



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-24

**Subject: *Audio Diagnostic Worksheet* is Replaced by the
Infotainment Worksheet
(US Dealers)**

Date: Oct. 7, 2013

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

The *Volkswagen Warranty Policies and Procedures Manual* is amended as follows:

- ▶ All references to the *Audio Diagnostic Worksheet* are changed to *Infotainment Worksheet*

The *Audio Diagnostic Worksheet* has been updated, modernized, and renamed the *Infotainment Worksheet*. The *Infotainment Worksheet* is attached to this bulletin for reference and is also available on WISE under Resource Center > Forms > Infotainment.

This policy modification is effective immediately and will be incorporated into the next revision of the *Manual*. All other provisions of the *Manual* are unchanged and remain in effect.

Questions

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

Volkswagen of America Infotainment Worksheet



Dealer Name		Date	
Dealer Code		Claim or R.O. #	
Technician		Removed Part #	
V.I.N.		Removed Serial #	

Fault Occurs When? (Mark all that apply)

Always	☐	Intermittent	☐
Engine Running	☐	Single Time	☐
Engine Off	☐	At Start-Up	☐
Accessory	☐	Other	☐
Extended Driving	☐	How Long?	<input type="text"/>

Fault Occurs Where?

Anywhere	☐
City	☐
Rural	☐
Mountains	☐
Rough Roads	☐

Fault Details

Time	<input type="text"/>
Date	<input type="text"/>
Approx. address	<input type="text"/>
Approx. Temp	<input type="text"/>
Other	<input type="text"/>

Duration of concern

Problem is: ☐ Reproducible ☐ Intermittent (give details)

Detailed Problem Description (check all that apply)

Reception

AM	☐ Poor	☐ None	☐
FM	☐ Poor	☐ None	☐
HD	☐ Poor	☐ None	☐

Radio Station or Stations:

Intermittent (give details)	<input type="text"/>
Intermittent (give details)	<input type="text"/>
Intermittent (give details)	<input type="text"/>

Satellite Radio: Note subscription under "Additional Notes"

No signal or Linking	☐
No Sat	☐
No Station List	☐
Activation	☐
Other (Describe)	<input type="text"/>

CD Player/Changer

Won't eject CD(s)	☐
Won't accept CD(s)	☐
CD Skips	☐
Abnormal noise	☐
Other (specify details)	<input type="text"/>

Unit Functions

No sound	☐	Modes:	<input type="text"/>	Equipped with AMP?	☐	Unknown
Slow Response - Touch-Screen	☐	When:	<input type="text"/>	Command(s)?	<input type="text"/>	
Slow Response - Button	☐	When:	<input type="text"/>	Button(s)?	<input type="text"/>	
Reboots	☐	When:	<input type="text"/>			
Locks Up\Freezes	☐	When:	<input type="text"/>			
Locked in Safe Mode	☐	Radio Safe Code:	<input type="text"/>			
Will not turn on	☐					
Display Appearance	☐	Where:	<input type="text"/>			
No Illumination	☐	Where:	<input type="text"/>			
Rear View Camera	☐	Add details to "Additional Notes" below	<input type="text"/>			
Blowing Fuse	☐	Fuse Number:	<input type="text"/>	External device connected?	☐	Unknown

Media Device

None or Loses Connection	☐
Skips tracks	☐
Abnormal noise	☐
Other (specify details)	<input type="text"/>
Device Model	<input type="text"/>
Device Software Level	<input type="text"/>

Navigation (If Equipped)

Improper vehicle location	☐				
Requesting DVD	☐	Map	☐	Software	☐
Incorrect Directions	☐	Record Start and Destination points under "Additional Notes"			
Other (specify details)	<input type="text"/>				
Map Missing Information	☐				
(Specify location if known)	<input type="text"/>				

Radio Controls

Sticking	☐
Falling Off/Missing	☐
Knob hard to turn	☐
Touch-Screen	☐
Other (specify details)	<input type="text"/>

Telephone

On compatibility List	☐
Make & Model	<input type="text"/>
Phone SW at latest?	☐ Level: <input type="text"/>
Carrier	<input type="text"/>
Pairing	☐ Will Not Connect
	☐ Loses Connection
Sound Quality	☐ What party? Select one
Dropping calls	☐
Other (specify details)	<input type="text"/>

Additional Notes

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>