



1-800-411-6688

**24-Hour
Roadside Assistance
All Electric Vehicles Owner's Guide**

English

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 Program¹. 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.

The Roadside Assistance Program will include all electric vehicles currently covered under the Volkswagen manufacturer's new car warranty (3 years/36,000 miles).

¹ Roadside Assistance provided by a third party.

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, for disablements due to mechanical breakdown or collision.

- Flatbed towing to the nearest VW e-mobility dealership in cases of mechanical breakdown
- Collision towing
- Flat tire service
- Lock-out service
- Out-of-charge service
- Trip interruption benefits

For immediate assistance in the U.S. and Puerto Rico, call Volkswagen 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#

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Coverage

Eligibility:

All new Volkswagen passenger vehicles sold in the United States and Puerto Rico are eligible for Roadside Assistance coverage for 3 years from the date of delivery or the VW New Vehicle Limited Warranty² start date, whichever comes first, or 36,000 miles, whichever occurs first.

Any vehicles that have a ruptured or otherwise unstable high voltage battery unit would first need to be attended to by emergency/hazmat services to render the high voltage unit inert before any transport could take place.

Customers will contact Roadside Assistance using the current Roadside Assistance telephone number.

Information Required:

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, driver's side door jamb, 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. Location of your vehicle (street address and nearest cross street).
5. Type of service required and a brief description of the problem.

² See dealer or owner's literature for limited warranty details.

Roadside Assistance Services

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

1. Towing:

If your vehicle becomes disabled due to a mechanical breakdown, complimentary flatbed towing to the nearest VW e-mobility dealership will be provided. Winching/extrication services may be provided for vehicles within 15 feet of a paved public road only when performed in conjunction with a tow. Please note, for security reasons towing service will not be provided to unattended vehicles - a licensed driver must accompany the vehicle at the time of service.

2. Collision:

VW-Certified Collision Repair Facilities

In the event of a collision, complimentary flatbed towing will be provided directly to the nearest VW Certified Collision Repair Facility at no-charge for the life of the vehicle.

Accidents happen. It's why Volkswagen places such great emphasis on safety. After the health and well-being of our drivers and passengers, our attention is clearly focused on the car itself.

To ensure it is properly repaired and safe for the road again, it is imperative that your vehicle is repaired by a VW-Certified Collision Repair Facility. And here is why:

- It will be repaired by trained technicians.
- All work will adhere to Volkswagen's strict repair standards.
- Genuine VW Parts will be used. They're identical to factory originals.
- Technicians will follow and maintain all vehicle warranties.

- VW-Certified Collision Repair Facilities use tools specifically designed to repair your vehicle.

For a list of VW-Certified Repair Facilities near you, please visit www.vwcollision.com or call Volkswagen 24-Hour Roadside Assistance.

3. Flat Tire Service

If your vehicle has a flat tire, a service operator will attempt to remove it and install the spare tire. If the spare is not safely operable or you do not have a spare (or for multiple flat tires), towing service will be provided per above towing parameters.

4. Lock-Out Service

If your keys are locked **inside** your vehicle, a service operator will be dispatched at your request to gain access into your vehicle to retrieve your locked-in keys. However, you are solely responsible for any loss or damage resulting from this entry attempt. If access into your vehicle is unsuccessful, **service is at your own expense.**

Note: If you have lost your keys, contact your VW dealer immediately for further assistance. **Lost keys and any related expenses including locksmith, costs for parts and/or labor to produce replacement keys, towing, etc. are not covered by this program.**

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

5. Out-of-Charge Events

If a mechanical problem is suspected, the car will be towed to the nearest VW e-mobility dealership per the previously mentioned towing parameters. In cases of no mechanical problem and the vehicle is "out-of-charge";

- If the vehicle is 10 miles or less from the nearest charging station, a service operator with a D/C Fast Charger will be dispatched to your location to fast charge your vehicle with up to 10 miles of charge

so the vehicle can run in limp mode to the nearest charging station.

- If the nearest charging station is more than 10 miles away or a service operator with a D/C Fast Charger is not readily available, the customer can elect to have their electric vehicle towed to the closest VW e-mobility dealership to utilize their public charging station (unless afterhours and secure/gated lot where tow truck access is not possible) or any public charging station (fee or non-fee, SAEJ1772 standard plug/CCS/Combo) within 100 miles or to their home up to 100 miles from the point of disablement. (Customer will be responsible for mileage cost over 100 miles to their home or charging station at the pre-determined mileage rate). There is no limitation to the number of out-of-charge service events that a customer may receive.

Arranging your own Assistance

It is crucial that you call Volkswagen 24-Hour Roadside Assistance at 1-800-411-6688 for all assistance. However, in the event service cannot be dispatched to your location or you are located on a state restricted roadway, you will be authorized to call the service provider of your choice; you may be reimbursed for your out-of-pocket expenses for the above covered services, up to a maximum of \$150 for each disablement. **Pre-authorization by Volkswagen 24-Hour Roadside Assistance is required to be eligible for reimbursement.**

To Arrange Your Own Assistance:

1. Contact the Volkswagen 24-Hour Roadside Assistance Center at 1-800-411-6688 and obtain a Volkswagen Roadside Assistance Reference 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 VIN, amount paid, the date, and the name of the service provider.

4. Submit the original receipt(s) for the services provided, and your reference number, within 30 days of disablement. Also include:
 - Date of roadside assistance service,
 - Your Vehicle Identification Number (VIN), name and address, and mileage,
 - Description of circumstances which led you to make your own arrangements.
 - Repair order from dealership for tow services.

Please see the mailing information listed on vw.com.

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

What Your Coverage Does Not Include

1. Standalone winching/extrication services of any kind where a tow is not required.
2. The parts and/or labor costs to produce replacement keys.
3. Towing and road services applicable to lost or broken keys.
4. Towing and road services due to non-accident related breakdowns applicable to insurance claims (e.g. vandalism, fire, flooding, etc.).
5. Towing a vehicle from an authorized dealer/facility capable of providing the necessary repairs to another authorized dealer/facility for any reason.
6. The cost of any parts, labor (other than the "Roadside Assistance Services" outlined earlier), supplies, or materials unless otherwise provided under the New Vehicle Limited Warranty.
7. Service to unattended vehicles. (A licensed driver must be present when service is being provided.)
8. Fines or impound towing charges due to a violation of local laws.

9. Towing by other than a licensed service operator including private citizen's assistance.
10. Services outside the 50 United States and Puerto Rico.
11. Shoveling snow to free or access a snow-bound vehicle.
12. Installation of snow tires, tire chains, etc.
13. 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.
14. Service to any vehicle willfully driven into non-regularly travelled 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.
15. The cost of transporting a vehicle from Puerto Rico, Hawaii or Alaska to the U.S. mainland.
16. Replacement of wheel lock key due to loss or damage.

Disablement coverage is limited to:

- Towing your Volkswagen vehicle (one tow per disablement) to the nearest VW e-mobility dealership or to a VW-Certified Collision Repair Facility, for a mechanical breakdown or collision.
- Flat tire service.
- Lock-out service attempt.
- Out-of-charge service.

Other Services and Benefits

Trip Interruption Benefits and Information:

If your registered Volkswagen model (owned or leased) is disabled due to a mechanical condition over 100 miles from your residence address, and the repair is covered under your VW New Vehicle Limited Warranty or Certified Pre-Owned 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 \$500 per disablement/incident, including all taxes and surcharges (excluding tips, alcohol and fuel costs). 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, it is required that you contact the Volkswagen 24-Hour Roadside Assistance Center in order to be eligible for trip interruption benefits.

Trip Interruption Reimbursement Instructions:

1. Contact the Volkswagen 24-Hour Roadside Assistance Center (1-800-411-6688) and obtain a Volkswagen Roadside Assistance Reference 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
 - **Itemized** original receipts, for meals, lodging and alternate transportation

- Volkswagen Roadside Assistance Reference Number
3. Submit the above within 30 days of the disablement to the mailing information listed on vw.com.

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

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 and/or Volkswagen 24-Hour Roadside Assistance does not assume liability for any loss or damage resulting from the rendering of such service.

All claim inquiries for damage resulting from roadside assistance services must be submitted to the Roadside Assistance vendor within 30 days.

We encourage you to personally perform an inspection and note any existing damage to the exterior and undercarriage (where visible) of your vehicle before, during and after your vehicle is loaded onto the vendor's equipment.

Cancellation of Coverage:

Volkswagen 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 U.S. dollars.

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 Volkswagen 24-Hour Roadside Assistance:

Just call toll free at **1-800-411-6688**. You may also write to the address listed on vw.com.

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

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