

Volkswagen Financial Services

WARRANTY CLAIM SUBMISSION

Agenda

Access the VWFS Warranty Portal

Claim prerequisites

How to search for a policy

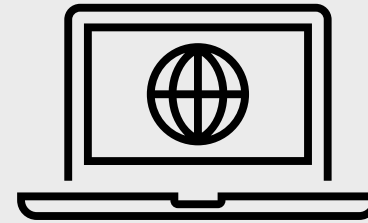
How to open a claim and enter a repair estimate

Claim decision

FAQ's

Retailer support team contact details

Login



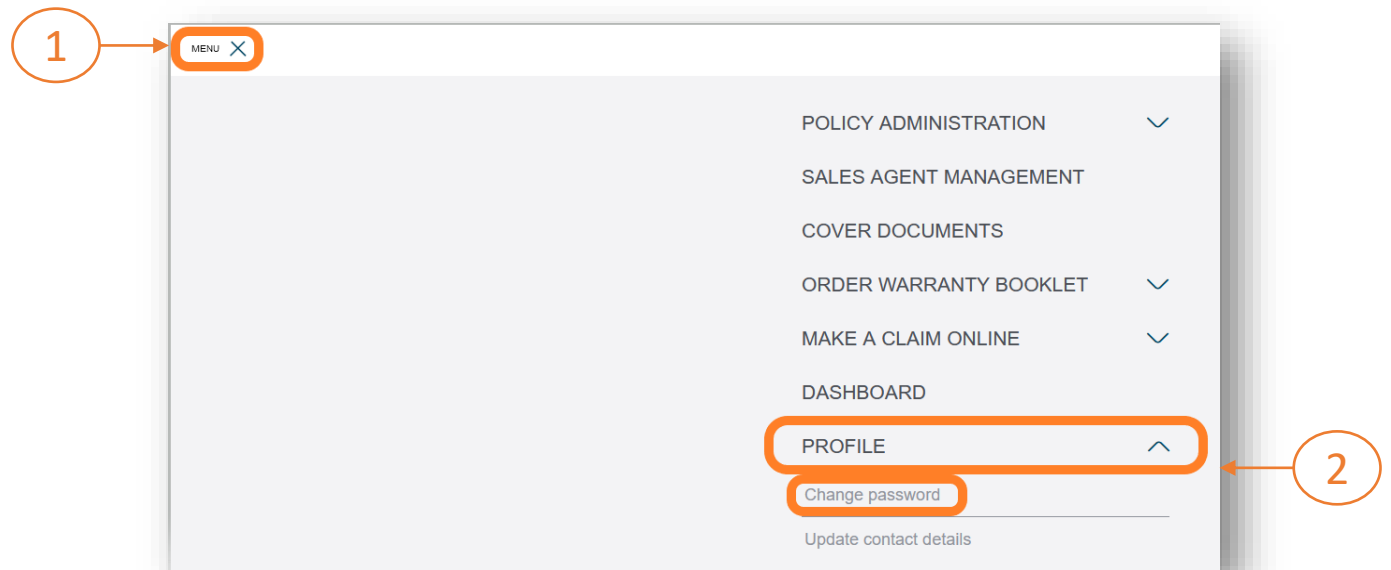
Access the VWFS Warranty Portal



- To access the Volkswagen Financial Services Warranty System, visit **www.vwfswarranty.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 has a title 'Change Password' at the top. Below the title, there are three input fields. The first field is labeled 'Please enter your old password' and is highlighted by an orange circle with the number 3. The second field is labeled 'Please enter your new password' and is highlighted by an orange circle with the number 4. The third field is labeled 'Please confirm your new password' and is also highlighted by an orange circle with the number 4. At the bottom of the form, there is a 'Confirm' button, highlighted by an orange circle with the number 5. The form is part of a larger page with a 'MENU' button in the top left and a 'TEST' button in the top right.

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



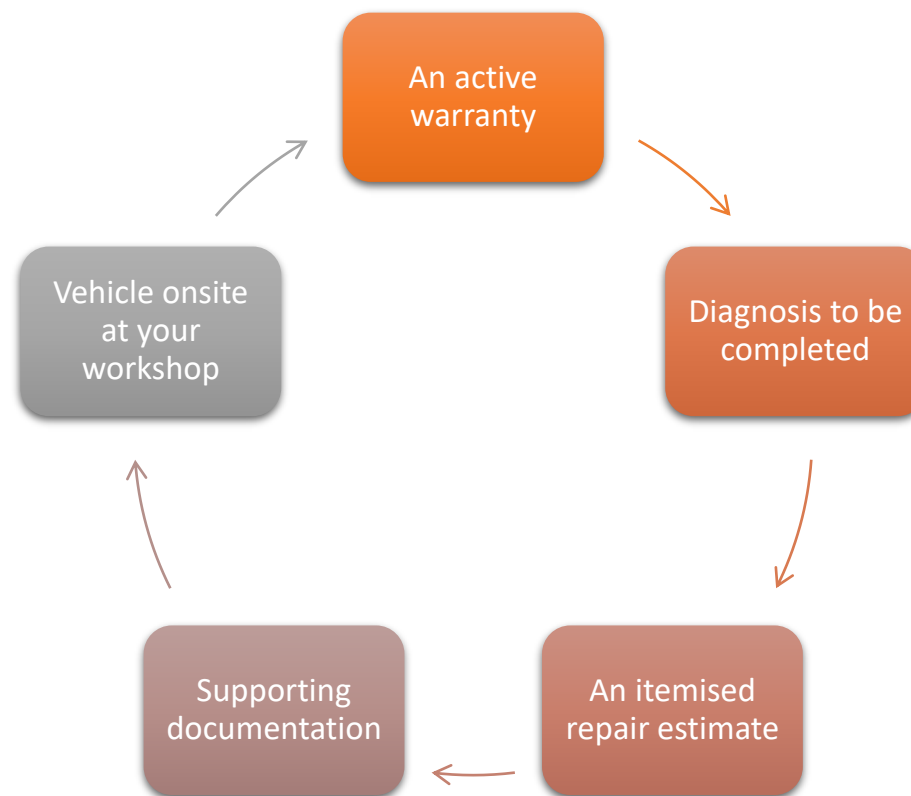
Priority Purchase Warranty

AUDI



What Will You Need?

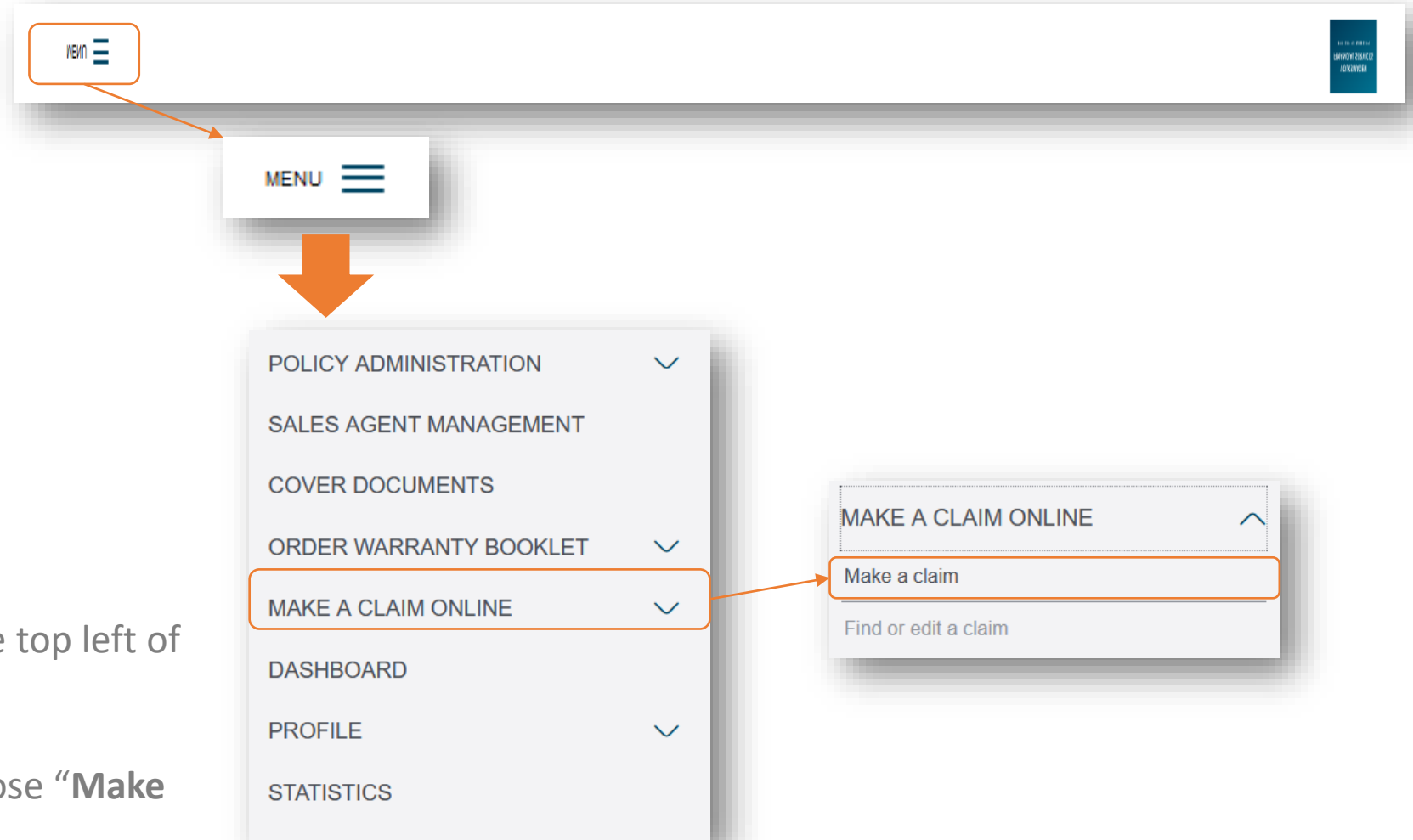
To make a claim for repairs to a covered vehicle you will need:



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 Q

Policy number

543000013

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

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

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

30/09/2021

Mileage at the time of
claim

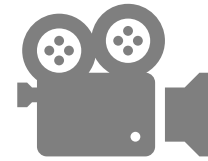
44201

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		Job No. 212898		
WIP No. 04/41512		WIP No. 04/41512		
Mileage In		Mileage In 26340		
Contact No. Mobile:		Contact No. Accounts Department		
Fax:		Fax No.		
Email Address:		Email Address: 26341		
Account No.		Customer Order No.	Dept.	Engine No.
R0930		W	DFGAB62776	30/06/2023
Description of Goods / Services		Date In	Date Due Out	Date Last Visit
Volkswagen Tiguan All/ SW246T		02/01/2020	30/06/2023	06/04/2023
Reg. No.		Chassis No.	Reg. No.	Mileage
02/01/2020				0
Description of Goods / Services		Op.	Estimate	
T JOB		0.00	0099	
Booked by		0.00	0099	
T JOB		0.00	0099	
Additional Requirements		1.00	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	0099	
T JOB		0.00	0099	
Additional Requirements		0.00	0099	
T RFP		Report - Leicestershire sales arranging for the car to be sent down to Northampton	0099	
T JOB		0.00	0099	
Additional Requirements		1.00	0099	
A INV		Diagnostic - p/s wing mirror is screeching when folding in	0099	
T JOB		0.00	0099	
Appointment Option		0.00	0099	
T NOTE		Drop off and collect	0099	
End on - Am on phone.		01/07/2024 9:25		

This Vehicle Has Been Checked For Recalls

Time In	Time Required	Checked In By	Loan Car Reg.	Checked Out By
9:06 am	5pm			
I agree to the above work being undertaken.				
Signature: B. Customer (or Agent)				
MOT Due On:				
Service Due By:				

Order dates

Order number: 54507
Order date: 2022-10-27
Model year: 2019
Delivery date: 2018-12-14

Complaint data

BA ID:
What is the customer's complaint?
How often does the complaint occur?
Harsh conditions:
Since when has this been a complaint?
When in the workshop before with this complaint?
Broken down?
Code:
Some repairs been confirmed?
Information on workshop findings:

Type of repair:

Number of damage-rectifying genuine part:	Not repair performed
Manufacturer code of damage-causing genuine part:	Not registered
Number of damage-rectifying repair operation:	Not registered
Workshop code:	Not registered
Workshop code:	No repair performed

Warranty Claim Submission Supporting Document

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

For assistance, please contact us at 0800 123 4567.

Information a

Date of breakdown: 30/09/2021 15:42

Documents

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

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

Documents

- D_021_Estimate
- D_024_Goodwill
- D_025_Job_Card.pdf
- D_051_Invoice
- D_053_IBAN
- photo
- photos 2

Attach a document: Attach a document Next

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

Warranty Claim Submission Customer Concern

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

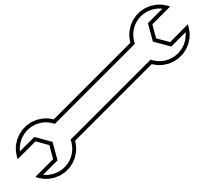
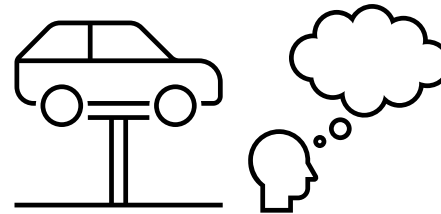
Labour rate

Please select the applicable labour rate. Once approved, no change will be possible.
TEST 15,00 EUR / 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.

Parts

Please indicate the manufacturers participation

Part name	Cause of damage	Part number	Unit	Quantity	Unit price (€)	Reference	Goodwill %	Discount for parts (%)	Net part cost (€)	
<div>Enter the</div>			0	1	0.00		0.00	0	0.00	
Associated parts			0				0.00	0	0.00	
Total parts cost									0.00 €	

Add a part

wheel

010.00

Name

Axle crown wheel

Wheel hub

Spare wheel jack

Wheel bearing

ABS wheel sensor



Wheel trim

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 manufacturers 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			0	1	0.00		0.00	0	0.00	
Associated parts			0				0.00	0	0.00	
Total parts cost									0.00 €	
Add a part 										

Wheel bearing



3a32260

125

1

125.00

2232546


20

0

100.00



Warranty Claim Submission Parts Estimate Entry

Wheel bearing	<input type="checkbox"/>	3a32260	125	1	125.00	2232546	20.00	0.00	100.00	
Associated parts			15				20.00	0.00	12.00	
Total parts cost									112.00 €	


Enter your combined of all the associated parts value.

Warranty Claim Submission

Causal Part

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

Please indicate the manufacturer's participation in the warranty claim.

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"/>						20.00	0.00	100.00	

Part name	Causal part	Part number
Wheel bearing	<input checked="" type="checkbox"/>	3a32260

Warranty Claim Submission

Labour Estimate – BULK TIME

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

Labour

Labour time (h)	Labour cost (€)	Goodwill reference	Goodwill %	Discount (%)	Net labour cost
1.60	24.00	232206	20	0.00	19.20

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	
0150000	GFF/Guided fu	0.20	3.00	2311	0.00	0.00	3.00	

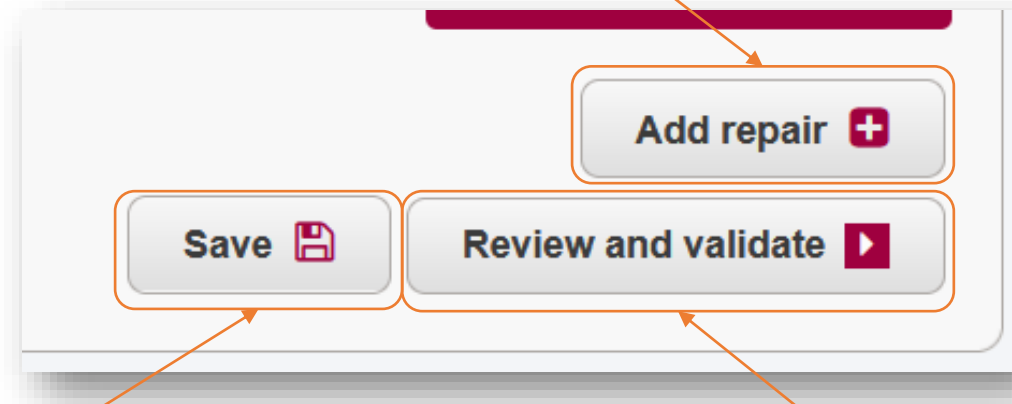
Enter the manufacturer operation number into the box labelled “**labour code**” field.

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.
TEST 15,00 EUR / h

Quote
REPAIR NUMBER 1 TOTAL PARTS COST : 112,00 € TOTAL LABOUR COST: 3,00 € TOTAL REPAIR : 115,00 €
Breakdown symptoms and diagnosis
Whining noise reported from front of car when driving.
Confirmed noise present. lifted car on ramp. Spin wheels. found n/s/r wheel bearing noise.
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
Total parts cost									112.00 €

Labour

Labour code	Operation name	Labour time (h)	Labour cost (€)	Goodwill reference	Goodwill %	Discount (%)	Net labour cost
01500000	GFF/Guided functions .	0.20	3.00	2311	0.00	0.00	3.00
Total labour cost							3.00 €

Total Repair : 115.00 €
Total Claim: 115.00 €

Message
Enter a message for the claim management team
New message

Documents

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

Attach a document : Estimate Browse... 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

Claims made between and

Warranty	Claim number	Policy holder	Status	Information on claim		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	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.

For assistance, please contact us at 0800 123 4567.

Information requested

Date of breakdown: 30/09/2021 15:42

Documents

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

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

Previous Next

Documents

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

Attach a document

D_021_Estimate
D_024_Goodwill
D_025_Job_Card.pdf
D_051_Invoice
D_053_IBAN
photo
photos 2

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 [redacted] VIN Number [redacted]
Make VOLKSWAGEN First registration date 21/12/2016
Model TIGUAN Mileage 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

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 do I get for work carried out under an Approved Warranty?

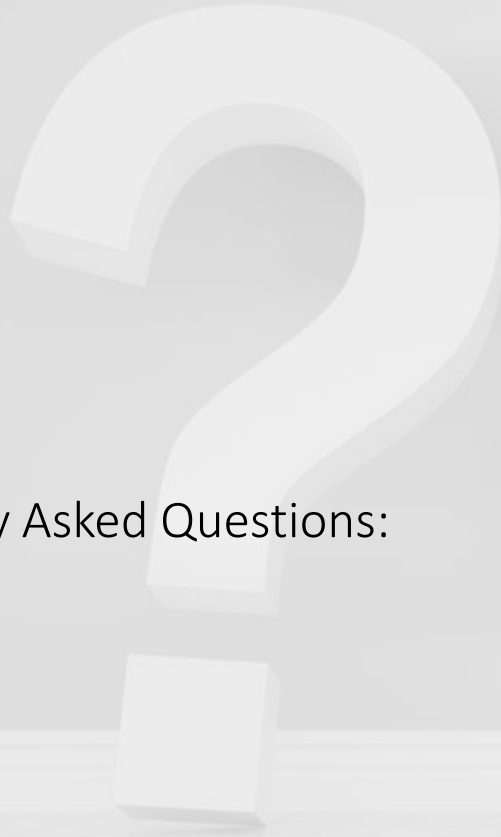
A – The labour rate paid for an approved claim will be your Warranty labour rate.

Q – What labour rate do 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.

+353 1 293 3771

Technical@vwfswarrantysystem-irl.com

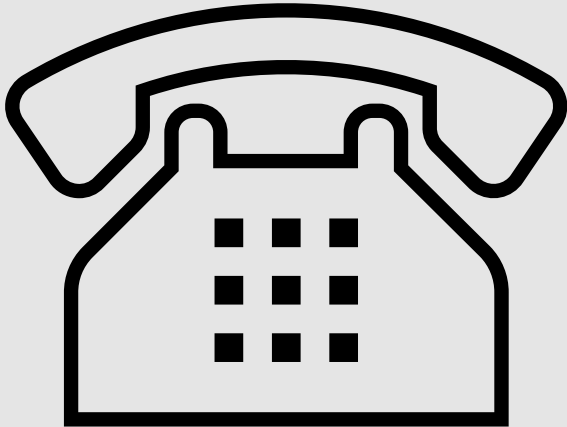
Q – My claim has been declined due to information you requested not being provided. What should I do?

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.

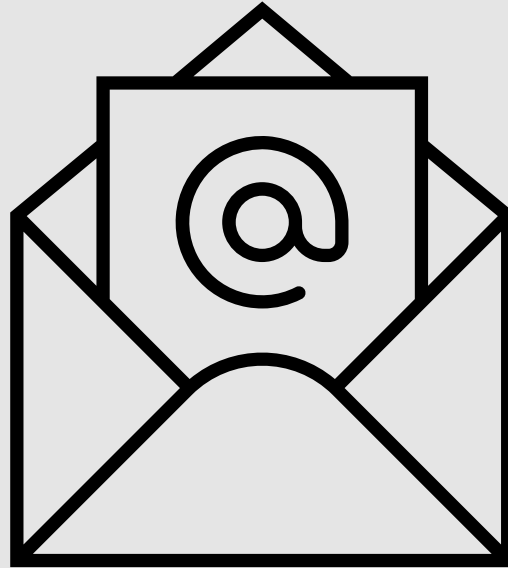
Contact Information.

Approved Used Warranty Team

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



+353 1 293 3771



Technical@vwfswarrantysystem-irl.com

Retailer Support:

- Policy & Claim Assistance:
Technical@vwfswarrantysystem-irl.com

Accounts:

- Accounts@vwfswarrantysystem-irl.com