

## How to make a Warranty claim

Making a Warranty 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](http://www.vwfsinsuranceportal.co.uk) and select 'Warranty' 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
<p><b>Name</b> William Howard</p> <p><b>Address</b> Springwood Farm Dotland</p> <p><b>Postcode</b> NE462JY</p> <p><b>City</b> Hexham</p> <p><b>Email</b> janicephoward@sky.com</p> <p><b>Phone</b> 01434603210</p>	<p><b>Brand - Model</b> VOLKSWAGEN - SCIROCCO</p> <p><b>Registration number</b> AK12GZL</p> <p><b>VIN</b> WWWZZZ13ZCV031563</p> <p><b>1st registration date</b> 17/04/2012</p> <p><b>Manufacturer warranty end date</b> N.C.</p>	<p><b>Option(s) of the policy 151120128</b></p> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <p><b>Product</b> 12 month Das WeltAuto Warranty - Retailer Paid-VWG 3-5 years &lt;=100,000 m.- 12 months </p> <p><b>Start date</b> 30/11/2016</p> <p><b>End date</b> 29/11/2017</p> <p><b>Status</b> <span style="color: green;">Active</span> <a href="#">Report claim</a> </p> </div> <div style="padding-bottom: 5px;"> <p><b>Product</b> MOT Cover-MOT 12 months </p> <p><b>Start date</b> 30/11/2016</p> <p><b>End date</b> 29/11/2017</p> <p><b>Status</b> <span style="color: green;">Active</span> <a href="#">Report claim</a> </p> </div>

### 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](#)

[Attach a document](#)

[Previous](#) [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 (£)	
alternator				1	0.00		0.00	0.00	
Name									
Alternator pulley									
Alternator-starter (Start/Stop)									
Alternator tensioner									
Alternator belt									
Alternator wiring loom									
Alternator									
Total labour cost									

[Add a part](#)

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
<b>Total parts cost</b>								£ 219.59

**Labour**

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

Enter detailed labour time

Total Repair : £ 557.09

**Total Claim : £ 557.09**

Previous      Save      Review and validate      Add repair

## 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 (£)
<input type="text" value="4.50"/>	337.50	<input type="text"/>	<input type="text" value="0.00"/>	337.50
Total labour cost				£ 337.50

## 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

## 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.

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