

VOLKSWAGEN FINANCIAL SERVICES

FINANCE. INSURANCE. FLEET. MOBILITY.

How to make a Warranty or MOT claim

Making a Warranty or MOT cover claim is simple. Before you begin you will need to have the following information ready:

- The vehicle's registration number, Warranty number or VIN number
- The vehicle's mileage at the time of the claim
- The SAGA reference number (in case the manufacturer has granted goodwill for that claim)

STEP 1:

To begin go to www.vwfsinsuranceportal.co.uk and select 'Warranty' or 'MOT Cover' from the Make a claim shortcut menu. Once logged into the VWFS Warranty System, select **MAKE A CLAIM ONLINE** from the left hand vertical menu.

Then select **MAKE A CLAIM**.

You can search for your customer's Warranty cover details either using the vehicle registration number, policy number or VIN number. You can find the policy number on the Confirmation of Cover Certificate provided to the customer when the Warranty was activated.

Select **FIND A POLICY** to retrieve and view the cover details.

Find a policy

Registration number or Policy number or VIN

[Find a policy](#)

STEP 2:

If the details are correct select **REPORT CLAIM** to continue.

Find a policy

Registration number or Policy number or VIN

[Find a policy](#)

Policy holder	Vehicle	Policy
Name William Howard	Brand - Model VOLKSWAGEN - SCIROCCO	Option(s) of the policy 151120128
Address Springwood Farm Dotland	Registration number AK12GZL	Product 12 month Das WeltAuto Warranty - Retailer Paid-VWG 3-5 years <=100,000 m.- 12 months
Postcode NE462JY	VIN WWWZZZ13ZCV031563	Start date 30/11/2016
City Hexham	1st registration date 17/04/2012	End date 29/11/2017
Email janicephoward@sky.com	Manufacturer warranty end date N.C.	Status Active
Phone 01434603210		Report claim
		Product MOT Cover-MOT 12 months
		Start date 30/11/2016
		End date 29/11/2017
		Status Active
		Report claim

STEP 3:

Enter the date and the vehicle's mileage at the time of the claim.

Date and mileage

Date of breakdown Mileage at the time of claim

[Next](#)

STEP 4:

You'll then be able to add any documents to support your claim. For example images, job cards, Saga 2 Reference, DISS/ BA ID Number, independent engineers report.

Please note that if you have submitted a total amount for associated parts you will be required to upload a document to support the amount being claimed for.

Documents

Please attach any documents that will allow us to assess your claim quickly (images, job card, Saga 2 Reference, DISS/BA ID Number, independent engineers report...). Press Next to skip this section.

Document type : [Browse](#)

[Previous](#) [Attach a document](#) [Next](#)

STEP 5:

You will then be able to enter the details of the claim including a brief description. Click **ADD A PART**. The search function allows you to quickly locate the correct part name.

Parts

Part name	Causal part	Part number	Unit price (£)	Qty	Part cost (£)	Goodwill reference	Goodwill %	Net part cost (£)	
<input type="text" value="alternator"/>			0	1	0.00		0.00	0.00	
								0.00	0.00
								£ 0.00	
									Add a part
					ance	Goodwill %	Net labour cost (£)		
						0.00	0.00		
Total labour cost								£ 0.00	

At this point you will need to enter the following details:

- The reference number of the part
- The price of the part excluding VAT
- If manufacturer goodwill is being offered enter the percentage granted for parts, as well as the SAGA reference number

Associated parts (nuts, bolts etc.) can be added as a lump sum rather than each individual component having to be entered manually, before you can submit the claim you will be prompted to attach a supporting document for associated parts if you have not already done so.

You can add extra parts by clicking the **ADD A PART** button.

If at any stage of the process you want to save the claim as a draft and come back to it later, simply click on the **SAVE** button in the bottom left corner. You can retrieve the claim by clicking **FIND OR EDIT A CLAIM** on the left hand vertical menu.

Quote

REPAIR NUMBER 1 TOTAL PARTS COST : £ 0,00 TOTAL LABOUR COST : £ 0,00 TOTAL REPAIR : £ 0,00

Diagnostic

EML on and car losing power

Parts

Part name	Causal part	Part number	Unit price (£)	Qty	Part cost (£)	Goodwill reference	Goodwill %	Net part cost (£)
EGR valve cooler	<input type="checkbox"/>	03L131512DQ	255.41	1	255.41	FHDSIS899	20	204.33
Associated parts			15.26				0.00	15.26
Total parts cost								£ 219.59

[Add a part](#)

Labour

Labour time (h)	Labour cost (£)	Goodwill reference	Goodwill %	Net labour cost (£)
4.50	337.50		0.00	337.50
Total labour cost				£ 337.50

[Enter detailed labour time](#)

Total Repair : £ 557.09

Total Claim : £ 557.09

[Add repair](#)

[Previous](#) [Save](#) [Review and validate](#)

STEP 6:

Once you have confirmed the part details click **ADD LABOUR**

Labour can also be added as a lump sum, you will need to submit the total labour time (in hours). If manufacturer goodwill is being offered enter the percentage granted for labour, as well as the SAGA reference number.

If you wish to enter detailed labour time for each repair, rather than the total labour time you can do so by clicking the **ENTER DETAILED LABOUR TIME** button.

Labour

Labour time (h)	Labour cost (£)	Goodwill reference	Goodwill %	Net labour cost (£)
4.50	337.50		0.00	337.50
Total labour cost				£ 337.50

[Enter detailed labour time](#)

STEP 7:

You can add as many parts or as much labour as required, simply repeat the above steps.

You can also add multiple repairs within each claim, to add a new repair click the **ADD REPAIR** button and repeat the above process.

You will be presented with a running total for each repair as well as the total claim amount along the top and bottom of the page.

STEP 8:

You may be asked to enter the vehicle's service history. Start by entering the details of the manufacturers servicing schedule. Now enter the date and mileage of when the vehicle was last serviced. You can also add any further services the vehicle has had.

When the information is complete select **REVIEW AND VALIDATE**.

By clicking "SUBMIT", you are confirming the information you have provided is correct and you are ready to submit the claim

Submit 

STEP 9:

When you're happy that all the details are correct, you're ready to submit the claim.

Your claim has been submitted!

This is your claim number: 2017105430

A decision will be made shortly.