



Warranty Information

General Communication

Number: VWC-12-22

**Subject: 4th Qtr VW Castrol Oil Program Participation List -
Gasoline Engine Oil Reimbursement Policy**

Date: Oct. 15, 2012

This document conveys
Volkswagen Warranty general
information.

This document contains important information about the VW Castrol Oil Program (VCOP) Participation List. A Dealer's status in the VCOP determines the process to be used for claims submitted to Volkswagen for reimbursement under the *Gasoline Engine Oil Reimbursement Policy*.

4th Quarter VCOP Participation List

- The 4th Quarter VCOP Participation List will be published on WISE on **Thursday, October 18, 2012**
- The List will be located on the WISE website under Resource Center > Castrol Oil Program > 4th Qtr 2012 VCOP Participation List
- The 4th Quarter VCOP Participation List will be effective for **claims submitted beginning October 22, 2012**

Questions regarding your Dealership's status (Participating or Non-Participating) in the VW Castrol Oil Program should be directed to your Volkswagen Fixed Operations Manager.

Questions

For any questions regarding the *Gasoline Engine Oil Reimbursement Policy*, please contact the Warranty Helpline at 866-306-8447 or warranty.helpline@vw.com.