

# Volkswagen Financial Services

**WARRANTY CLAIM SUBMISSION**

# Agenda

Access the VWFS Warranty Portal

Claim prerequisites

How to search for a policy

How to open a claim and enter a repair estimate

Claim decision

FAQ's

Retailer support team contact details

Login



# Access the VWFS Warranty Portal

VOLKSWAGEN FINANCIAL SERVICES  
Version: 14.31.0

English

Enter your login

Enter your password

[FORGOT PASSWORD ?](#)

Log in

Return to top

Audi	0345 222 4520
Volkswagen	0345 222 4531
SKODA	0345 222 4532
SEAT	0345 222 4533
VWCV	0345 222 4534
CLIPRA	0345 222 4520

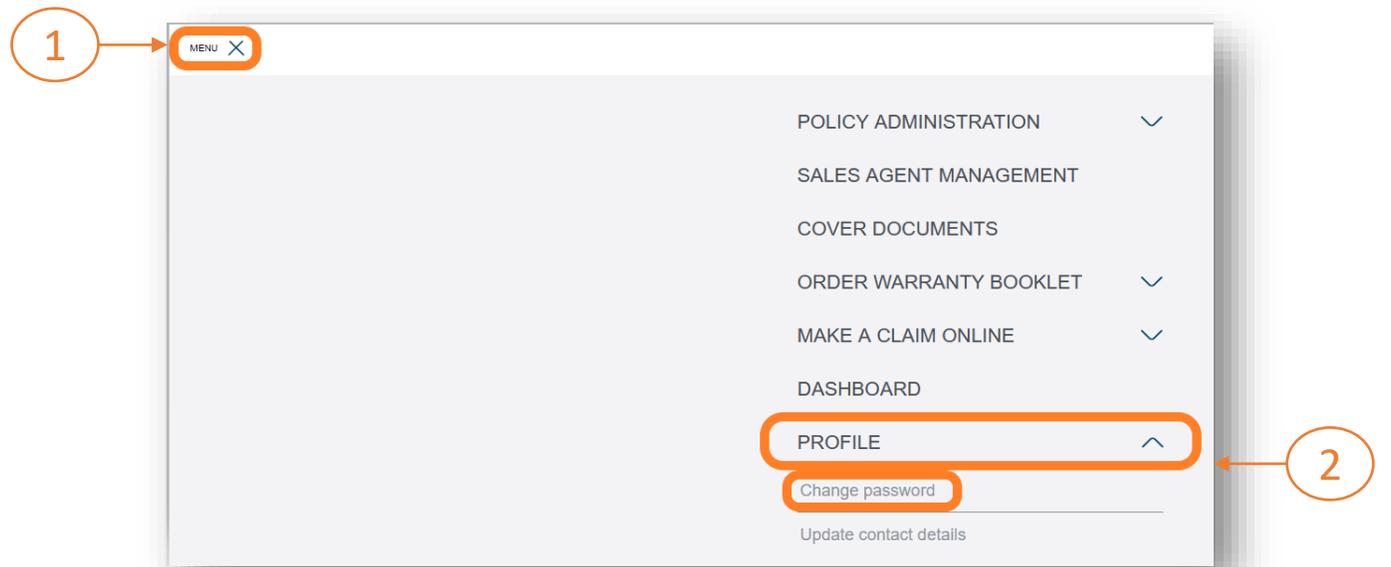
Lines are open Monday to Friday 8 am to 5 pm

Data protection information

- To access the Volkswagen Financial Services Warranty System, visit **[www.vwfswarrantysystem.co.uk](http://www.vwfswarrantysystem.co.uk)**.
- Enter your user credentials
- Ensure the language is set to English, it should do this a default.

# Access the VWFS Warranty Portal

## Change your password



Enter the password sent to you in your welcome email, then enter a new memorable password. Press “Confirm” to continue.

A screenshot of the 'Change Password' form. The form is titled 'Change Password' and contains three input fields and a 'Confirm' button. The first input field is labeled 'Please enter your old password' and is circled in orange with a '3'. The second and third input fields are labeled 'Please enter your new password' and 'Please confirm your new password' respectively, and are circled in orange with a '4'. The 'Confirm' button is circled in orange and labeled with a '5'. The form is set against a light gray background with a white border. In the top left corner, there is a 'MENU' button with a hamburger icon. In the top right corner, there is a logo for 'TEST SWAGEN FINANCIAL SERVICES THE SET TO WARRANTY'.

# Claim Prerequisites



# Which products can be activated via this portal?



## Approved Used Warranty

AUDI  
SKODA  
SEAT  
Volkswagen Passenger Cars  
Volkswagen Commercial Vehicles  
CUPRA



## MOT Standalone Protection

AUDI  
Volkswagen Passenger Cars  
Volkswagen Commercial Vehicles



## Extended Warranty

AUDI  
Volkswagen Passenger Cars  
Volkswagen Commercial Vehicles  
Skoda  
SEAT



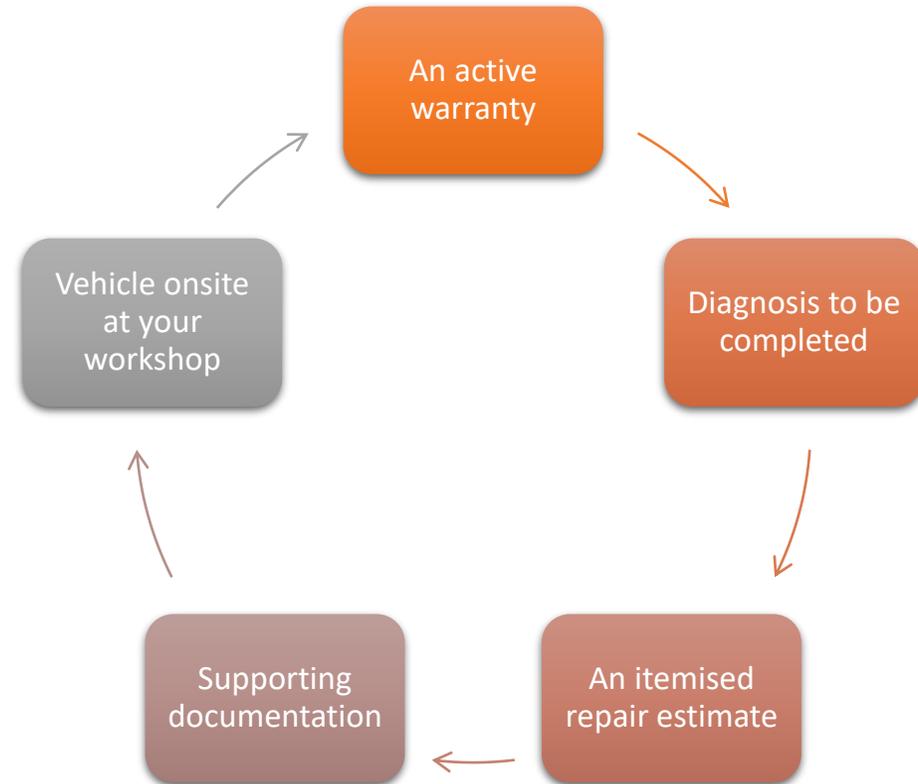
## Priority Purchase Warranty

AUDI



## What Will You Need?

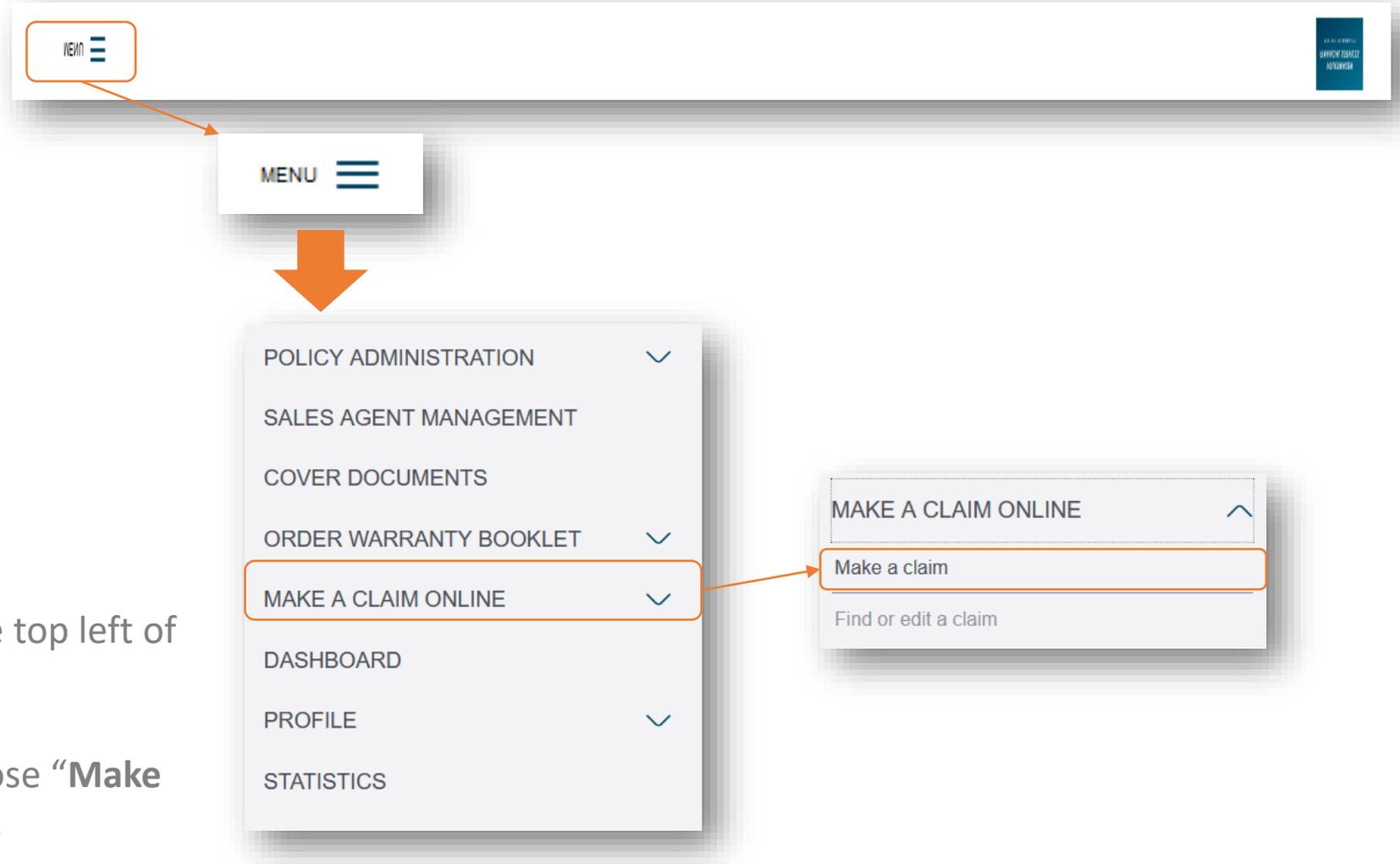
To make a claim for repairs to a covered vehicle you will need:



Search For A Policy



## Warranty Claim Submission Search For A Policy



To begin, press the **menu** button in the top left of your screen.

Then, from the list which appears choose “**Make A Claim Online**”, then, “**Make a claim**”.

# Warranty Claim Submission Search For A Policy

**Find a policy**

Registration number  or Policy number  or VIN  **Find a policy** 

**Policy number**



Policy holder	Vehicle	Policy											
<b>Name</b> TEST TEST	<b>Brand - Model</b> AUDI - A1	<b>Option(s) of the policy 543000013</b>											
<b>Address</b> test	<b>Registration number</b> 182WW431	<table border="1"><tr><td><b>Product</b></td><td>Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - &lt;150kw - &lt;4y - Functionnal</td><td></td></tr><tr><td><b>Start date</b></td><td>17/07/2021</td><td></td></tr><tr><td><b>End date</b></td><td>16/07/2022</td><td rowspan="2"><b>Report claim</b> </td></tr><tr><td><b>Status</b></td><td>Active</td></tr></table>	<b>Product</b>	Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - <150kw - <4y - Functionnal		<b>Start date</b>	17/07/2021		<b>End date</b>	16/07/2022	<b>Report claim</b> 	<b>Status</b>	Active
<b>Product</b>	Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - <150kw - <4y - Functionnal												
<b>Start date</b>	17/07/2021												
<b>End date</b>	16/07/2022	<b>Report claim</b> 											
<b>Status</b>	Active												
<b>Postcode</b> D11 V960	<b>VIN</b> WAUZZZ8X5JB084600												
<b>City</b> test	<b>1st registration date</b> 17/07/2018												
<b>Email</b>	<b>Manufacturer warranty end date</b> N.C.												
<b>Phone</b>													

To search for a vehicles warranty cover you will need either the registration, VIN or policy number.

# Warranty Claim Submission Check Search Results

Vehicle shows the basic details of  
the vehicle on cover

Policy – Product show the level of cover

Link to the PDF cover booklet

<b>Policy holder</b> <b>Name</b> TEST TEST <b>Address</b> test <b>Postcode</b> D11 V960 <b>City</b> test <b>Email</b> <b>Phone</b>	<b>Vehicle</b> <b>Brand - Model</b> AUDI - A1 <b>Registration number</b> 182WW431 <b>VIN</b> WAUZZZ8X5JB084600 <b>1st registration date</b> 17/07/2018 <b>Manufacturer warranty end date</b> N.C.	<b>Policy</b> <b>Option(s) of the policy 543000013</b> <table><tr><td><b>Product</b></td><td>Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - &lt;150kw - &lt;4y - Functionnal</td></tr><tr><td><b>Start date</b></td><td>17/07/2021</td></tr><tr><td><b>End date</b></td><td>16/07/2022</td></tr><tr><td><b>Status</b></td><td>Active</td></tr></table>	<b>Product</b>	Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - <150kw - <4y - Functionnal	<b>Start date</b>	17/07/2021	<b>End date</b>	16/07/2022	<b>Status</b>	Active	  <b>Report claim</b> 
<b>Product</b>	Audi Approved :plus Ireland Functional-Audi Approved :plus - 12 months - <150kw - <4y - Functionnal										
<b>Start date</b>	17/07/2021										
<b>End date</b>	16/07/2022										
<b>Status</b>	Active										

The “Policy holder”, is  
the warranty beneficiary

Start & End dates and Status

## Warranty Claim Submission Claim Details

Now enter the “**Date of breakdown**” along with the “**Mileage at the time of claim**”.

**Information about the claim**

Date of breakdown	<input type="text" value="30/09/2021"/>	Mileage at the time of claim	<input type="text" value="44201"/>
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[Next ▶](#)

# Warranty Claim Submission Supporting Documents

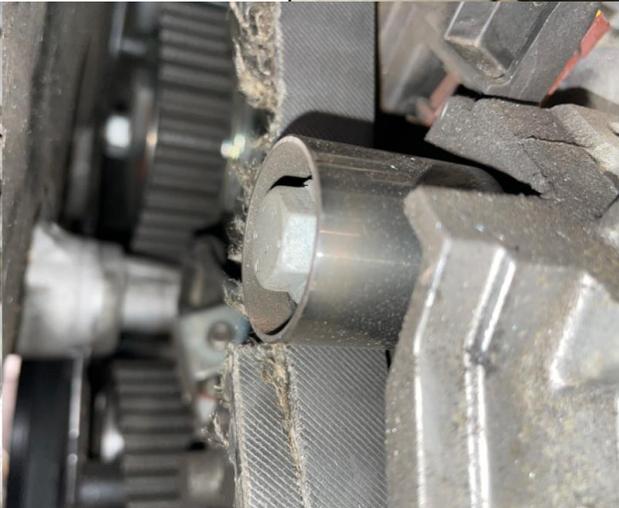
The next step of build a claim, is to attach your supporting information.

This should include your itemised repair estimate, however any additional information you can provide to the claims team will assist them.



You could include:

- Itemised repair estimate
- Job card and write up
- Photos or videos
- Service History
- Test results
- SAGA Goodwill
- DISS report
- TPI's



**JOB CARD** Created By: 0099

Driver Name & Address	Page No. 1	Invoice Name & Address
	Job No. 212898	
	WIP No. 04/41512	
Contact No. Mobile:	Mileage In 26340	Contact No. Accounts Department
Work:	Fuel Reading E 1/4 1/4 F	Fax No.
Mobile:	26344	Authorisation No.
Email Address:		Recall carried out by:

Account No.	Customer Order No.	Dept.	Engine No.	Date In	Date Due Out	Date Last Visit
PO930	WF	DFGAS62776		30/06/2023	30/06/2023	06/04/2023

Make/Model	Reg. Date	Chassis No.	Reg. No.	Mileage
Volkswagen Tiguan All/ SW246T	02/01/2020			0

Description of Goods / Services	Qty	Estimate
T JOB Booked by	0.00	0099
T JOB Additional Requirements	0.00	0099
A INV Diagnostic - p/s door is not locking when the car is locked & sometimes can only open the door from the inside. When walking up to the p.s door when car is locked the alarm goes off	1.00	0099
T JOB Additional Requirements	0.00	0099
T REP Report - Leicester sales arranging for the car to be sent down to Northampton	0.00	0099
A INV Diagnostic - p/s wing mirror is screeching when folding in	1.00	0099
T JOB Appointment Option	0.00	0099
T NOTE Drop off and collect	0.00	0099

End on - Aun on phone. 01/07/2024 9:25

**This Vehicle Has Been Checked For Recalls**

Time In 9:06 am	Time Required 5 pm	Checked In By	Loan Car Reg.	Checked Out By
I agree to the above work being undertaken.				
DASH	SWITCH	C. CHRG	MOT Due On:	Service Due By:
ACCOUNT	OTHER			

<b>Order dates</b>	Order number: 54507
	Order date: 2022-10-27
	Model year: 2019
	Delivery date: 2018-12-14
<b>Complaint data</b>	BA ID:
	What is the customer's complaint?
	How often does the complaint occur?
	Marginal conditions:
	Since when has this been a complaint?
	When in the workshop before with this complaint?
	Broken on arrival?
	Code:
	Some complaints be confirmed?
	Information on workshop findings:
<b>Type of repair:</b>	No repair performed
Number of damage-rectifying genuine part:	Not registered
Manufacturer code of damage-causing genuine part:	Not registered
Number of damage-rectifying repair operation:	Not registered
Workshop code:	No repair performed
Workshop code:	GA

# Warranty Claim Submission Supporting Document

Use the “Attach a document” drop-down list to add your supporting documents.

Information a  
Date of breakdown  
Documents

For assistance, please  
Information a  
Date of breakdown  
Documents

Attach a document: [Dropdown] [Browse... No file selected.]

Attach a document: [Dropdown] [Browse... No file selected.]

Attach a document [Upload Icon]

Next [Next Arrow]

Previous [Previous Arrow]

Date of upload	Document type	Document	
30/09/2021 15:42	Estimate	D_021_Estimate.pdf	[Download Icon]

## Warranty Claim Submission Customer Concern

Your retailer's **warranty labour rate** will be pre-set and is now displayed.

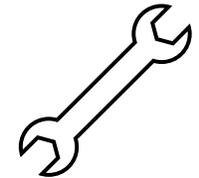
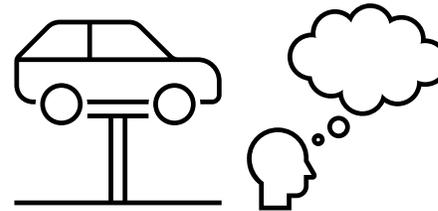
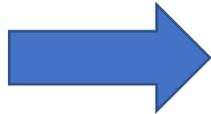
### Labour rate

Please select the applicable labour rate. Once approved, no change will be possible.  
SKODA UK TEST 100,00 GBP / h

### Breakdown symptoms and diagnosis

Please indicate the breakdown cause and explain the technical reason why you ask for the parts to be changed

Whining noise reported from front of car when driving.  
Confirmed noise present, lifted car on ramp. Spin wheels, found n/s/r wheel bearing noisy.  
Replacement wheel bearing and associated parts required.



Customer Concern

Confirm Fault

Diagnosis

Repair detail

# Warranty Claim Submission Parts Estimate Entry

It is now time to add the **parts** required to complete the repair to your claim.

€

wheel		0	1	0.00	
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Name

- Axle crown wheel
- Wheel hub
- Spare wheel jack
- Wheel bearing
- ABS wheel sensor
- Wheel trim

## Parts

Please indicate the manufacturer's part number and the quantity required. The unit price is indicated by the manufacturer's price list.

Part name	Causal part	Part number	Unit price (£)	Qty	Part total pre-vat (£)	Goodwill reference	Goodwill %	Discount for parts (%)	Net part cost (£)	
Enter the part			0	1	0.00		0.00	0.00	0.00	🗑️
Associated parts			0.00				0.00	0.00	0.00	
<b>Total parts cost</b>									<b>£ 0.00</b>	

Add a part +

# Warranty Claim Submission Parts Estimate Entry

It is now time to add the **parts** required to complete the repair to your claim.

## Parts

Please indicate the manufacturer's participation indicator if any

Part name	Causal part	Part number	Unit price (£)	Qty	Part total pre-vat (£)	Goodwill reference	Goodwill %	Discount for parts (%)	Net part cost (£)	
Enter the part		<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	0.00	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	0.00	
Associated parts			<input type="text" value="0.00"/>				<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	0.00	
Total parts cost									£ 0.00	

Add a part

Wheel bearing	<input type="checkbox"/>	<input type="text" value="3a32260"/>	<input type="text" value="125"/>	<input type="text" value="1"/>	<input type="text" value="125.00"/>	<input type="text" value="2232546"/>	<input type="text" value="20"/>	<input type="text" value="0"/>	<input type="text" value="100.00"/>	
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## Warranty Claim Submission Parts Estimate Entry

Wheel bearing	<input type="checkbox"/>	3a32260	125	1	125.00	2232546	20	0.00	100.00	
Associated parts			15				20	0.00	12.00	
<b>Total parts cost</b>									<b>£ 112.00</b>	

Enter your combined of all the associated parts value.

## Warranty Claim Submission Causal Part

Identify what part has failed; this is considered to be the **“Causal Part”**.

Part name	Causal part	Part number	Unit price (£)	Qty	Part total pre-vat (£)	Goodwill reference	Goodwill %	Discount for parts (%)	Net part cost (£)	
Wheel bearing	<input type="checkbox"/>	3A32260	125.00	1	125.00	2232546	20.00	0.00	100.00	

Wheel bearing	<input checked="" type="checkbox"/>	3a32260
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## Warranty Claim Submission Labour Estimate – BULK TIME

Labour can be entered by bulking all required time for both diagnosis and repair together.

Labour time (h)	Labour cost (£)	Goodwill reference	Goodwill %	Discount (%)	Net labour cost (£)
1.60	160.00	232206	20	0.00	128.00

**Guided Fault Finding = 0.6 + Wheel remove & install = 0.2 + Wheel bearing replace = 0.8**  
**Total time = 1.6 hours**

## Warranty Claim Submission Labour Estimate – Coded

To enter the manufacturer labour operation numbers individual press “**Enter detailed labour time**” to change input method.

Enter detailed labour time ▶

### Labour

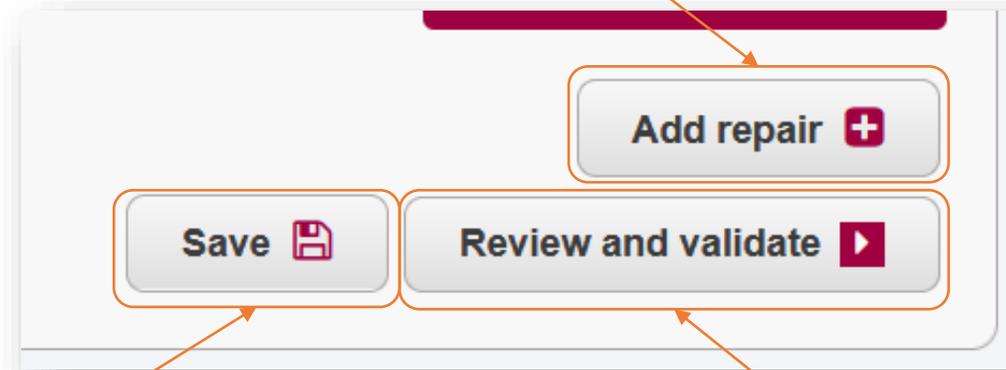
Labour code	Operation name	Labour time (h)	Labour cost (£)	Goodwill reference	Goodwill %	Discount (%)	Net labour cost (£)	
01500000	GFF/Guided functions .	0.20	20.00	2311	0.00	0.00	20.00	🗑️

Enter the manufacturer operation number into the box labelled “**labour code**” field.

Add labour +

## Warranty Claim Submission Add Addition Repairs

If there is more than one fault to report, press **“Add repair”** to add further repairs to your claim.



If you need to save the Drafted and return to it later, simply press **“Save”**

Or, to proceed press **“Review and validate”**.

# Warranty Claim Submission Claim Summary

A summary of the claim will be displayed.

Diagnosis &  
Repair Detail

Parts Estimate

Labour Estimate

Total Repair Value  
Total Claim Value

Send A Message

**Labour rate**  
Please select the applicable labour rate. Once approved, no change will be possible.  
SKODA UK TEST 100,00 GBP / h Correct / Add

**Quote**

REPAIR NUMBER 1 TOTAL PARTS COST : £ 112,00 TOTAL LABOUR COST: £ 20,00 TOTAL REPAIR : £ 132,00

**Breakdown symptoms and diagnosis**

Whining noise from front of car while driving.  
Confirmed noise present. lifted car on ramp. Spin wheels, found n/s/f wheel bearing noisy.

**Parts**

Part name	Causal part	Part number	Unit price (£)	Qty	Part total pre-vat (£)	Goodwill reference	Goodwill %	Discount for parts (%)	Net part cost (£)
Wheel bearing	<input checked="" type="checkbox"/>	3A32260	125.00	1	125.00	2232546	20.00	0.00	100.00
Associated parts			15.00				20.00	0.00	12.00
<b>Total parts cost</b>									<b>£ 112.00</b>

**Labour**

Labour code	Operation name	Labour time (h)	Labour cost (£)	Goodwill reference	Goodwill %	Discount (%)	Net labour cost (£)
01500000	GFF/Guided functions .	0.20	20.00	2311	0.00	0.00	20.00
<b>Total labour cost</b>							<b>£ 20.00</b>

**Total Repair : £ 132.00**  
**Total Claim: £ 132.00** Correct / Add

**Message**  
No new message New message

**Documents**

Date of upload	Document type	Document
18/04/2024 13:17	Estimate	estimate.pdf

Attach a document: Estimate  No file selected. Attach a document

# Warranty Claim Submission

## Submit The Claim

If you are happy that all repairs have been accounted for, press “Submit”.

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

Submit 



**Your claim has been submitted!**

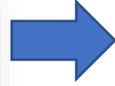
**This is your claim number: 2021295492**

A decision will be made shortly.

For assistance, please call



# Warranty Claim Submission Information Requested



- POLICY ADMINISTRATION
- SALES AGENT MANAGEMENT
- QUOTE
- COVER DOCUMENTS
- MAKE A CLAIM ONLINE**
- Make a claim
- Find or edit a claim



Claim number  Warranty number  claim status: CURRENT

Claims made between  and

Warranty	Claim number	Policy holder	Status	Information on claim												
				<table><tr><td>Mileage at the time of claim</td><td>1,000</td><td>25/06/2021 11:45</td></tr><tr><td>Date of claim</td><td>25/06/2021</td><td></td></tr><tr><td>Type</td><td>MECHANICAL BREAKDOWN</td><td></td></tr><tr><td>Workshop</td><td>AUDI UK TEST (AUDIUKTEST)</td><td></td></tr></table>	Mileage at the time of claim	1,000	25/06/2021 11:45	Date of claim	25/06/2021		Type	MECHANICAL BREAKDOWN		Workshop	AUDI UK TEST (AUDIUKTEST)	
Mileage at the time of claim	1,000	25/06/2021 11:45														
Date of claim	25/06/2021															
Type	MECHANICAL BREAKDOWN															
Workshop	AUDI UK TEST (AUDIUKTEST)															

# Warranty Claim Submission Information Requested

Use the “Attach a document” drop-down list to add your supporting documents.

Information Requested

Date of breakdown

Documents

Attach a document:  Browse... No file selected.

Attach a document:  Browse... No file selected.

Attach a document

Previous Next

- Copy\_of\_Cover\_booklet
- Diag\_Report
- Engineers\_Invoice
- Estimate
- Goodwill
- IBAN
- Invoice
- Invoice\_Hire\_Car
- Invoice\_Vehicle\_Purchase
- Job\_Card
- Log\_Book
- MOT Test Certificate VT20 or VT30
- Other
- Photo or Video
- Service\_History
- Used\_Car\_Inspection\_Report

- D\_021\_Estimate
- D\_024\_Goodwill
- D\_025\_Job\_Card.pdf
- D\_051\_Invoice
- D\_053\_IBAN
- photo
- photos 2

## Documents

Date of upload	Document type	Document	
30/09/2021 15:42	Estimate	D_021_Estimate.pdf	

# Claim Decision Approval

## Decision

Claim number 2023377730 Policy number 471014655  
Decision **Approved** Date of decision 09/11/2023  
Agreement number R233005119 Amount granted **GBP849.69**

### Comment

Repairs have been agreed at the manufacture's prices.

[View decision document](#)

Approved  
Used.



## Decision document

Observation Repairs have been agreed at the manufacture's prices.

Warranty number Claim number 2023377730 Date 11/10/2023  
Policy holder Repair garage Selling garage

## Vehicle

Registration Make Model VIN Number First registration date Mileage  
VOLKSWAGEN TIGUAN 21/12/2016 63916

## Content of the request for repair authority

Designation	Decision	Total Parts exc. VAT	Total Labour exc. VAT	Customer excess exc. VAT	Dealer excess exc. VAT	Max amount exc. VAT	Total claim exc. VAT
Repair 1 Mechanics	APPROVAL	£595.54	£147.90				£743.44

Net amount to be paid (exc. VAT) £743.44  
AT (20.0%) £148.69  
Amount VAT inclusive **£892.13**

## INVOICING INFORMATION

Agreement No: [redacted]  
Ref. to include on your invoice

Invoice amount to be raised VAT-Inclusive for a total of **£892.13**  
Address and submit your claim on behalf of  
**VOLKSWAGEN Warranty - Volkswagen Group (UK) Limited**  
PO Box 869  
WA4 6LD Warrington

Upload your invoice in the relevant claim via the VWFS Warranty System or email it to [Accounts@vwfs.volkswagenwarranty.co.uk](mailto:Accounts@vwfs.volkswagenwarranty.co.uk)

# Claim Decision

## Refusal

### Decision

Claim number 2023412653 Policy number 470029305  
Decision Declined Date of decision 02/11/2023

#### Comment

Elsa pro history confirms that this fault was reported on the 26/10/2023. This pre-dates the start date of the policy and this warranty does not cover any faults which existed before the policy started. Therefore, the claim is declined.

[View decision document](#)



### Decision document

#### Observation

Elsa pro history confirms that this fault was reported on the 26/10/2023. This pre-dates the start date of the policy and this warranty does not cover any faults which existed before the policy started. Therefore, the claim is declined.

Warranty number 470029305

Claim number 2023412653

Date 02/11/2023

Policy holder

Repair garage

Selling garage

#### Vehicle

Registration  
Make  
Model

AUDI  
A3

VIN Number  
First registration date  
Mileage

30/10/2020  
23881

#### Content of the request for repair authority

Designation	Decision	Total Parts exc. VAT	Total Labour exc. VAT	Customer excess exc. VAT	Dealer excess exc. VAT	Max amount exc. VAT	Total claim exc. VAT
Repair 1 Speaker	REFUSAL	£0.00	£0.00				£0.00

Net amount to be paid (exc. VAT)

£0.00

Amount VAT inclusive

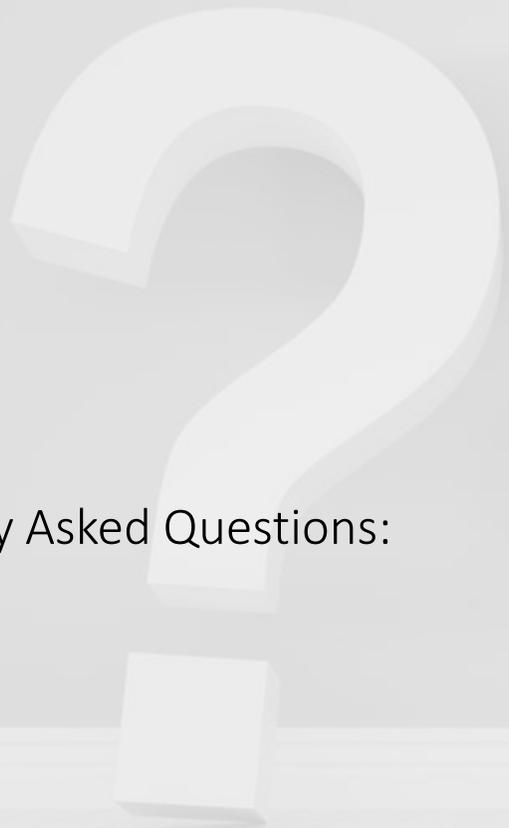
£0.00



#### INVOICING INFORMATION

#### Observation

Elsa pro history confirms that this fault was reported on the 26/10/2023. This pre-dates the start date of the policy and this warranty does not cover any faults which existed before the policy started. Therefore, the claim is declined.



## Frequently Asked Questions:

**Q** – Do I have self-authority to carry our repairs?

**A** – Unfortunately not. Pre-authorisation from the Warranty Claims Team must be sought prior to **any** repairs being carried out. Any work carried out without our pre-approval cannot be claimed.

**Q** – How many repairs can I claim under one claim number?

**A** – You can make as many repair submissions under one claim number as is required by the beneficiary. Each repair will be addressed separately, and a decision provided for each.

**Q** – Will the Approved Warranty pay for diagnostic time as part of an approved claims?

**A** – Yes, if the claim is approved, we will pay the cost of reasonable diagnostic time. Please ensure your Guided Fault Finding is correctly quoted when making your submission.

**Q** – Does the beneficiary have to approve diagnostic time?

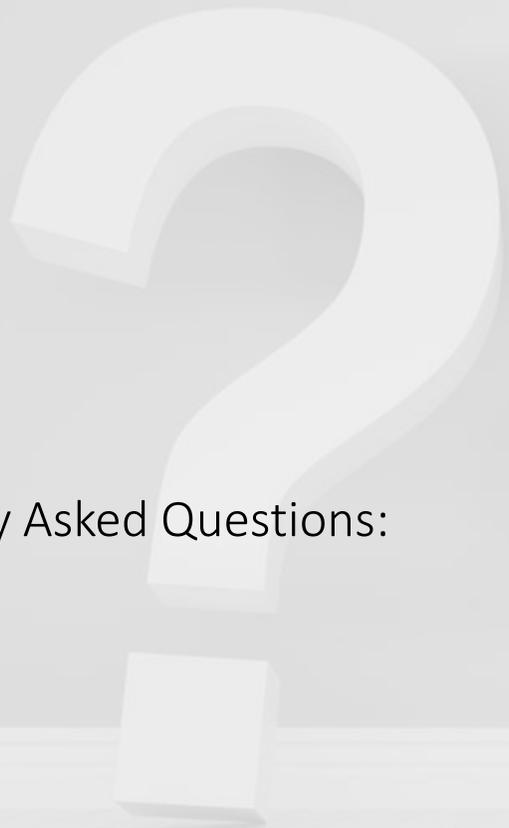
**A** – Yes, the beneficiary must authorise your diagnostic time in every case. They remain solely responsible for this cost until you have submitted your claim for repair and an approval is given by the claims team. If the claim is declined, the beneficiary remains responsible for any diagnostic costs they have incurred.

**Q** – Can I make amendments to a claim?

**A** – Once you have submitted your claim, you are unable to make changes to it. However, the claims team will make one amendment to a previously approved claim **ONLY**. If amendment is needed, you must attach an updated repair estimate for all labour (including diagnostic and GFF) time along with all parts at warranty claim directly to the claim. The team will review you updated estimate and make an assessment. \*Note, it is your responsibility to ensure you are correctly quoting the complete repair when submitted your claim for approval.

**Q** – Should we follow the manufacturer repair instructions and recommendations and create our repair estimate accordingly?

**A** – Yes in every case. You must ensure your quote to repair the vehicle in line with the manufacturer's recommendations.



## Frequently Asked Questions:

**Q** – How do I get paid for an approved claims?

**A** – In order to get paid, you will need to generate an invoice in your DMS system noting all parts and labour at the approved values. Ensure you address the invoice as is stated on your decision documents. Attach your invoice directly to the claim and select invoice as the document type. A notification will automatically be created to our accounts team. There is no need for you to add any comment to the claim. Be aware, if no invoice is attached the claim will remain unpaid.

**Q** – Do I get charged for making a claim against an Approved Warranty?

**A** – There is no charge to a Volkswagen Group Retailer for submitting a claim. We encourage you to do so, even when you are aware a repair is not covered by the policy.

**Q** – I know the required part is excluded under the customers terms and conditions; do I still need to submit a claim?

**A** – We understand there may be occasions when you know an item is excluded from cover. However, should the beneficiary wish to discuss the repairs with the claims team we will be unable to do so if no claim has been made. Considering this, we require a claim with full costs and diagnostic information to be submitted in every case.

**Q** – What labour rate to I get for work carried out under an Approved Warranty?

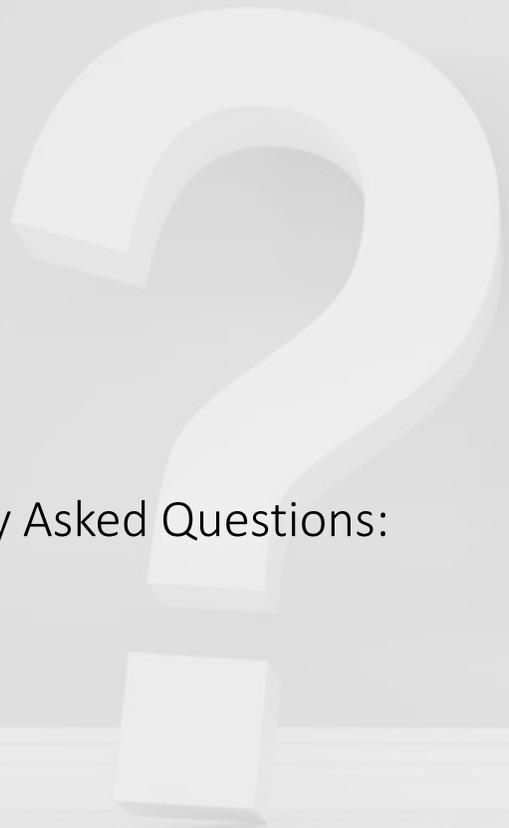
**A** – The labour rate paid for an approved claim will be your Warranty labour rate.

**Q** – What labour rate to I get for work carried out under an Approved Warranty?

**A** – The labour rate paid for an approved claim will be your Warranty labour rate.

**Q** – What support information should I provide when my claim submission.

**A** – You must in every case fill in the “customer complaint and diagnosis” field with the customer's concern. Diagnosis and repair information. There is no requirement for you to provide further information. However, we strongly recommend you attach a supporting estimate along any further items which will allow our claims team to manage the claim as quickly as possible.



## Frequently Asked Questions:

**Q** – My claim has been approved, but I need to make you aware of why I feel it should not be covered.

**A** – On occasion it may be that our team authorise a repair, but you feel there is a reason why on this occasion it should not be approved. For example; where the part has failed due to corrosion or soot build up. In this case, please contact us as soon as possible providing this additional information. We will review the claim and confirm our final decision.

**Audi**            **0345 222 4530**  
**Volkswagen**   **0345 222 4531**  
**Skoda**           **0345 222 4532**  
**SEAT**            **0345 222 4533**  
**VWCV**           **0345 222 4534**  
**CUPRA**         **0345 222 4529**

[Technical@vwfs-audiwarranty.co.uk](mailto:Technical@vwfs-audiwarranty.co.uk)

[Technical@vwfs-volkswagenwarranty.co.uk](mailto:Technical@vwfs-volkswagenwarranty.co.uk)

[Technical@vwfs-skodawarranty.co.uk](mailto:Technical@vwfs-skodawarranty.co.uk)

[Technical@vwfs-seatwarranty.co.uk](mailto:Technical@vwfs-seatwarranty.co.uk)

[Technical@vwfs-vwcvwarranty.co.uk](mailto:Technical@vwfs-vwcvwarranty.co.uk)

[Technical@vwfs-cuprawarranty.co.uk](mailto:Technical@vwfs-cuprawarranty.co.uk)

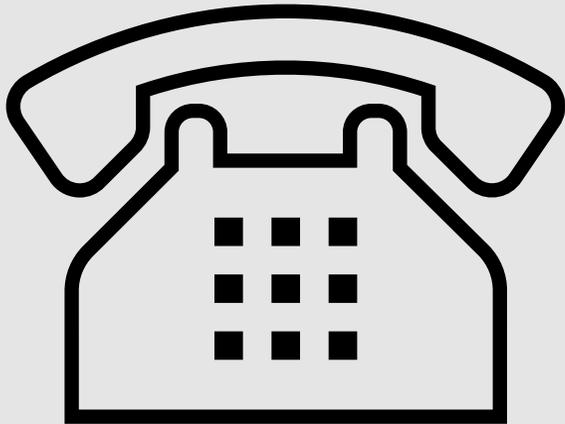
**Q** – My claim has been declined due to information you requested not being provided. What should I do?

**A** – The claims team may request supporting information from you to enable them to make a decision. However, there may be occasions where you cannot provide this. The claims team will refuse the claim on this basis after five working days. Once you have the information available, please attach directly to the claim and the file manager will re-visit the claim for you. Don't worry, we will always review the information and once all received the claim will be re-opened.

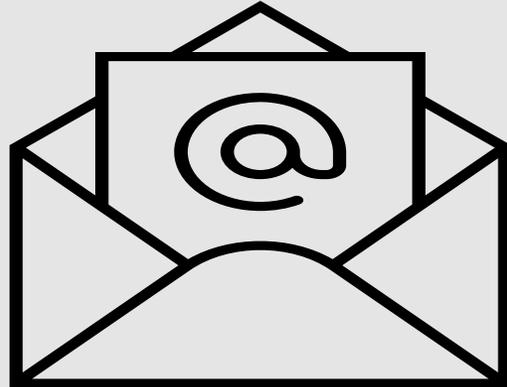
# Contact Information.

## Approved Used Warranty Team

Lines our open Monday to Friday between 8am & 5pm.



<b>Audi</b>	<b>0345 222 4530</b>
<b>Volkswagen</b>	<b>0345 222 4531</b>
<b>Skoda</b>	<b>0345 222 4532</b>
<b>SEAT</b>	<b>0345 222 4533</b>
<b>VWCV</b>	<b>0345 222 4534</b>
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[Technical@vwfs-skodawarranty.co.uk](mailto:Technical@vwfs-skodawarranty.co.uk)  
[Technical@vwfs-seatwarranty.co.uk](mailto:Technical@vwfs-seatwarranty.co.uk)  
[Technical@vwfs-vwcvwarranty.co.uk](mailto:Technical@vwfs-vwcvwarranty.co.uk)  
[Technical@vwfs-cuprawarranty.co.uk](mailto:Technical@vwfs-cuprawarranty.co.uk)

### Retailer Support:

- Policy & Claim Assistance:
- [Technical@vwfs-audiwarranty.co.uk](mailto:Technical@vwfs-audiwarranty.co.uk)
- [Technical@vwfs-volkswagenwarranty.co.uk](mailto:Technical@vwfs-volkswagenwarranty.co.uk)
- [Technical@vwfs-skodawarranty.co.uk](mailto:Technical@vwfs-skodawarranty.co.uk)
- [Technical@vwfs-seatwarranty.co.uk](mailto:Technical@vwfs-seatwarranty.co.uk)
- [Technical@vwfs-vwcvwarranty.co.uk](mailto:Technical@vwfs-vwcvwarranty.co.uk)
- [Technical@vwfs-cuprawarranty.co.uk](mailto:Technical@vwfs-cuprawarranty.co.uk)

### Accounts:

- [accounts@vwfs-audiwarranty.co.uk](mailto:accounts@vwfs-audiwarranty.co.uk)
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