

Volkswagen Drive Easy

Vehicle Service Protection, Term Protection, and CPO Vehicle Service Protection



Volkswagen Credit





Vehicle Service Protection

Unexpected expenses won't know what hit them.

It's no fun to get blindsided by an unexpected repair. And even less so when you have to foot the bill. Volkswagen Vehicle Service Protection (VSP) helps protect you from unanticipated expenses and the costs that come with them. How? By delivering benefits beyond your factory warranty program, with coverage options for mechanical repairs that include parts and labor up to 10 years or 120,000 miles.¹ Pay nothing on covered repairs other than the deductible you select.

¹ Vehicle Service Protection coverage runs concurrently with any applicable manufacturer's warranties.

² Please consult your Customer Agreement for all available Vehicle Service Protection plans.

Protection, personalized for you

Your participating Dealer will guide you through our three available Vehicle Service Protection plans² to help you determine which level best suits your vehicle and personal needs:

Powertrain coverage includes your vehicle's engine, transmission, transaxle or transfer case, drive axle(s), and certain hybrid/electric components.

Gold coverage encompasses Powertrain coverage, plus front and rear suspension, climate control, fuel, electrical, and certain additional hybrid/electric components.

Platinum exclusionary coverage includes all mechanical parts of your vehicle in the event of a mechanical breakdown, unless they are specifically listed as "not covered" (i.e., maintenance items such as spark plugs and wiper blades, as well as items such as trim pieces, upholstery, and body panels).

³ Additional exclusions may apply. Please consult your Customer Agreement for specific coverage details, including limitations and exclusions.

⁴ Any necessary replacement parts will be replaced using original equipment manufacturer (OEM) or OEM-approved parts.

Three available plans:

Component Group	Powertrain	Gold	Platinum
Engine	✓	✓	✓
Transmission	✓	✓	✓
Drive Axle	✓	✓	✓
Hybrid/Electric	✓	✓	✓
Climate Control		✓	✓
Shocks		✓	✓
Front Suspension		✓	✓
Rear Suspension		✓	✓
Fuel System		✓	✓
Electrical System		✓	✓
Steering			✓
Brakes			✓
CV Boots			✓
Navigation			✓
Audio			✓
High-tech			✓

Coverage exclusions may apply³:

- Mechanical breakdowns covered by your vehicle's manufacturer's warranty
- Mechanical breakdowns caused by accident, collision, vandalism, or weather-related conditions
- Mechanical breakdowns caused by lack of maintenance or pre-existing conditions

⁵ Due to a covered mechanical breakdown, up to three (3) gallons of fuel delivered up to three (3) times per calendar year at no additional cost.

⁶ An emergency supply of oil, fluid and water will be delivered if the Member is in immediate need. Payment for these fluids is the named Member's responsibility, due upon delivery.

Additional benefits:

- You'll receive genuine Volkswagen parts⁴ and service for your vehicle
- Nationwide service available at all participating Volkswagen Dealers or other authorized service providers
- 24-hour roadside assistance with enhanced roadside benefits, including battery service, flat tire assistance, fuel⁵ or fluid delivery,⁶ and lock-out assistance up to \$100 per occurrence
- Towing reimbursement of up to \$100 to your nearest Volkswagen Dealer or authorized service provider⁷
- Rental car reimbursement up to \$35 per day for up to ten (10) days if required⁷
- Trip interruption coverage up to \$200 per day for a maximum of five (5) days if required for a total benefit of \$1,000 per occurrence⁷
- Deductible options of \$0, \$100 disappearing,⁸ and \$250 per visit
- Transferable for a \$50 fee if you sell your vehicle to a private party
- Cancelable at any time; after 30 days, subject to a \$50 fee⁹

⁷ Due to a covered mechanical breakdown.

⁸ \$100 disappearing deductible will be waived if repairs are made at the selling dealership.

⁹ Please consult your Customer Agreement for complete cancellation rules, including state-specific cancellation rules.

Term Protection

Don't get worn down by everyday wear.

The premium performance of your Volkswagen requires a lot of precision moving parts, such as brake pads, engine belts, and windshield wiper blades, that will need to be replaced when they wear down. Non-moving parts such as your battery need to be replaced too. And don't forget about all the fluids that need flushing and topping off.

Everyday wear is where Volkswagen Term Protection comes into play. This optional service plan covers parts and labor for routine procedures for up to four years or 60,000 miles, with no deductible the entire time.¹



Term Protection benefits:

Covered components²

- **Brake pads**
Covers one (1) replacement set of front and rear brake pads
- **Battery**
Covers one (1) replacement battery
- **Belts and hoses²**
Covers replacement of most major engine belts and hoses
- **Windshield wiper blades**
Covers one (1) replacement set of wiper blades and/or inserts
- **Wheel alignment**
Covers one (1) wheel alignment
- **Diagnostics and fluid replacement**
Included in conjunction with all covered repairs

Additional benefits:

- Exclusionary Mechanical Breakdown coverage includes all mechanical and electrical parts, unless specifically listed as not covered in the Exclusions section of the Agreement
- Rental car reimbursement up to \$35 per day for up to ten (10) days if required³
- Trip interruption coverage up to \$200 per day for up to five (5) days if required³
- Transferable for a \$50 fee if you sell your vehicle to a private party
- Cancelable at any time; after 30 days, subject to a \$50 fee⁴
- No deductible

Coverage exclusions may apply⁵:

- Mechanical breakdowns covered by your vehicle's manufacturer's warranty
- Mechanical breakdowns caused by accident, collision, vandalism, or weather-related conditions
- Mechanical breakdowns caused by lack of maintenance or pre-existing conditions
- Carbon/ceramic brake pads

¹ Term Protection coverage runs concurrently with any applicable manufacturer's warranties.

² Please consult your Customer Agreement for a complete list of covered components.

³ Due to a covered mechanical breakdown. Please consult your Customer Agreement for complete terms and conditions.

⁴ Please consult your Customer Agreement for complete cancellation rules, including state-specific cancellation rules.

⁵ Additional exclusions may apply. Please consult your Customer Agreement for specific coverage details, including limitations and exclusions.



CPO Vehicle Service Protection

Unexpected the unexpected.

We have good news, and great news. The good news is, when you buy a Volkswagen through the Certified Pre-Owned (CPO) program, your vehicle is covered by a manufacturer CPO warranty. And the great news? That peace of mind can now be expanded. The optional Volkswagen CPO Vehicle Service Protection plan delivers coverage up to seven years or 100,000 miles.¹ In addition, you'll also receive roadside assistance, towing, rental car reimbursement and trip interruption coverage if needed.

¹ Certified Pre-Owned (CPO) Vehicle Service Protection coverage runs concurrently with any applicable manufacturer's warranties.

² Please consult your Customer Agreement for all available Vehicle Service Protection plans.

Options, personalized for you

Three CPO plans² are offered to meet your individual needs. Choose the coverage that best fits your lifestyle and driving needs. Talk to your Volkswagen Dealer today to discuss options to keep you moving forward.

Powertrain coverage includes your vehicle's engine, transmission, transaxle or transfer case, drive axle(s), and certain hybrid/electric components.

Gold coverage encompasses Powertrain coverage, plus front and rear suspension, climate control, fuel, electrical, and certain additional hybrid/electric components.

Platinum exclusionary coverage includes all mechanical parts of your vehicle in the event of a mechanical breakdown, unless they are specifically listed as "not covered" (i.e., maintenance items such as spark plugs and wiper blades, as well as items such as trim pieces, upholstery, and body panels).

Deductible of \$50 per visit

³ Additional exclusions may apply. Please consult your Customer Agreement for specific coverage details, including limitations and exclusions.

⁴ Any necessary replacement parts will be replaced using original equipment manufacturer (OEM) or OEM-approved parts.

Three available plans:

Component Group	Powertrain	Gold	Platinum
Engine	✓	✓	✓
Transmission	✓	✓	✓
Drive Axle	✓	✓	✓
Hybrid/Electric	✓	✓	✓
Climate Control		✓	✓
Shocks		✓	✓
Front Suspension		✓	✓
Rear Suspension		✓	✓
Fuel System		✓	✓
Electrical System		✓	✓
Steering			✓
Brakes			✓
CV Boots			✓
Navigation			✓
Audio			✓
High-tech			✓

Coverage exclusions may apply³:

- Mechanical breakdowns covered by your vehicle's manufacturer's warranty
- Mechanical breakdowns caused by accident, collision, vandalism, or weather-related conditions
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⁵ Due to a covered mechanical breakdown, up to three (3) gallons of fuel delivered up to three (3) times per calendar year at no additional cost.

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Additional benefits:

- You'll receive genuine Volkswagen parts⁴ and service for your vehicle
- Nationwide service available at all participating Volkswagen Dealers or other authorized repair facilities
- 24-hour roadside assistance with enhanced roadside benefits, including battery service, flat tire assistance, fuel⁵ or fluid delivery,⁶ and lock-out assistance up to \$100 per occurrence
- Towing reimbursement of up to \$100 to your nearest Volkswagen Dealer or authorized service provider⁷
- Rental car reimbursement up to \$35 per day for up to ten (10) days if required⁷
- Trip interruption coverage up to \$200 per day for a maximum of five (5) days if required, for a total benefit of \$1,000 per occurrence⁷
- Transferable for a \$50 fee if you sell your vehicle to a private party
- Cancelable at any time; after 30 days, subject to a \$50 fee⁸

⁷ Due to a covered mechanical breakdown.

⁸ Please consult your Customer Agreement for complete cancellation rules, including state-specific cancellation rules.



All transactions related to the optional Volkswagen Drive Easy program are governed solely by the provisions of the applicable Agreement. This document and its contents provide general information about the Volkswagen Drive Easy program and should not be solely relied upon when purchasing coverage. Please refer to the applicable Volkswagen Drive Easy program Agreement for details of terms, conditions, and specific coverage details, including limitations and exclusions, transferability, and cancelability. Coverage may vary by state. Not all vehicle models may be eligible for coverage. Please see your Dealer for more information. These products are not required for you to obtain financing for the purchase or lease of a vehicle.

The Obligor of Vehicle Service Protection, Term Protection, and Certified Pre-Owned (CPO) Vehicle Service Protection included in the Volkswagen Drive Easy program is VWFS Protection Services, Inc., 2200 Ferdinand Porsche Drive, Herndon, VA 20171, 1 (844) 368-6414, except in Florida where the Obligor is VWFS Protection Services FL, Inc., Florida License Number 29864, 2200 Ferdinand Porsche Drive, Herndon, VA 20171, 1 (844) 368-6414.

The Administrator of Vehicle Service Protection, Term Protection, and Certified Pre-Owned (CPO) Vehicle Service Protection included in the Volkswagen Drive Easy program is Safe-Guard Products International, LLC, Two Concourse Parkway, Suite 500, Atlanta, GA 30328, 1 (844) 368-6414, except in Florida where the Administrator is Safe-Guard Warranty Corporation, Florida License Number 60126, Two Concourse Parkway, Suite 500, Atlanta, GA 30328, 1 (844) 368-6414.

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