



Warranty Information

Warranty Communication

Number: VWC-12-26

Subject: 2013 Volkswagen Beetle Convertible Launch

Date: Nov. 16, 2012

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 November 26, 2012.

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:
 - 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 (vwoawprc@vw.com) 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 warranty.helpline@vw.com.