |
| 07 | Fuse box / Power distribution module | 15 | ...and more |
| 08 | Heated seat elements | | |