



Das Auto.

Warranty Information

General Communication

Number: VWC-13-12

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

Date: Oct. 22, 2013

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 *Engine Oil Reimbursement Policy*.

4th Quarter VCOP Participation List

- The 4th Quarter VCOP Participation List will be published on WISE on **Tuesday, October 22, 2013**
- The List will be located on the WISE website under Resource Center > Castrol Oil Program > 4th Qtr 2013 VCOP Participation List
- The 4th Quarter VCOP Participation List will be effective for **claims submitted beginning October 24, 2013**

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