



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-03

Subject: Engine Oil Reimbursement Policy
(US Dealers)

Date: Feb. 14, 2013

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

This Warranty Bulletin modifies Section 2.4.1.2 *Fluids and Lubricants* of the Volkswagen *Warranty Policies and Procedures Manual*. Effective as of March 1, 2013 claim reception date, diesel (TDI) engine claims will now be included in the Engine Oil Reimbursement Policy due to the availability of a 55-gallon drum oil purchase quantity for diesel (TDI) engine oil.

VCOP Participating Dealers' Engine Oil Reimbursement

Participating Dealers in the VCOP are reimbursed for engine oil at the higher of:

- ▶ Dealer Cost for a single bottle or
- ▶ Weighted-average retail price of applicable quart/drum/bulk national purchase quantity percentages

Engine oils are claimed using the SAGA "Spare Part Number" field. Applicable reimbursement amounts are automatically populated based on the claim quantity entered.

VCOP PARTICIPATING DEALERS' ENGINE OIL REIMBURSEMENT					
Description	Part Number	Quantity	Equals	Reimbursement	In SAGA, Enter in:
Mineral Oil 5W20	G 052107S0	1	0.1 quart	As calculated	Spare Part Number field
Mineral Oil 5W30	G 052530S0	1	0.1 quart	As calculated	Spare Part Number field
Mineral Oil 10W30 + Misc. Oil	G 052108S0	1	0.1 quart	As calculated	Spare Part Number field
Synthetic Oil 5W40 VW 502 00	G 052167S0	1	0.1 quart	As calculated	Spare Part Number field
Synthetic Oil (TDI) VW 504 00 VW 507 00	G 052195S0	1	0.1 quart	As calculated	Spare Part Number field



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VCOP Non-Participating Dealers' Engine Oil Reimbursement

Non-Participating Dealers in the VCOP are reimbursed for engine oil at weighted-average dealer cost. Engine oil is claimed using the SAGA "Outside Spare Part Number" field.

VCOP NON-PARTICIPATING DEALERS' ENGINE OIL REIMBURSEMENT					
Description	Part Number	Quantity	Equals	Reimbursement	In SAGA, Enter in:
Mineral Oil 5W20	MINOIL	1	0.1 quart	Enter value ¹	Outside Spare Part Number field
Mineral Oil 5W30	MINOIL	1	0.1 quart	Enter value ¹	Outside Spare Part Number field
Mineral Oil 10W30 + Misc. Oil	MINOIL	1	0.1 quart	Enter value ¹	Outside Spare Part Number field
Synthetic Oil 5W40 VW 502 00	SYNGOIL	1	0.1 quart	Enter value ¹	Outside Spare Part Number field
Synthetic Oil (TDI) VW 504 00 VW 507 00	TDIOIL	1	0.1 quart	Enter value ¹	Outside Spare Part Number field

¹Reimbursement values may be found in WISE under Resource Center > Claim Input Assistance > Claim Coding Assistance > Outside Part Numbers for Common Fluids and Lubricants

All other provisions of Section 2.4.1.2 are unchanged and remain in effect.

Questions

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

Outside Part Numbers for Common Fluids and Lubricants**Outside Part Numbers for Common Fluids and Lubricants (U.S. Only)**

Description	Outside Part Number	Reimbursable Amount	Unit of Measure
A/C Refrigerant - R134A	ZVP000134	\$0.75	Ounce
Coolant	ZVP000200	\$5.34	Liter
Gasoline Engine Mineral Oil	MINOIL	\$0.37	0.1 (1/10) Quart
Gasoline Engine Synthetic Oil	SYNGOIL	\$0.52	0.1 (1/10) Quart
TDI Engine Oil	TDIOIL	\$0.70	0.1 (1/10) Quart
Paint and Materials	LACKMATF	\$9.30	0.1 (1/10) Liter

