

Volkswagen Protection Plus®  
Mechanical Breakdown Protection



## Mechanical Breakdown Protection for New, Certified Pre-Owned and Used Volkswagen Vehicles.



## Take control of future mechanical repairs.

Volkswagen vehicles are known for quality and dependability, but even the most well-engineered vehicles require repairs. Volkswagen Protection Plus Mechanical Breakdown Protection (MBP) covers many costly vehicle components that can potentially fail over time.

Volkswagen Protection Plus MBP offers comfort in knowing your vehicle is protected should an unexpected covered breakdown occur. Simply take your vehicle to any Volkswagen dealership in Canada or the contiguous United States and Alaska and our factory trained technicians will handle the rest. With several coverage levels, term lengths and deductibles, Volkswagen Protection Plus MBP can be customized to meet your needs.

Volkswagen Protection Plus MBP is also packed with additional benefits such as 24 Hour Roadside Assistance, Car Rental Benefit, and a Claim-Free Reward.<sup>1</sup>

Ease the burden of future mechanical repairs today with Volkswagen Protection Plus MBP.

## Levels of coverage.

All coverage levels are available on New, Certified Pre-Owned and eligible Used Volkswagen Vehicles.<sup>2</sup>

### 5 Star Plan

Supreme protection for total peace-of-mind. All components are covered except for a select list of exclusions.

### 4 Star Plan

Extensive coverage across the powertrain and many other critical vehicle components that can be costly to repair.

### 3 Star Plan

Essential coverage for major powertrain components on your Volkswagen vehicle, with a maximum coverage limit of \$4,000 per repair visit.

#### **MULTI-MEDIA SOFTWARE PACKAGE (OPTIONAL UPGRADE)**

With this package, the cost of all Volkswagen recommended software updates to your vehicle's entertainment and navigation systems are covered (up to \$500).

Contact your local Volkswagen Canada dealer, call our toll-free number at 1-877-334-VWPP, or visit [vwprotection.ca](http://vwprotection.ca) to learn more about Volkswagen Protection Plus products.



## Coverage summary.

	5 Star Plan	4 Star Plan	3 Star Plan
Air conditioner	●	●	○
Brakes	●	●	○
Drive axle	●	●	○
Electrical	●	●	○
Electric / Hybrid vehicle components	●	●	○
Engine	●	●	○
Fuel delivery	●	●	○
Steering	●	●	○
Transfer case	●	●	○
Transmission	●	●	○
Turbocharger	●	●	○
Cooling	●	●	
Front and rear suspension	●	●	
<b>Multi-media software package</b> (optional upgrade)	✓	✓	✓
<b>All vehicle components<sup>3</sup></b> (other than a list of exclusions)	●		

### Additional benefits

	5 Star Plan	4 Star Plan	3 Star Plan
24 Hour Roadside Assistance	●	●	○
Car Rental Benefit	●	●	○
Transferable	●	●	○
Trip Interruption	●	●	○
Claim-Free Reward	●	●	

○ A restricted list of components are covered compared to higher levels of coverage.

## Additional benefits.

In addition to the exceptional coverage which protects your vehicle, Volkswagen Protection Plus MBP comes complete with an array of added benefits, with no deductible.

### 24 Hour Roadside Assistance

You and your family can travel with confidence knowing that you can rely on us for roadside assistance 24/7. You'll never be stranded on the road.

### Rental Benefit

Covers car rental expenses while your vehicle is being repaired (\$50 per day, up to \$200 per repair visit).

### Transferable

If you sell your vehicle, Volkswagen Protection Plus MBP is transferable to the next private owner.

### Trip Interruption

Reimbursement of lodging and meal expenses if your covered vehicle breaks down while you are on a road trip and repairs last overnight (up to \$100 per day, up to \$500 per repair visit).

### Claim-Free Reward<sup>1</sup>

If no claims have been filed or additional benefits utilized by the time your Volkswagen Protection Plus MBP coverage expires, you may choose from one of the following three reimbursement options:

- Selling dealer will credit the total amount paid for your original Volkswagen Protection Plus MBP contract towards the purchase of a new Volkswagen Protection Plus MBP contract; or
- A store credit at your selling dealer for the full amount paid for your contract (inclusive of taxes) up to \$2,000; or
- A refund cheque of the amount paid for your contract (inclusive of taxes) up to \$1,000.

- Available on select 4 Star and 5 Star Plans only.
- Dealer to verify vehicle eligibility.
- Refer to contract for full details.

The contents provided in this brochure are only a summary of certain terms and conditions of the contract. Please refer to the actual contract for complete details of coverage and exclusions. The contract may not be available in all Provinces or Territories and specific provisions may vary based upon individual Provincial or Territory requirements. (E&OE).

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# Covered items.

	5 Star Plan	4 Star Plan	3 Star Plan
<b>Air conditioner</b>			
Air conditioning lines and hoses	●	●	●
Clutch and pulley	●	●	●
Compressor	●	●	●
Condenser	●	●	●
Evaporator	●	●	●
Expansion valve	●	●	●
High / Low compressor cut-off switch	●	●	●
Idler pulley and idler pulley bearing	●	●	●
Refrigerant (only covered in conjunction with the repair or replacement of a failed covered component causing a leak)	●	●	●
Seals and gaskets	●	●	●
Receiver / Dryer	●	●	●
<b>Brakes</b>			
ABS electronic control module	●	●	●
ABS hydraulic control unit	●	●	●
Accumulator and pump	●	●	●
Disc brake calipers	●	●	●
Master cylinder	●	●	●
Proportioning valve	●	●	●
Seals and gaskets	●	●	●
Vacuum / Assist booster	●	●	●
Wheel cylinders	●	●	●
Backing plates	●	●	●
Brake hydraulic lines and fittings	●	●	●
Self adjusters and return springs	●	●	●
Wheel speed sensors	●	●	●
<b>Cooling</b>			
Blower motor	●	●	●
Engine cooling fan, motor and relay	●	●	●
Fan clutch	●	●	●
Hot water control valve	●	●	●
Radiator, heater core	●	●	●
Seals and gaskets	●	●	●
Serpentine belt tensioner	●	●	●
Thermostat	●	●	●
Water pump and pulley	●	●	●
<b>Drive axle (and all internal parts contained within the drive axle)</b>			
Axle bearings	●	●	●
Axle shafts	●	●	●
Centre support bearing	●	●	●
Constant velocity joints	●	●	●
Differential cover	●	●	●
Drive shafts and yokes	●	●	●
Four-wheel drive actuator	●	●	●
Front and rear drive axle cases	●	●	●
Locking hubs	●	●	●
Seals and gaskets	●	●	●
Universal joints	●	●	●
Wheel bearings / Hub assemblies	●	●	●
<b>Electrical</b>			
Alternator and voltage regulator	●	●	●
Electronic ignition module	●	●	●
Electronic powertrain control module	●	●	●

	5 Star Plan	4 Star Plan	3 Star Plan
Engine compartment wiring harness	●	●	●
Front and rear window wiper motor(s)	●	●	●
Heater / A.C. blower speed switch	●	●	●
Horns	●	●	●
Ignition switch	●	●	●
Manual heater / A.C. control assembly	●	●	●
Solenoid and drive	●	●	●
Starter motor	●	●	●
Stop lamp switch and headlamp switch	●	●	●
Turn signal switch and multifunction switch	●	●	●
Washer pump and switch	●	●	●
Crank angle sensor	●	●	●
Cruise control system	●	●	●
Gauges	●	●	●
Ignition coil	●	●	●
Navigation system	●	●	●
Power door lock actuator and switch	●	●	●
Power window motor(s)	●	●	●
Power window switch	●	●	●
Rear defroster switch	●	●	●
<b>Electric / Hybrid vehicle components</b>			
Battery charger	●	●	●
Electric motor	●	●	●
Generators	●	●	●
High voltage cables	●	●	●
Power converter / Inverter	●	●	●
<b>Engine (and all internally lubricated parts contained within the engine)</b>			
Camshaft	●	●	●
Camshaft bearings, case and followers	●	●	●
Connecting rod bearings	●	●	●
Crankshaft	●	●	●
Cylinder block, cylinder head(s)	●	●	●
Cylinder head valves, guides, and lifters	●	●	●
Engine mounts	●	●	●
Harmonic balancer	●	●	●
Intake manifold	●	●	●
Oil pump and oil pump housing	●	●	●
Pistons, piston rings and wrist pins	●	●	●
Push rods	●	●	●
Rocker arms, shafts, bearings	●	●	●
Seals and gaskets	●	●	●
Springs, seals, retainers, and seats	●	●	●
Timing cover and housing	●	●	●
Timing gears, guides, and tensioner	●	●	●
Valve covers	●	●	●
Water pump	●	●	●
Cam plug	●	●	●
Crankshaft pulley	●	●	●
Engine oil cooler	●	●	●
Timing chain or belt	●	●	●
<b>Front and rear suspension</b>			
Bearings or bushings	●	●	●
Radius arm and bushings	●	●	●
Spindle and spindle support	●	●	●

	5 Star Plan	4 Star Plan	3 Star Plan
Stabiliser bar, links and bushings	●	●	●
Torsion bars and mounts or bushings	●	●	●
Upper / Lower control arms and shafts	●	●	●
Upper and lower ball joints	●	●	●
<b>Fuel delivery</b>			
Fuel distributor and injectors	●	●	●
Fuel pump and relay	●	●	●
Metal fuel delivery lines	●	●	●
Vacuum pump	●	●	●
Fuel injection sensors and control units (except oxygen sensor)	●	●	●
Fuel pressure regulator	●	●	●
Seals and gaskets	●	●	●
<b>Steering</b>			
Power steering pump	●	●	●
Rack and pinion steering gear (all internal parts)	●	●	●
Seals and gaskets	●	●	●
Steering column assembly	●	●	●
Steering knuckle	●	●	●
Control valve	●	●	●
Cooler	●	●	●
High pressure and return hoses	●	●	●
Lines and fittings	●	●	●
Steering speed sensors	●	●	●
Tie rod ends and boots	●	●	●
<b>Transfer case (and all internally lubricated parts)</b>			
Seals and gaskets	●	●	●
Transfer case housing and all internal parts	●	●	●
Mounts	●	●	●
Vacuum or electric control motors	●	●	●
<b>Transmission (automatic or standard, plus all internally lubricated parts)</b>			
Electronic shift control unit	●	●	●
Flywheel / Flex plate	●	●	●
Seals and gaskets	●	●	●
Torque converter	●	●	●
Transmission case	●	●	●
Transmission mount	●	●	●
Vacuum modulator	●	●	●
Factory installed transmission cooler and lines	●	●	●
Hydraulic clutch master and clutch slave cylinders	●	●	●
Hydraulic lines and fittings	●	●	●
Ring gear	●	●	●
Servo and governor covers	●	●	●
<b>Turbocharger</b>			
Seals and gaskets	●	●	●
Turbocharger housing and all internal parts	●	●	●
<b>Multi-media software package (optional upgrade)</b>			
	✓	✓	✓
<b>All vehicle components (other than a list of exclusions)*</b>			
	●	●	●

## 5 Star Plan non-covered components.

With the 5 Star Plan, all vehicle components, except those listed under exclusions in your contract, are covered. While not an exhaustive list, some of the common items not covered include:

### Accessory items

Cell phones, electronic keyless entry transmitter (key fob), non-factory audio equipment, tire pressure sensors.

### Maintenance related items

Exhaust and emission systems, batteries, shock absorbers, struts / mounting plates, clutch assembly, brake rotors and drums, friction brake material, friction clutch disc and pressure plate, light bulbs, fuses, throw out bearing, door and trunk handles.

### Cosmetic items

Glass, lenses, sealed beams, weather strips, trim items, moldings, bright metal, chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, frame and structural body parts.

## 5 Star Plan.

### Additional covered components:

- Airbags
- Auto heater/Air conditioner control assembly
- Body control modules
- Coil springs
- Daytime Running Lights module
- Door latch assembly and lock cylinders
- Fuse box / Power distribution module
- Heated seat elements
- Heater / Vent control actuator
- Keyless entry module
- Rear park distance monitoring system
- Window regulators
- Windshield washer reservoir and spray nozzles
- Wire harnesses
- ...and more



**Superior coverage.**

Photo is for illustrative purposes only.