# **Warranty Information**



### **Warranty Communication**

Subject: 2013 Volkswagen Beetle Convertible Launch Da

## Date: Nov. 16, 2012

Number: VWC-12-26

This document conveys Volkswagen Warranty general information.

This process is valid during the market introduction of the new 2013 Beetle Convertible for all repairs beginning <u>November 26, 2012</u>.

### Warranty Claim Process:

- Dealer technicians must create a Volkswagen Technical Assistance (VTA) case for every warranty repair (excluding Updates and Campaigns) using ElsaWeb and select concern group "2013 Beetle Convertible All concerns".
- Only warranty claims with a closed VTA case number in the claim comments field will be accepted for payment.
- Warranty claims submitted without the required VTA closed case number will be returned.
- > The Dealer should enter the warranty claim into SAGA within 24 hours of the repair.
- A separate VTA case number is required for each line item of warranty repair. (Be sure both RO Number and RO Date are entered correctly in all VTA cases.)

#### Warranty Parts Return Process:

- The Volkswagen Warranty Parts Return Center will notify the Dealer of a part return request on all closed Volkswagen Technical Helpline case numbers within one (1) business day.
- Warranty Parts Return Center personnel will:
  - o Create a shipping request in the Warranty Parts Shipping Portal (WPSP).
  - Create and email a Warranty Part Shipping Request form for each part request.
  - Follow up with the dealership if the requested part is not picked up by FedEx in 48hrs.
- Dealer personnel must:
  - Monitor the Outstanding Warranty Parts Report in WPSP for new requests.
  - Print the pre-addressed shipping label from the WPSP.
  - Return the requested part(s) with the repair documentation and a printed copy of the VTA case to the Warranty Parts Return Center on the same day.
- Replaced parts on the warranty claim will be requested through SAGA during claim submission.
  - If requested parts are returned prior to receiving a SAGA part return request, e-mail the Warranty Parts Return Center (<u>vwoawprc@vw.com</u>) with comments regarding the part return and provide the FedEx tracking number.

Top Performing Warranty Service Dealers must return all requested launch parts.

Also, the requirement for providing a Helpline case number per repair is still in effect when a QTM or resident engineer is directly involved in a repair procedure.

If you have questions about this information, please contact the Warranty Helpline for immediate assistance at 866-306-8447 or <u>warranty.helpline@vw.com</u>.

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