



**1-800-411-6688**

**24-Hour  
Roadside Assistance  
Owner's Guide**

English/Français  
Model year 2010



Dear Volkswagen Owner,

Now that you're the proud new owner of a Volkswagen vehicle, you receive complimentary coverage in the Volkswagen 24-Hour Roadside Assistance Program.\* Volkswagen has designed a comprehensive series of roadside assistance services which are available to you 24 hours a day, 365 days a year, anywhere in Canada or the United States. 24-Hour Roadside Assistance combines a team of qualified customer service professionals with a comprehensive nationwide towing network to bring you world-class assistance when you need it most — an important added benefit of owning a Volkswagen model and a testament to Volkswagen's quality manufacturing and dedication to your total ownership experience.

\* See page 10 for service provider information.

**Please read this booklet to fully understand how the Volkswagen 24-Hour Roadside Assistance Program can assist you should you find yourself in need of roadside assistance.**

**The Volkswagen 24-Hour Roadside Assistance program offers the following roadside assistance services:**

- \* Towing to the preferred Volkswagen dealer within 50km or the nearest authorized Volkswagen dealership or authorized Volkswagen service facility
- \* Battery jump start
- \* Flat-tire service
- \* Lock-out service
- \* Gasoline delivery service
- \* Emergency winching service
- \* Trip interruption benefits

**For immediate assistance anywhere (in Canada or the U.S.), call 24-Hour Roadside Assistance toll free at:**

**1-800-411-6688**

When calling, please be prepared to provide your Vehicle Identification Number (VIN). For your convenience, you can record your VIN below for easy reference:

VIN#

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

## Coverage:

## Eligibility:

All new Volkswagen passenger vehicles sold in Canada are eligible for Roadside coverage for four years or 80,000km, beginning at the date of delivery, or warranty start date, whichever occurs first.

## Obtaining Service

To obtain any of the services and/or benefits listed in this manual, just call toll free to reach a qualified customer service professional to assist you:

**1-800-411-6688**

## Information Required To Provide Service:

To help serve you better, please have the following information ready **before** you call.

1. Your vehicle identification number (VIN) located on your registration, insurance, or outside windshield on the driver's side.
2. Year, model, color, and license plate number of the vehicle.
3. The telephone number from which you are calling or a telephone number where you can be reached.
4. Exact location of your vehicle (street address, and nearest intersection).
5. Type of service required and a brief description of the problem.

In the unlikely event that 24-Hour Roadside Assistance is unable to provide assistance in the geographical area where your Volkswagen is disabled, please follow the instructions outlined in the "Arranging Your Own Assistance" section of this Owner's Guide (page 6).

# Roadside Assistance Services

**When you call for 24-Hour Roadside Assistance, one or more of the following, as needed, will be provided to you:**

Please note, for security reasons Roadside service will not be provided to unattended vehicles — a licensed driver must accompany the vehicle at the time of service.

## **1. Towing**

If your vehicle becomes disabled due to a mechanical breakdown, complimentary towing will be provided to your preferred Volkswagen dealer within 50km or the nearest authorized Volkswagen dealership or authorized service center.

## **2. Battery Jump Start**

A service operator will be dispatched to provide a jump start. If your vehicle cannot be driven safely, towing services will be provided.

## **3. Flat Tire Change**

If your vehicle has a flat tire, a service operator will attempt to remove it and install a spare tire. If you don't have a properly inflated spare tire or if the spare is not safely operable, towing service will be provided. The mounting or dismounting of special traction devices including chains, as well as repairing a flat tire, is not covered under this program.

## **4. Emergency Gasoline Service**

If you happen to run out of fuel (gasoline), an emergency supply of gasoline will be delivered to get you on your way. Both the delivery service and the emergency supply of gasoline are complimentary.

**Note: For TDI customers who have run out of diesel fuel, towing will be provided to the nearest authorized Volkswagen dealership or authorized Volkswagen service facility.**

## **5. Lock-Out Service**

If your keys are locked inside your vehicle, 24-Hour Roadside Assistance will attempt to assist in getting you back on the road.

**Note: If you have lost your keys, contact your Volkswagen dealer immediately for further assistance.**

At your request, a service operator may be dispatched in an attempt to gain entry into your vehicle, to retrieve your keys. However, you are solely responsible for any loss or damage resulting from this entry attempt. If access into your vehicle is unsuccessful, it will be towed to the nearest authorized Volkswagen dealership to gain entry. **This tow will be at your own expense.** The costs for parts and/or labor to produce replacement keys are **not included** in this service.

To provide added security for the vehicle owner, registration papers and personal photo identification will be requested at the scene.

## **6. Extrication/Winch Service**

24-Hour Roadside Assistance will cover the cost of extricating your vehicle from any ditch, mud, sand, or snow, provided it has become disabled in an area immediately adjacent to a regularly traveled road which can be serviced with standard automobile servicing equipment.

## **Arranging your own Assistance**

It is crucial that you call 24-Hour Roadside Assistance at 1-800-411-6688 for all assistance. However, in the event service cannot be dispatched to your location, you will be authorized to call the service provider of your choice; and you will be reimbursed for your out-of-pocket expenses for the above covered services, up to a maximum of \$100 for each disablement (including all taxes and surcharges).

(Note: Always refer to your vehicle's owner's manual for proper towing instructions and requirements.)

## **To Arrange Your Own Assistance:**

1. Contact the Roadside Assistance Center at 1-800-411-6688 and obtain a pre-service authorization number.
2. Arrange your own local roadside or towing assistance. (Note: Always refer to your vehicle's owner's manual for proper towing instructions and requirements.)
3. Pay (the local service operator, or in some cases, the local service facility) for services rendered and obtain an itemized receipt featuring the amount paid, the date, and the name of the service provider.
4. Submit the original receipt(s) containing a description of services provided and your pre-service authorization number, within 30 days of disablement. Also include:
  - Your Vehicle Identification Number (VIN), name and address;
  - Description of circumstances which led you to make your own arrangements.

In Canada mail to:

**Volkswagen Canada  
24-Hour Roadside Assistance  
777 Bayly Street West  
Ajax, Ontario, L1S 7G7**

In the United States mail to:

**Volkswagen 24-Hour Roadside Assistance  
P.O. Box 9145  
Medford, MA 02155**

Please allow 4-6 weeks for processing of your reimbursement.

## **Disablement coverage is limited to:**

1. Towing your Volkswagen model (one tow per disablement) for a mechanical breakdown to the nearest Volkswagen dealer or authorized Volkswagen service facility.
2. Road service (labor performed at disablement site), which includes: changing flat tire with spare, battery jump, lock-out service, delivery of gasoline, and extrication/winch (see page 3 and 4).

# What Your Coverage Does Not Include

1. Towing a vehicle from an authorized dealer/facility capable of providing the necessary repairs during the facility's normal hours of operation.
2. More than one service call per disablement.
3. Delivery of a battery or the cleaning of battery cables.
4. The cost of any parts, labor (other than the "Roadside Assistance Services" outlined earlier), supplies, or materials.
5. Service to unattended vehicles. (A licensed driver must be present when service is being provided.)
6. Fines or impound towing charges due to a violation of local laws.
7. Towing by other than a licensed service operator including private citizen's assistance.
8. Services outside Canada and the 50 United States.
9. Shoveling snow to free or access a snow-bound vehicle.
10. Repairing/replacing a flat tire and installation of snow tires, tire chains, etc.
11. Transporting you to your disabled vehicle or to your home after the service has been rendered, or transporting your vehicle back to you following repairs.
12. Service to any vehicle willfully driven into non-regularly traveled areas such as open fields, construction sites, beaches, mud-filled driveways/laneways/concession roads, vacant lots, or any other area that is inaccessible or hazardous for the service operator's vehicle to reach.
13. Towing and road services applicable to lock-outs or lost keys.
14. Replacement keys.

# Other Services and Benefits

## Trip Interruption Benefits and Information:

If your registered Volkswagen model (owned or leased) is disabled because of a mechanical breakdown over 160 kilometers from your residence address, and the repair is covered under your New Vehicle Limited Warranty, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Your coverage includes reimbursement for:

- \* Lodging up to \$100 per day
- \* Meals up to \$100 per day
- \* Alternate transportation up to \$100 per day

Trip interruption coverage is limited to reasonable expenses up to a maximum of \$300 per disablement/incident, including all taxes and surcharges. This service is designed to assist you with some of the unplanned expenses you may incur while waiting for your vehicle to be repaired. Please note, pre-authorization for trip interruption reimbursement consideration by Volkswagen 24-Hour Roadside Assistance is required.

It is required that you contact the 24-Hour Roadside Assistance Center to obtain a Volkswagen Roadside Assistance case number.

### **Trip Interruption Reimbursement Instructions:**

1. Contact the Roadside Assistance Center (1-800-411-6688) and obtain a Volkswagen Roadside Assistance case number, within 24 hours of disablement.
2. The following items will be required:
  - Date of roadside assistance service
  - Entire VIN and vehicle mileage
  - Repair order from dealership
  - Number of passengers
  - Itemized original receipts, for food, lodging and alternate transportation
  - Volkswagen Roadside Assistance case number

3. Submit the above within 30 days of the disablement to:

In Canada mail to:

Volkswagen Canada  
24-Hour Roadside Assistance  
777 Bayly Street West  
Ajax, Ontario, L1S 7G7

In the United States mail to:

Volkswagen 24-Hour Roadside Assistance  
P.O. Box 9145  
Medford, MA 02155

Please allow 4-6 weeks for processing of your reimbursement.

## **General Information**

### **Services Provided By:**

In Canada:

Volkswagen Roadside Assistance services are provided by an independent organization, SYKES Assistance Services Corporation, who is solely responsible for the service provided.

In the United States:

Volkswagen Roadside Assistance services are provided by an independent organization, Cross Country Automotive Services, who is solely responsible for the service provided. Refer to the "How To Reach 24-Hour Roadside Assistance" section of this Owner's Guide for the address of the provider.

### **Limitations of Liability:**

Volkswagen 24-Hour Roadside Assistance strives to provide the finest in roadside assistance services through a comprehensive network of independent service operators. However, since these operators are independent business people, Volkswagen 24-Hour Roadside Assistance cannot assume any liability for any loss or damage resulting from the rendering of such service.

All claims inquiries must be submitted within 30 days.

## **Cancellation of Coverage:**

Volkswagen and/or Volkswagen 24-Hour Roadside Assistance may cancel coverage on any Volkswagen vehicle at any time by written notice. There is no refund available to you in the event of cancellation.

## **Currency:**

All amounts referred to herein will be paid in the currency of the country in which the disablement occurred.

## **Vehicle Coverage:**

Your registered Volkswagen model (owned or leased) is the vehicle covered by Volkswagen 24-Hour Roadside Assistance.

## **Changes in Coverage:**

The services, policies, and procedures described in this booklet are subject to change without notice.

# How To Reach 24-Hour Roadside Assistance:

Just call toll free at **1-800-411-6688**. You may also write:

In Canada:

Volkswagen Canada  
24-Hour Roadside Assistance  
777 Bayly Street West  
Ajax, Ontario, L1S 7G7

In the United States:

Volkswagen 24-Hour Roadside Assistance  
P.O. Box 9145  
Medford, MA 02155

**For all other Volkswagen  
inquiries call Volkswagen  
Customer CARE  
toll free at:  
1-800-822-8987**

"Volkswagen" and the Volkswagen logo are registered trademarks of Volkswagen AG.

Volkswagen Canada  
07.2009

W42-552-305-6010