

Volkswagen TDI Customer Goodwill Package Customer FAQ



Volkswagen

For other questions or concerns that are not addressed in this document, please contact VW Owner Customer CARE:

[1-800-822-8987](tel:1-800-822-8987)
8am – 7pm LOCAL
Monday – Friday
www.vw.com/contact

General Information and Eligibility

1. What is the TDI Customer Goodwill Package and who is eligible for this Package?

Current owners and lessees of TDI vehicles affected by the emissions issue are eligible for the TDI Goodwill Package which consists of:

1. \$500 Volkswagen Prepaid Visa® Loyalty Card,
2. \$500 Volkswagen Dealership Card, and
3. No-charge 24-hour Roadside Assistance for three years.

To determine if your vehicle is affected please go to vwdieselfinfo.com and click on the “Learn More” button. By entering your Vehicle Identification Number (VIN) you can determine whether your vehicle is impacted.

To be eligible, you must be the registered owner or lessee of an affected Volkswagen TDI vehicle (Model Years 2009 – 2016) as of [November 8, 2015](#). See vwdieselfinfo.com for details and important eligibility, registration, activation, and other Program Rules.

2. What steps do I need to take to receive benefit of this TDI Customer Goodwill Package?

- To receive your Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card, you will need to confirm your eligibility and register on vwdieselfinfo.com. You should receive your Goodwill Package materials containing the two cards within approximately 4 weeks after registering. Please bring (1) The Goodwill 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.
- The 3-year, 24-hour Roadside Assistance is associated with the VIN. If you have current coverage on your vehicle with VWoA, your additional benefits will start when your existing coverage expires. If your vehicle is not currently covered by VWoA, your coverage will begin when you visit a participating dealership to activate your cards. Roadside Assistance is provided by third party provider.

[Proof of ownership must match the name on the Volkswagen Prepaid Visa Loyalty and Volkswagen Dealership Card or your TDI Customer Goodwill Package cannot be activated.](#) You have until the expiration date listed on the card to activate the cards at a participating Volkswagen dealership. We encourage you to activate your Goodwill Package as soon as possible.

3. If I am an affected eligible TDI customer, do I need to waive my legal rights to sue Volkswagen in return for accepting the Goodwill Package?

No. Affected customers eligible for the Goodwill Package are not required to waive their rights or release or arbitrate their claims against VWGoA in order to receive the Package.

4. If I register for the Goodwill Package, does the Volkswagen Prepaid Visa Loyalty Card Cardholder Agreement make it so that I am waiving my rights to file a lawsuit against VWGoA? Do I have to arbitrate my claims against VWGoA?

No. The Cardholder Agreements are solely between the customer and MetaBank® (and its successors, affiliates or assignees). Affected customers eligible for the Goodwill Package are not required to waive their rights or release or arbitrate their claims against VWGoA in order to receive the Package. No terms of the Cardholders Agreements will waive any eligible customer's rights against VWGoA with respect to their TDI vehicles.

5. How can I use the cards that are included in the Goodwill Package?

- The Volkswagen Prepaid Visa Loyalty Card (black card) is preloaded with \$500 of funds. It can be used anywhere Visa debit cards are accepted and should be treated with the same care as you would treat cash.
- The Volkswagen Dealership Card (white card) is preloaded with \$500 of funds that can be used like cash at any participating Volkswagen dealership in the U.S. and Puerto Rico. It can be applied to any transaction of your choosing, including parts and accessories, vehicle service, or towards the purchase or lease of a new Volkswagen.
- For additional information, please refer to https://www.vwdieselinfo.com/wp-content/uploads/2015/11/Goodwill_Package_Cardholder_Agreements.pdf

6. Are any affected customers excluded from this program?

Yes, there are certain customers that are excluded from the program. The following are instances of ineligible customers/VINs:

- You purchased or leased an Affected Vehicle on or after November 9, 2015; or
- You sold, turned-in or otherwise transferred the Affected Vehicle prior to the program initiation (November 9, 2015) or prior to Goodwill Package activation; or
- Your Affected Vehicle is owned by either Volkswagen Group of America, Inc., or VW Credit, Inc. as part of an employee/retiree lease program or other corporate fleet program; or
- Your Affected Vehicle was reported sold as a Volkswagen corporate fleet sale; or
- You are a new vehicle or used vehicle automotive dealership and the Affected Vehicle is in your inventory.
- For complete Program Rules, see https://www.vwdieselinfo.com/program_rules/

7. When does the TDI Goodwill Package program expire?

You will have until April 30, 2016 to register for the Goodwill Package.

8. When do the cards expire?

The expiration date will be made clear based on the "Good Thru" date printed on the front of the card. Please note that the issuance date is when the card is sent, not the date when it is activated at a participating Volkswagen dealership. For this reason, we encourage you to activate your Goodwill Package as soon as possible after receipt. For additional information please visit www.vwgoodwillpackage.com or call Card Services at 1-844-847-0100.

9. Is the 3.0L V-6 TDI eligible for the Goodwill Package?

Yes – as of January 11, 2016, the TDI Goodwill Package extends to current owners and lessees of affected 3.0L V-6 vehicles.

10. Are businesses eligible to receive the Goodwill Package?

Businesses are eligible to receive the Goodwill Package, however the cards can only be issued in the name of an individual. During activation, the owner or lessee of the affected vehicle must show an ownership link to the company (name on registration or lease agreement) in which the car is registered (i.e., small company owner, doctor, etc.). Owners or lessees of vehicles sold as a Volkswagen corporate fleet sale, (for example, car rental companies.) are excluded.

11. Do I have to claim the Goodwill Package on my taxes?

A 1099 form will not be issued for the Goodwill Package. However, the recipient of the Goodwill Package will be responsible for any applicable income or other taxes. Please consult your own tax advisor or professional for additional details. VWoA cannot provide tax advice.

12. Are there limitations for what I can use my Volkswagen Dealership Card for at the Dealership?

This card can be used on any transaction where the dealer will accept Visa debit as a form of payment.

Registering for the Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Cards

13. I previously entered my information on vwdieselinfo.com. Do I need to enter my information again to register for the Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card?

Yes. In order to register for the TDI Customer Goodwill Package you will need to register by clicking on the “Learn More” button on vwdieselinfo.com. Enter your confirmation code to populate the contact information you already submitted.

If you lost your confirmation code you will need to re-register by clicking on the “Learn More” button on vwdieselinfo.com and you will be prompted to once again provide your contact information and Vehicle Identification Number (VIN).

14. I shared my mailing address when I purchased my Volkswagen. Why is it necessary for me to provide it again, and why do you need my VIN number?

- It is important for us to ensure that all communications regarding the emissions issue (including the Goodwill Package) are delivered your current mailing address, which may have changed since you purchased your Volkswagen.
- Because each VIN number is unique, recording this information allows us to update our records regarding a specific vehicle’s current owner and to track whether it has been registered for the Goodwill Package.

15. I lost my confirmation code. Do I need it to register for the Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card?

No, your confirmation code is not required. If you lost your confirmation code you can just re-register by clicking on the “Learn More” button on vwdieselinfo.com and you will be prompted to once again provide your contact information and Vehicle Identification Number (VIN).

You can also call Customer CARE at 1-800-822-8987 to obtain your confirmation code.

16. I may have completed the Goodwill Package registration process more than once. What will happen?

Depending on the mailing address you provided during the registration process, you may receive multiple sets of the Goodwill Package, consisting of the Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card.

Only one Goodwill Package can be activated for an affected vehicle. At the time of activation (at your participating Volkswagen dealer), only one set of Goodwill Package materials needs to be provided. Make sure to bring the set of Goodwill Package materials that matches your current address and information. The remaining sets of cards will not be eligible for activation.

17. I have already registered for the Goodwill Package and my address information needs to be updated. What steps do I need to take to do this?

Unfortunately, we are unable to make updates to an enrollment that has already been processed. Therefore you will need to complete the enrollment process again and provide your correct information. You can re-register the VIN by clicking on the “Learn More” button on vwdieselinfo.com. You will once again need to provide your Vehicle Identification Number (VIN) and confirmation code.

If you lost your confirmation code you will need to re-register by clicking on the “Learn More” button on vwdieselinfo.com. You will be prompted to once again provide your contact information and Vehicle Identification Number (VIN).

Activating my Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card

18. What do I need to bring to the dealer to activate my Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card?

To activate your Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card you will need to present (1) The Goodwill 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.

[Proof of ownership must match the name on the Volkswagen Prepaid Visa Loyalty and Volkswagen Dealership Card or your TDI Customer Goodwill Package cannot be activated.](#) 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 one year after issuance (not activation). So, we encourage you to activate your Goodwill Package as soon as possible.

19. Do I need to take a test drive or make a purchase to activate my Goodwill Package at the dealership?

No. A test drive or purchase is not necessary. You simply need to present (1) The Goodwill 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.

20. I can't locate my Goodwill Package? How can I receive a new package?

If you have not yet activated your cards you will need to re-register by clicking on the "Learn More" button on vwdieselinfo.com. You will once again need to provide your Vehicle Identification Number (VIN) and confirmation code.

If you lost your confirmation code you will need to re-register by clicking on the "Learn More" button on vwdieselinfo.com, and you will be prompted to once again provide your contact information and Vehicle Identification Number (VIN).

If you have activated your cards at a dealership, you will need to contact Card Services at 1-844-847-0100. Please note that the customer is responsible for a \$5 Replacement Card Fee per replaced card. Please see [Cardholder Agreement](#) for additional details.

21. Can I activate my Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Cards 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.

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 one year after issuance (not activation).

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

22. How long does it take to receive the Goodwill Package?

Your Goodwill Package should arrive within approximately 4 weeks after online registration. After your Goodwill Package arrives, you will need to visit your dealership for card activation. We recommend activating your Goodwill Package as soon as possible.

If it has been more than 4 weeks since you registered and your Goodwill Package hasn't arrived, please contact Volkswagen Customer CARE at 1-800-822-8987.

23. It is difficult to transport my vehicle to a participating dealer. Must the car be taken to the dealer to activate the Goodwill 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 register your cards immediately, please know 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 one year after issuance (not activation).

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

24. I went to the dealership to activate my cards, but the dealer says the Goodwill Package associated with the VIN has already been claimed. What can I do to correct this error?

If you purchased your vehicle after November 8, 2015, 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.

Using my Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card

25. Are my Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card 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 as printed on the card. Please note however these cards are not re-loadable and once the \$500 in funds on your card have been depleted, the cards become inactive.

26. How do I check the balance of either my Volkswagen Prepaid Visa Loyalty Card or Volkswagen Dealership Card?

You can check your card balance online at www.vwgoodwillpackage.com or by calling Card Services at 1-844-847-0100.

27. My Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card were misplaced or stolen, can I get a new one?

Yes, please call Card Services at 1-844-847-0100. If your Volkswagen Prepaid Visa Loyalty Card and/or Volkswagen Dealership Card misplaced or stolen, a new card(s) with your remaining balance can be reissued. **Please note that the customer is responsible for a \$5 Replacement Card Fee per replaced card.** Please see [Cardholder Agreement](#) for additional details.

28. What if I try to purchase an item using my Volkswagen Prepaid Visa Loyalty Card but do not have enough funds on the card?

The sale will be denied. To avoid this, please be sure to check your account balance prior to using your card. Your card is only valid for the available balance on the card. If your transaction amount exceeds the available balance, your purchase will be declined. Please be aware of the standard prepaid card processing procedure that allows restaurants to reserve up to an additional 20% or more above the amount of the bill to cover additional gratuity left on the prepaid card receipt. **Please see [Cardholder Agreement](#) for additional details.**

29. Can I get cash with my Card?

No, your card cannot be used for cash access at ATMs or bank tellers.

30. Can I make a payment or transfer funds toward a personal credit card using my Volkswagen Prepaid Visa Loyalty Card?

No, your card may be used for purchases only.

31. Can I use my Volkswagen Prepaid Visa Loyalty Card at gas stations?

Yes, however, please pay inside with the cashier as your card cannot be used to “pay at the pump.”

32. What happens if the funds on my cards are depleted?

Once the funds on your card are depleted, you may destroy the card. 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

33. 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.](#)

34. Can I use my Volkswagen Prepaid Visa Loyalty Card internationally?

Yes, however, a Foreign Transaction Fee of 3% will be charged to the total amount of the transaction if you are in a country that uses currency other than US dollars. [Please see Cardholder Agreement for additional details.](#)

35. Can I use my Volkswagen Dealership Card internationally?

The Volkswagen Dealership Card can only be used at participating Volkswagen Dealerships in the United States and Puerto Rico.

36. Can I sell my card to a friend or on the internet?

The Goodwill Package is intended for our valued owners and lessees of affected TDI vehicles.

The Volkswagen Prepaid Visa Loyalty Card and/or Volkswagen Dealership Card are not transferable. The customer’s name will be printed on the cards in accordance with the information provided via vwdieselinfo.com 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. The 3-year, 24-hour Roadside Assistance is associated with the VIN and can be transferred with the sale or purchase of the affected vehicle.

Roadside FAQ

37. How do I activate my Roadside Assistance coverage?

The 24-hour Roadside Assistance will be activated at the time you visit the dealer.

38. 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 coverage will begin on



the day you visit your participating dealer to activate your cards. If you have further questions, please contact Volkswagen Customer CARE at 1-800-822-8987.

39. 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.

40. What services will be covered under Roadside Assistance?

All services currently offered with new or CPO vehicles are included. They are:

- Towing to the nearest authorized Volkswagen dealership or authorized Volkswagen service facility for disablements due to mechanical breakdown or collision
- Battery jump start
- Flat tire service
- Lock-out service
- Fuel deliver service
- Trip interruption benefits

41. Is Roadside Assistance coverage transferable to a second owner?

Yes. Roadside Assistance coverage is transferable to subsequent owners. As this coverage is associated with the VIN, future owners will not need to take any action to benefit from the Roadside Assistance coverage.

It is important to note that while Roadside Assistance is transferable, the Volkswagen Prepaid Visa Loyalty Card and Volkswagen Dealership Card are not transferable.

*Restrictions apply. Affected customers eligible for the Goodwill Package are not required to waive their rights or release or arbitrate their claims against Volkswagen Group of America in order to receive the Package. Goodwill Package available only to registered owners or lessees as of November 8, 2015 of affected TDI vehicles who can provide VIN and other requested verification data. Limit one per affected vehicle as confirmed by unique VIN; cards may not be transferred or sold. Affected customers must register for the Goodwill Package by April 30, 2016 and comply with all Program Rules, including activating at participating dealership within one year of issuance. Volkswagen Prepaid Visa Loyalty Cards are issued by MetaBank®, Member FDIC, pursuant to a license from Visa U.S.A. Inc. This card can be used anywhere Visa debit cards are accepted. Dealership card can only be used at participating Volkswagen of America dealerships. Both cards expire one year after date of issuance upon registration for the Goodwill Package. Void where prohibited and outside U.S. and Puerto Rico. See vwdieselinfo.com or call 1-800-822-8987 for important eligibility, registration, activation, and other Program Rules.