General Information and Eligibility

1. What is the Owner Credit Package and who is eligible for this Package?

The Owner Credit Package is a gesture of goodwill provided by Volkswagen to owners affected by the emissions issue for their continued patience. The Package consists of:

1. $500 for use at your VW Dealership,
2. a further $500 for use at your VW Dealership or anywhere credit cards are accepted and;
3. No-Charge 24-Hour Roadside Assistance for three years, with unlimited mileage.

Registration for the Owner Credit Package is now closed.

2. What steps do I need to take to receive benefit of the Owner Credit Package?

Registration for the Owner Credit Package is now closed.

If you registered before the registration deadline, an Owner Credit Package containing the two cards will be mailed to you. Please bring (1) The Owner Credit Package, (2) the affected vehicle, (3) Driver’s License, and (4) Proof of Ownership (any of the following: vehicle registration, title, lease agreement) to any participating Volkswagen dealership to activate your cards.

You do not have to take any action in order to activate the 3-year, 24-Hour Roadside Assistance. If you have current coverage on your vehicle with VGCA, your additional benefits will start when your existing coverage expires. If your 2.0L vehicle is not currently covered by VGCA, your coverage will have begun December 4, 2015 automatically for all affected 2.0L vehicles. For 3.0L V6 vehicles not currently covered by VGCA, your coverage begins on January 11, 2016.

Proof of ownership must match the name on the cards provided as part of your TDI Owner Credit Package, otherwise they cannot be activated. Each card expires on the last day of the month and year printed on the front of the card. You will have until that date to activate the cards at a participating Volkswagen dealership and use them. Please check the front of the cards to confirm the expiration date.

3. Where am I able to use the cards?

The White 'Volkswagen Dealership' card in your package can be used at any participating Volkswagen dealership in Canada for any transaction for which the dealership accepts credit cards as a form of payment.

The Black credit card ($500) in your package can be used like cash either at your Volkswagen Dealership or anywhere credit cards are accepted.

4. When do the cards expire?

Each card expires on the last day of the month and year printed on the front of the card. You will have until that date to activate your cards at a Volkswagen dealership and use them however we recommend activating your Owner Credit Package as soon as possible after receipt.
5. Will there be any car-buying or leasing incentives when I go to the dealer? I may want to use my cards toward the purchase of a new vehicle.

Incentives vary by vehicle and are subject to changes and updates. You can combine the credit cards with any sales incentives available at that time. Please contact your participating dealer to see what might be available in your area.

6. Do I have to claim the Owner Credit Package on my taxes?

A T4A form will not be issued for the Owner Credit Package. However, the recipient of the Owner Credit Package will be responsible for any applicable income or other taxes. Please consult your own tax advisor or professional for additional details. VGCA cannot provide tax advice.

7. Did owners forfeit their right to take legal action or to receive other compensation in the future when they accept the offer?

No. Owners did NOT forfeit their right to take legal action or to receive other compensation in the future when they accepted the offer.

8. Are there limitations for what I can use my Owner Credit for at the Dealership?

Your Owner Credit can be used on any transaction where the dealership normally accepts credit cards as a form of payment. In addition, it may be used toward the purchase or lease of a vehicle.

Activating my Owner Credit Package

9. What do I need to bring to the dealer to activate my Owner Credit Package?

To activate the cards in your Volkswagen Owner Credit Package you will need to present (1) The Owner Credit Package, (2) the affected vehicle, (3) Driver’s License, and (4) Proof of Ownership (any of the following: vehicle registration, title, lease agreement) to any participating Volkswagen dealership in Canada to activate your cards.

Proof of ownership must match the name on the cards in your Owner Credit Package or they cannot be activated.

Please note, the cards will expire the last day of the month and year printed on the front of each card. Please check the front of the cards to confirm the expiration date.

10. Do I need to take a test drive or make a purchase to activate my Owner Credit Package at the dealership?

No. A test drive or purchase is not necessary. You simply need to present (1) The Owner Credit Package, (2) the affected vehicle, (3) Driver’s License, and (4) Proof of Ownership (any of the following: vehicle registration, title, lease agreement) to any participating Volkswagen dealership to activate your cards.

11. I can’t locate my Owner Credit Package. How can I receive a new package?

If you have not yet activated your cards you will need to contact Volkswagen Customer CARE at 1-800-822-8987 for assistance.

If you have activated your cards at a dealership, a new card(s) with your remaining balance can be reissued. Please note that you are responsible for a Replacement Card Fee per replaced card, and the expiration date on the re-issued card(s) will not change from the date printed on the original card. Please see Cardholder Agreement for additional details.
12. Can I activate my Owner Credit Package without visiting the dealer?
Activation at the dealership is required. We apologize for any inconvenience, but our priority is ensuring that the rightful owners of the eligible vehicles receive benefit of the Cards.

Please note, the cards will expire the last day of the month and year printed on the front of each card. Please check the front of the cards to confirm the expiration date.

Please contact Customer CARE at 1-800-822-8987 for further assistance.

13. How long does it take to receive the Owner Credit Package?
Your Owner Credit Package should arrive within 6 weeks after online registration. After your Owner Credit Package arrives, you will need to visit your dealership for card activation. We recommend activating your Owner Credit Package as soon as possible.

If it has been more than 6 weeks since you registered and your Owner Credit Package hasn’t arrived, please contact Volkswagen Customer CARE at 1-800-822-8987.

14. It is difficult to take my vehicle to a participating dealership. Must the car be taken to a dealership to activate the Owner Credit Package?
Activation at a participating dealership is required. We apologize for any inconvenience, but our priority is ensuring that the rightful owners of the eligible vehicles receive the benefit of the cards.

If you are unable to activate your cards immediately, please know you have until the expiration date listed on the card to activate the cards at a participating Volkswagen dealership. Each card expires on the last day of the month and year printed on the front of the card.

Please contact Customer CARE at 1-800-822-8987 for further assistance.

15. I went to the dealership to activate my cards, but the dealer says the Owner Credit Package associated with the VIN has already been claimed. What can I do to correct this error?
If you purchased your vehicle after the Owner Credit Package was made available to owners and lessees of affected vehicles, the previous owner may have claimed and activated the cards. If this is the case, a new card will not be issued.

If you feel someone may have fraudulently activated your card, please contact Volkswagen Customer CARE at 1-800-822-8987.

16. I am eligible for the Owner Credit Package, but my vehicle was recently in an accident and I’m unable to bring it into the dealer to activate my Package. What should I do?
If your vehicle is or has been in an accident, and can be repaired, you may bring it in to the dealership once it’s been repaired. You have until the expiration date listed on the card to activate the cards at a participating Volkswagen dealership. Please note, the cards will expire the last day of the month and year printed on the front of each card.

If your vehicle has been written off by an insurance company due to an accident, unfortunately, you are not eligible for the Owner Credit Package.
Using my Owner Credit Package Cards

17. May I use the cards to put towards a lease or finance contract?
Yes, both cards can be used at participating Dealerships in Canada towards any transaction where a credit card would normally be accepted as payment by the dealership.

18. Are the cards in my Owner Credit Package one-time use cards?
No. These cards hold a balance and can be used multiple times until funds are depleted up until the date of expiration. Each card expires on the last day of the month and year printed on the front of the card. Please note however these cards are not re-loadable and once the funds on your cards have been depleted, the cards become inactive. You can check your balance at www.vwownercreditpackage.ca. Your access code is the last 4 digits of the VIN associated with your cards. Your VIN is the unique identification for your vehicle and contains 17 alphanumeric characters. It may be found on your provincial vehicle registration, vehicle insurance or on the vehicle itself – either on the driver’s side dashboard at the bottom of the windshield or on the driver’s side doorjamb.

19. I have misplaced the cards from my Owner Credit Package, can I get new ones?
Yes, please consult your Cardholder Agreement for contact details. If your Owner Credit Package is misplaced or stolen, a new card(s) with your remaining balance can be reissued. Please note that the customer is responsible for a Replacement Card Fee per replaced card, and the expiration date on the re-issued card(s) will not change from the date printed on the original card. Please see Cardholder Agreement for additional details.

20. What if the amount I am trying to purchase exceeds the funds available on my cards?
The sale will be denied. Your cards are only valid for the available balances on the cards. If your transaction amount exceeds the available balance, your purchase will be declined.

To avoid your purchase being declined, please be sure to check your card balance prior to using your card. You can check your card balance at www.vwownercreditpackage.ca. Your access code is the last 4 digits of the VIN associated with your cards. Your VIN is the unique identification for your vehicle and contains 17 alphanumeric characters. It may be found on your provincial vehicle registration, vehicle insurance or on the vehicle itself – either on the driver’s side dashboard at the bottom of the windshield or on the driver’s side doorjamb.

21. Can I check the balance on my cards?
Yes. To check the balance on your card(s), visit www.vwownercreditpackage.ca. Your access code is the last 4 digits of the VIN associated with your cards. Your VIN is the unique identification for your vehicle and contains 17 alphanumeric characters. It may be found on your provincial vehicle registration, vehicle insurance or on the vehicle itself – either on the driver’s side dashboard at the bottom of the windshield or on the driver’s side doorjamb.

22. Can I get cash with my Card?
No, your card cannot be used for cash access at ATMs or bank tellers.

23. Can I make a payment towards or transfer funds to a personal credit card with my Black credit card?
No, your card may be used for purchases only.
24. Can my Black credit card be used at gas stations?
Yes, however, please pay inside with the cashier as your card cannot be used to “pay at the pump.”

25. What happens if the funds on my cards are depleted?
Once the funds on your cards are depleted, you may destroy the cards. If there is a chance you might return an item you purchased with the card, hold on to the card because it might be needed to accept a refund.

26. What happens if my cards expire but I still have funds available?
The funds on your card will not be available after expiration. Please review the front of your card for the expiration date. Please see Cardholder Agreement for additional details.

27. Can my Black credit card be used internationally?
Yes, however, a Foreign Transaction Fee of 2.5% will be charged to the total amount of the transaction if you are in a country that uses currency other than Canadian dollars. Please see Cardholder agreement for additional details.

28. Can I use my ‘Volkswagen Dealership’ card internationally?
The ‘Volkswagen Dealership’ card can only be used at participating Volkswagen Dealerships in Canada.

29. Is the ‘Volkswagen Dealership’ card also valid at Audi dealership?
The ‘Volkswagen Dealership’ card can only be used at a Volkswagen dealership. Even if the dealer has both brands of vehicles, the card will only function on the Volkswagen side.

30. Can I sell my card to a friend or on the internet?
The Owner Credit Package is intended for our valued owners of affected TDI vehicles.

The cards provided with your Owner Credit Package are not transferable. The customer’s name will be printed on the cards in accordance with the information provided via www.vwemissionsinfo.ca during registration. For your security, merchants and participating Volkswagen Dealers are encouraged to ask to confirm your identity when accepting the card(s) for eligible purchases.

Roadside FAQ

31. How do I activate my Roadside coverage?
Roadside coverage for 2.0L vehicles was automatically activated as of December 4, 2015. Coverage for 3.0L V6 TDI vehicles was automatically activated as of January 11, 2016.

32. How will I know when my coverage has expired?
In the event that your vehicle is still covered under existing new or CPO Roadside Assistance coverage, your complimentary coverage will begin the day your existing coverage ends and will continue for an additional 36 months, regardless of mileage.

If your vehicle is not currently covered under our Roadside Assistance program, your 2.0L vehicle Roadside coverage has already been activated as of December 4, 2015. Coverage for 3.0L V6 TDI vehicles was activated on January 11, 2016. If you have further questions, please contact 1-800-411-6688.
33. How do I use Roadside Assistance if I need it?
The program is available 24 hours per day, 365 days per year. If you are in need of assistance, just call toll free at 1-800-411-6688 and our dedicated service provider will be ready to assist.

34. What services will be covered under Roadside Assistance?
All services currently offered with new or CPO vehicles are included. They are:

- Towing to the dealer of your choice within a 50 kilometer radius, or to the nearest authorized Volkswagen dealership due to mechanical breakdown or collision
- Battery jump start
- Flat tire service
- Lock-out service
- Fuel delivery service
- Trip interruption benefits (related to a warrantable repair only)

35. Is Roadside Assistance coverage transferable to a second owner?
Yes. Roadside Assistance coverage is transferable to subsequent owners. As the Owner Credit Package is associated with the VIN, future owners will not need to take any action to benefit from the Owner Credit Package.

It is important to note that while Roadside Assistance is transferable, the Black credit card and ‘Volkswagen Dealership’ Card are not transferable.

* Restrictions apply. Owners will NOT forfeit their right to take legal action or to receive other compensation in the future if they accept this offer now. Owner Credit Package available only to registered owners of affected vehicles who can provide VIN and other requested verification data. Not transferable; limit one per affected vehicle as confirmed by unique VIN. Three-Years of No-Charge 24-Hour Roadside Assistance is valued at approximately $225. See vwemissionsinfo.ca or call 1-800-822-8987 for activation requirements. The Black credit card can be used anywhere credit cards are accepted. ‘Volkswagen Dealership’ card can only be used at participating Volkswagen Canada dealerships. Each card expires on the last day of the month and year printed on the front of the card. Void where prohibited.