



Warranty Information

General Communication

Number: VWC-12-24

**Subject: Volkswagen Warranty Quick Reference Guide Update/Reprint
(US Dealers)**

Date: Nov. 10, 2012

This document conveys
Volkswagen Warranty general
information.

Warranty Quick Reference Guide Update/Reprint

The *Warranty Quick Reference Guide* text pages have been completely updated and reprinted in their entirety. Dealers will automatically receive a supply of the updated *Guide* including text pages, tab pages, and binder(s). The number of *Guides* sent to each Dealer is based on the number of employees with the role of Service Consultant, Service Manager, or Warranty Administrator at the Dealership according to the Volkswagen Learning Management System.

In addition to the hard copy format, the updated *Warranty Quick Reference Guide* is also available electronically on WISE under Resource Center > Warranty Quick Reference Guide.

Important Reminder: The *Warranty Quick Reference Guide* is a condensed version of the *Warranty Policies and Procedures Manual* in effect at the time of printing. All information in the guide is subject to change without prior written notification by Volkswagen. To ensure that you are using the most up-to-date policies, please refer to the online version of Volkswagen's *Warranty Policies and Procedures Manual* and Bulletins in their entirety located in WISE > Policy Manual and WISE > Bulletins and Communications > Policy Bulletins.

Dealer Feedback or Suggestions

If you have feedback or suggestions for improvement, we would love to hear from you. Please email your comments to VWWPPM@vw.com.