



Volkswagen ID Family Roadside Assistance

Quick Reference Guide



Volkswagen Roadside Assistance Contact

UK – 0330 100 3244

Abroad – 00 800 1330 3939

Contact details

Volkswagen Roadside Assistance is there to give you the best possible advice and practical help. It is operational 24 hours a day, 365 days a year.

Please do not make arrangements without first contacting Volkswagen Roadside Assistance on 0330 100 3244.

Volkswagen European Roadside Assistance 24 hour helpline: **00 800 1330 3939**. When calling don't forget that dialling and ringing tones differ from country to country and that the **00 800 1330 3939** number may not work from some telephone networks. If you experience difficulties, please use the following alternative to reach Volkswagen European Roadside Assistance: **00 33 (0) 472 171 258**.

How to obtain assistance in the United Kingdom

If your vehicle has a breakdown in the United Kingdom, please follow these simple steps:

- Call us on **0330 100 3244**.
- Advise the operator that you have Volkswagen Roadside Assistance.
- Provide your details to the operator.
- Advise the operator of the location of your vehicle, the nature of any issue, and provide any other information requested by the operator.
- If your cover has lapsed, refer to the back cover for how to extend your Volkswagen Roadside Assistance.



How to obtain assistance abroad

European Motoring Assistance applies to vehicles registered with the relevant Vehicle Licensing Agency and operates throughout the European territory.

To obtain help in the event of a breakdown, and in our absolute discretion, in the event of an accident, fire or theft, or if the only qualified driver is medically unfit to drive please call, Volkswagen Roadside Assistance, state that the Vehicle has European Motoring Assistance and give the following information:

- Your name.
- The model and registration number of the vehicle.
- Your location and telephone number – if you are on a motorway see also 'Breakdowns on French Motorways' below.

Breakdowns on French Motorways

Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, Volkswagen European Roadside Assistance cannot arrange for assistance to be sent to you.

1. If you can get to an emergency telephone box, please press the button and the police will send assistance to your location.
2. If you are using a public phone, please dial 17 or, from a mobile phone, dial 112.
3. Once you have been towed off the motorway/service area, call the Volkswagen European Roadside Assistance 24 hour helpline for further assistance.

Roadside Assistance Breakdown Call

Your B-Call* function, where available, can be used to contact the Roadside Assistance Call Centre sending vehicle data to enable them to support you in a breakdown situation.

This includes the following:

- Vehicle information
- Location of vehicle
- Vehicle data such as Fuel level, Battery level, Oil level etc.
- Any warning lights displayed



This information can be used to help fix the vehicle, suggest the route to the nearest repairer and or Fuel station/Charging station.

To use this function, download the We Connect App and register your Volkswagen.

* This function will only work if your Volkswagen is connected to We Connect.

Download from
the App Store:



Download from
Google Play:



Scan the QR code
for a tutorial video:



Customer benefits include:

- Vehicle health report
- Breakdown Call
- Service booking*
- Automatic Accident Notification

Plus services include:

- Driving data
- Lock & unlock (requires additional security level)
- Vehicle Doors and lights status
- Online anti-theft Alarm
- Parking position
- Remote operation of cabin heating and cooling
- Area/speed Alert
- Programming of charging times
- Horn and Turn signals

* This function is only available if the Retailer has been selected within the We Connect App.



Roadside Assistance Benefits

Volkswagen Roadside Assistance has been specially designed to take care of you and your Volkswagen in the the event of a breakdown as well as non-vehicle faults – after all, even brand new vehicles can get a puncture:

You'll also receive full support from the AA – they get more people back on the road than anyone else*. Your package includes:

- Help on phone via our call centre
- Repair at roadside or home
- Support for charging the high voltage battery and the 12 volt battery
- Recovery of the vehicle
- Transport costs
- Replacement mobility (e.g. taxi, car sharing, public transport, replacement or rental car) or home / onward travel costs, for example by train, flight or ferry
- Accommodation costs
- Storage fees in case of towing to a depot or an authorised repairer
- Assistance after vandalism, which prevents your onward journey
- Assistance following the theft of parts of the vehicle or the entire vehicle, which prevents your onward journey
- Accident management, should the need arise
- European Breakdown Cover.

* More members than any other major UK breakdown service.

Source: AA Annual Report 2023 (13.87m Roadside members breakdowns) and RAC Annual Report 2022 (12.42m Roadside members).

Caring for our customers

If you need to contact us (UK and European Roadside Assistance)

Volkswagen Roadside Assistance aims to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.

There are several ways you can contact us

Telephone: **+44 344 209 0556**

Email: **vwgcustomercareoperations@theAA.com**

Post: Volkswagen Roadside Assistance Customer Care, Floor 2,
Park Square, 38 Bird Hall Lane, Cheadle Heath, Cheadle, SK3 0XN.

Extending your Volkswagen Roadside Assistance

After your three year period of Volkswagen's complimentary Roadside Assistance, you can extend your Volkswagen Roadside Assistance at specially negotiated rates for Volkswagen customers. We will contact you before the complimentary period ends, but just in case, you can call us on **0330 100 3244** and select the appropriate option.

For full Terms and Conditions please refer to the Handbook or visit **www.volkswagen.co.uk/owners/my-car/breakdown-and-insurance/assistance**

