

**If your Volkswagen
won't go,
all you have to
do is push.**



**Guaranteed
Mobility**

Guaranteed Mobility.

Guaranteed Mobility is our way of ensuring that if your Volkswagen won't go, all you'll have to push will be the buttons on the nearest phone.

One call to our toll-free numbers from anywhere in continental North America and help will be on its way. A reassuring thought, that. But the most reassuring aspect of Guaranteed Mobility is this: it's a standard feature on every new Volkswagen.

What does it do for me?

Emergency road service.

After you've called us, a tow truck will be dispatched to help you. If your breakdown can be solved on the spot, it will be. If it can't, the car will be taken to the nearest Volkswagen dealer; if there's one within 120 km. Otherwise, the car will go to the nearest participating garage.

No matter the problem, we'll be there to help you. But if the problem isn't a mechanical breakdown - you've run out of gas, for instance - we'll be there, but we can't cover the cost.

Emergency accommodation.

If you've had a mechanical breakdown far from home (120 km or more, to be exact) and the car can't be fixed the same day, never fear. We'll arrange for a hotel (up to \$100) and put you up for the night.

Emergency transport.

If we can't get your Volkswagen fixed the same day, then you'll be given a loaner car for up to two days, either one of the dealer's service cars or an outside rental.

Reimbursement of out-of-pocket expenses.

Occasionally, you may have to pay for services covered by Guaranteed Mobility. Things like taxi fares and, if you're traveling in the United States, most of the Guaranteed Mobility benefits themselves. Don't worry - you'll be reimbursed. Get a receipt which identifies your Volkswagen and the details of the expense, and your Volkswagen dealer will happily undertake to submit the claims to Volkswagen Canada.

How do I get in touch?

In Canada.

It's easy. Call us. The number is: **1-800-263-7601**

To identify yourself and your Volkswagen, the thing to do is quote the last 11 positions of your Vehicle Identification Number (VIN). You'll find it on your provincial ownership permit, on your VW Ownercard, or on the dash at the lower right-hand corner (driver's side) of the windshield when viewed from outside the car.

Example of a VIN: **VW BAC - 1G3KW 059 020**
Guaranteed Mobility Identification - **1G3KW 059 020**

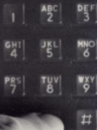
In the U.S.A.

The telephone number is: **1-800-783-7887**

The way to identify yourself is slightly different. In this case you use just the last six digits of your VIN, preface it with the code "9459". Using the same VIN as the Canadian example, here's how it works:

Guaranteed Mobility Identification - **9459 059 020**

The "9459" code indicates that the Volkswagen was bought in Canada. The operator can therefore help you specifically under your Canadian Guaranteed Mobility benefits.



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When does it apply?

Duration.

Every new Volkswagen is covered by Guaranteed Mobility for six years from the original delivery date, provided you follow the attendant maintenance schedule (with service performed by a Volkswagen dealer once a year). When you're covered, the services of Guaranteed Mobility are available twenty-four hours a day, seven days a week, 365 days a year. So you're never left in the lurch.

Car under warranty.

With your Volkswagen under warranty and with valid Guaranteed Mobility, the repairs, transportation, and if necessary, accommodation and/or loaner car are on us.

Car not under warranty.

All is not lost. With the warranty expired but the Guaranteed Mobility still in force, all the Guaranteed Mobility benefits, save one, still apply. Only the actual repair will be at your expense.

What do I have to do?

Maintenance requirements.

The key to maintaining Guaranteed Mobility (and your car) is regular maintenance. When the Guaranteed Mobility expires after the first 12 months of owning the car, it can be renewed by bringing the car to an authorized Volkswagen dealer, and letting them perform any necessary repairs. It's also necessary (and prudent, to keep the new vehicle warranty in force) to have regular maintenance servicing done according to the requirements set out in the Owner's Manual and the Maintenance Booklet.

Repairs made under warranty may well be free-of-charge, but maintenance service and repairs made after the warranty period to maintain Guaranteed Mobility will be at your expense.

(This is the small print, and you'll notice it's in regular type.)

Guaranteed Mobility coverage is automatic for the first 12 months and then for each 12-month period after that for up to 6 years. So to keep it in effect, you'll have to have an authorized Volkswagen dealer perform any necessary maintenance and repairs. If not, Guaranteed Mobility will lapse at the expiry of the 12-month period. (It is not renewable after six years.)

What if I sell my Volkswagen?

(Or buy a used one?)

Transfer of Guaranteed Mobility.

As long as the required maintenance service and repairs have been performed, Guaranteed Mobility is fully transferable. Guaranteed Mobility follows the car, wherever it goes.

Reinstatement of Guaranteed Mobility.

This is not a problem. If the Guaranteed Mobility has lapsed, you can take the car to a dealer, and have the requisite repairs and servicing done. As soon as we're informed, we can again guarantee your mobility.