



# Volkswagen Cosmetic Repair

**Volkswagen Original**  
Service. Parts. Accessories.

## Everything from touch-ups to major repairs.

Since you love your Volkswagen, you know that even the smallest scratch deserves expert attention. And your Volkswagen dealer is the best place to go for everything from minor touch-ups or repairs to major collision reconstruction. Because we're the only ones who love your Volkswagen as much as you do.

## Know your rights. Insist on Volkswagen Original Parts.

Insurance companies constantly look for ways to minimize the cost of repairs. This means they could look for the cheapest repair facility in the case of a claim. But this could expose you to sub-standard workmanship and low-quality parts that can ultimately harm your Volkswagen's resale value. In fact, the use of aftermarket parts, incorrect paint procedures or

faulty installations can even lead to denied warranty coverage, or issues with your lease contract. So know your rights. Insist on Volkswagen Original service and parts. Only Volkswagen factory-trained specialists can repair your Volkswagen to factory standards using Volkswagen Original parts that help protect the corrosion perforation coverage of your Volkswagen vehicle.



## Did you know?

- Volkswagen vehicles are backed by one of the longest corrosion warranties in the industry.
- Volkswagen Original parts come with a Two Year / Unlimited km Limited Warranty covering parts and labour when installed by your Volkswagen dealer.
- Only a Volkswagen dealer can source new genuine Volkswagen Original parts, installed by factory-trained specialists with Volkswagen technical support.
- From engine parts to body paint, fluids to wipers, maintenance to repairs, Volkswagen has everything you need to keep your Volkswagen properly tuned and looking its best.
- Any minor accident repair should not void the limited new vehicle warranty and/or the collision warranty if done properly. Only your Volkswagen Dealer can ensure proper repair to factory standards using Volkswagen original parts.
- It's important to know your rights when dealing with your insurance company. You're allowed to take your vehicle to the repair facility of your choice. And Volkswagen makes that choice very easy with a VW Certified Collision Repair Facility. Visit vw.ca to find a facility near you.

## What to do?

### In case of a collision:

- Even if it's just a bump, stop in a well-lit place away from traffic.
- Call the police and request an ambulance if needed.
- Gather your driver's license, registration and insurance to present to the police.
- Fill out the collision report on page 2 of this brochure.
- If handy, use your cell phone or a digital camera to take photos of the damage.
- If your vehicle isn't operable, call Volkswagen Roadside Assistance\* at 1-800-411-6688.

### In case of a scratch, bump, or dent:

Call your Volkswagen dealer to make an appointment today!

## Roadside Assistance

**1-800-411-6688**

Contact Volkswagen Roadside Assistance for towing service to your preferred Volkswagen dealer within 50 km or the nearest authorized Volkswagen dealership. This service is covered under your new vehicle warranty for the first 4 years / 80,000 km or for an extra 2 years / 40,000 km on Certified Pre-owned warranties. Beyond the warranty coverage, you may request the same Roadside service for a fee.

\*Volkswagen Roadside Assistance is provided by Club Auto Roadside Services.

# Collision report

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Driver's name

Address

City

Province

Postal code

Phone number

Insurance company

Policy number

Driver's license number

Province

Expiration date

Year and make of vehicle (eg. 2016 Volkswagen)

Body type / model

License plate number

Province

Collision time (indicate AM/PM, sunrise/sunset/dark)

Collision location

Weather conditions at time of collision

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**Describe how the collision happened:**

Witness name

Phone number