



Warranty Information

Policies and Procedures Bulletin

Number: VWP-12-14

Subject: Vehicle In-Service Date Change Procedure
(US Dealers)

Date: Oct. 25, 2012

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

POLICY CHANGE

Section 2.1.1 Delivery Date Discrepancies of the *Volkswagen Warranty Policies and Procedures Manual* is being changed to reflect a new procedure for correcting erroneously reported vehicle in-service dates to Volkswagen.

The paragraph entitled *Change of Vehicle In-Service Date* now states:

CHANGE OF VEHICLE IN-SERVICE DATE

Any in-service dates erroneously reported to Volkswagen must be handled exclusively by the Incentive Help Desk. The services of the Incentive Help Desk may be utilized by submitting a manager-signed *Volkswagen Change Request to Reported Sale* form to IHD@VW.com or by faxing it to 248-754-6572. The *Volkswagen Change Request to Reported Sale* form is available through the Incentive Help Desk or the VWHub under the Vehicle Sales tab.

All other provisions of *Section 2.1.1* are unchanged and remain in effect.

This policy change will be incorporated into the next revision of the *Volkswagen Warranty Policies and Procedures Manual*.

EFFECTIVE DATE

This policy change is effective October 25, 2012.

QUESTIONS

For any questions regarding this warranty policy change, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.