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VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers,
Service Managers and Warranty
Administrators**

Dave Durant Name

Director, VW Technical Title
Service & Quality

Subject: **Warranty Repair Acceptance Process
Launch**

Department

December 19, 2013 Date

In response to the dealer feedback we have received from the Nation Dealer Council, Service Council and Grass Roots meetings, we are pleased to announce the launch of a new streamlined online process in the Warranty portal (WISE), which will improve and more efficiently support repairs that require VWoA technical assessment prior to repair under warranty (Paint, Corrosion, Clutch, Glass, Convertible Top). This new WISE process is simple to complete, will ensure consistency in data/image capture and is customer friendly.

Beginning January 6, 2014, the Warranty Repair Acceptance Process will be administered through WISE and responsibility will transfer from the Fixed Operations Managers (FOM) to the Quality Technical Managers (QTM).

Warranty Repair Acceptance Process Highlights and Benefits

- Dealer submits a Repair Acceptance Request online in WISE and is able to track the request throughout the process.
- The WISE request immediately alerts the VWoA technical field team (QTM) of the pending Dealer request.
- Automated emails to the Dealer requestor are sent at key transfer points within the process.
- Digital images are utilized to expedite the technical assessment of repairs to determine warrantability and reduce wait times.
- WISE online processes will help to facilitate consistent and repeatable activities
- Significantly higher level of service to Customers and Dealers by reducing the need for Customers to return for multiple inspections.

Please refer to the attached Warranty Policies and Procedures Bulletin VWP-13-28 and the *Warranty Repair Acceptance Process Guide for Dealers* for complete details.

Volkswagen Warranty is committed to building and sustaining an environment of trust and mutual respect with our Dealers to ensure our mutual success.

Dave Durant

Director
VW Technical Service & Quality



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Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-29

Subject: New Warranty Repair Acceptance Process in WISE

Date: Dec. 19, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

New Warranty Repair Acceptance Process in WISE

There are certain vehicle repairs that require a technical assessment be performed to determine if the repair is warrantable. Currently, these repairs are:

1. Convertible Top
2. Clutch
3. Window/Sunroof Glass
4. Paint
5. Corrosion

Under current warranty policy, these assessments are the responsibility of the Fixed Operations Manager (FOM). Beginning January 6, 2014, the above-listed technical assessments will be performed by the Quality Technical Manager (QTM) team.

To facilitate this policy change and provide Dealers with an optimized method to submit and track technical assessment requests online, VW Warranty is pleased to introduce a new process entitled, *Warranty Repair Acceptance*, which will be available in the *WISE Operations* section.

For the above-listed repairs, warrantability must be determined by the QTM Team using the new *Warranty Repair Acceptance (WRA)* process in WISE, prior to starting the repair.

- ▶ Digital images will be required for all technical assessments and must be attached to the WRA Request submitted for processing.
- ▶ For all WRA Requests that are "Accepted" by the QTM Team, the "Acceptance Code" generated from WISE must be entered in the beginning of the Comment field in the SAGA claim.

Note: An "Accepted" decision on a WRA Request will indicate that the repair may be submitted for reimbursement. It will not indicate automatic approval of the SAGA claim. SAGA claims must meet published policy and claim coding requirements to be accepted for processing.

- ▶ *Warranty Repair Acceptance* will NOT be an authorization or approval of a SAGA claim entered by a Dealer.

The new *Warranty Repair Acceptance (WRA)* process will be available in WISE January 6, 2014.



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Warranty Information

Example of the *Warranty Repair Acceptance Request* input screen in WISE Operations

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Goodwill Exception Request

Warranty Repair Acceptance

Campaign Authorization

Campaigns/Updates

Contact Us

Home

Repair Acceptance Request Pending(0) Decided Archived

Warranty Repair Acceptance Request

All fields are required for successful processing of the request.

Is vehicle in Dealer's new vehicle inventory? ☐ Yes

Customer Name:

Repair Type:

Dealer Number:

Service Manager Name:

Repair Order Number:

VIN:

Mileage:

Service Number (Part ID):

Vehicle In-Service Date:

Claim Reception Date:

Customer Concern:

Technician Findings:

****Digital images are required for all requests submitted for processing.**

Attach Digital Images (Maximum 5) No file selected.

Additional Information

Instructions for using the new *Warranty Repair Acceptance* process in the WISE Operations section will be available in the WISE Resource Center under *Dealer Processes & Guides > Warranty Information and Service Evaluation (WISE) > Warranty Repair Acceptance Process Guide for Dealers* and are attached to this bulletin for reference.

Questions

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

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Warranty Repair Acceptance
Process Guide for Dealers

WISE Operations Section – Warranty Repair Acceptance

Warranty Repair Acceptance Process

There are certain vehicle repairs that require a technical assessment be performed to determine if the repair is warrantable. Currently, these repairs are:

1. Convertible Top
2. Clutch
3. Window/Sunroof Glass
4. Paint
5. Corrosion

The *Warranty Repair Acceptance* process provides VW Dealers with an optimized method to submit and track technical assessment requests online.

For the above-listed repairs, warrantability must be determined by the QTM Team using the *Warranty Repair Acceptance (WRA)* process in WISE, prior to starting the repair.

- ▶ Digital images are required for all technical assessments and must be attached to the WRA Request submitted for processing.
- ▶ For all WRA Requests that are “Accepted” by the QTM Team, the “Acceptance Code” generated from WISE must be entered in the beginning of the Comment field in the SAGA claim.

Note: An “Accepted” decision on a WRA Request indicates that the repair may be submitted for reimbursement. It does not indicate automatic approval of the SAGA claim. SAGA claims must meet published policy and claim coding requirements to be accepted for processing.

- ▶ *Warranty Repair Acceptance* is NOT an authorization or approval of a SAGA claim entered by a dealer.

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Step 1 - Log into WISE

vwuhub.com

Administration My Account Contact Help Logout

My Hub **Vehicle Sales** **Certified pre-owned** **Financial Services** **Parts** **Service** **Operations** **Academy** **Library** **Dealer Council**

Welcome to your VW HUB

Related Sites

- Dealer
- Legislative Action Center
- VW Inv Mgmt
- My Dlr Rpt & Pub
- ServiceNet
- ElsaWeb
- ElsaPro
- SAGA System
- Parts On Command
- VCAS
- VIN Incentive Search
- Checkpoint Rpt (CRS)
- **Warranty (WISE)**

Volkswagen Message

Update Your E-mail Address!

Our database tells us to E-mail you at:
George.Mclean@vw.com
Click **here** to change or add your E-mail address

Press Releases:

Click **here** for the most recent press releases.

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Step 2 - Select *Operations*



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Document title text search



Warranty Information and Service Evaluation (WISE)

News

Policy Manual

Bulletins & Communications

What's New

- ▶ Oct. 16, 2013 Parts Listing for Vendor Codes Recently Added to SAGA Now A...
- ▶ SAGA Claims Transmission Issue
- ▶ VWS-13-05 Volkswagen DoubleCheck Labor Operations for All VW Models Ex...

Resource Center

Performance

Operations

Contact Us

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Step 3 - Select *Warranty Repair Acceptance* and Submit the Request


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Document title text

[Goodwill Exception Request](#)
[Warranty Repair Acceptance](#)
[Campaign Authorization](#)
[Campaigns/Updates](#)

[Contact Us](#)
[Home](#)

Repair Acceptance Request Pending(0) Decided Archived

Warranty Repair Acceptance Request

All fields are required for successful processing of the request.

Is vehicle in Dealer's new vehicle inventory? ☐ Yes

Customer Name:

Repair Type:

Dealer Number:

Service Manager Name:

Repair Order Number:

VIN:

Mileage:

Service Number (Part ID):

Vehicle In-Service Date:

Claim Reception Date:

Customer Concern:

Technician Findings:

**Digital images are required for all requests submitted for processing.

Attach Digital Images (Maximum 5) No file selected.

Notes:

- ▶ **Complete All Fields**
All fields are required to be completed for successful processing of the request.
- ▶ **Attach Digital Image(s)**
- ▶ Click **Submit**

Please select
Convertible Top
Clutch
Window/Sunroof Glas
Paint
Corrosion

Assuming there are no input errors when **Submit** is clicked, the question, “**Do you really want to send the request?**” appears on the screen. Verify your input and select “Yes” to submit the Request and “No” to return to the Warranty Repair Acceptance Request input screen. NOTE: All digital images will be removed from the Request when “No” is selected.

If “Yes” is selected WISE generates a Warranty Repair Acceptance (WRA) Request confirmation message that includes the tracking number.

Repair Acceptance Request Awaiting Corrections(5) Pending(2) Decided Archived

Warranty Repair Acceptance Request

Your Warranty Repair Acceptance request has been successfully forwarded to your Regional QTM Team for processing. The tracking number for all future reference is **W20131219001**.

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Pending Tab

Pending tab: After the Warranty Repair Acceptance (WRA) Request is submitted, a tracking number is assigned to it and the Request moves to the *Pending* tab. A Request in the *Pending* tab is awaiting action by the QTM Region Leader (QTM RL). While in this status, the QTM RL will review and respond to the Request. The QTM RL has the option to (1) Accept the WRA Request, (2) Decline the WRA Request, (3) Request additional/corrected information from the dealer, or (4) Dispatch a QTM to perform a review.

The number of pending Requests is shown in parentheses next to the *Pending* tab title.

Note: The *Pending* tab will not display if the dealer has no pending Requests.

The screenshot shows a web interface with a header image of a car interior. Below the image is a navigation bar with tabs: 'Repair Acceptance Request', 'Awaiting Corrections (5)', 'Pending(1)', 'Decided', and 'Archived'. The 'Pending(1)' tab is highlighted with a red box. Below the tabs is the section 'Pending Requests Search Filters'. Under this section, there is a prompt 'Select filters and click search.' followed by four input fields labeled 'VIN:', 'Claim Reception Date:', 'Repair Order Number:', and 'Tracking No:'. A 'Search' button with a magnifying glass icon is located below the 'Tracking No:' field.

Search

A restricted search may be performed by using any combination of the four fields available.

Or simply click on [Search](#) and then scroll through the list of *Pending Requests* and choose one.

Select the tracking number to view details of an individual request.

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Awaiting Corrections Tab

Awaiting Corrections tab: Warranty Repair Acceptance (WRA) Requests appear in the *Awaiting Corrections* tab when the QTM Region Leader (QTM RL) or the QTM requests additional/corrected information from the dealer. When this occurs, WISE generates an email to the dealer requestor indicating that additional/corrected information is requested (see *Dealer Emails* on Page 8).

Once the additional/corrected information provided by the dealer is satisfactory, the QTM RL or QTM has several options to move the Warranty Repair Acceptance (WRA) Request forward.

If the additional/corrected information request comes from the QTM RL, the options are (1) Accept the WRA Request, (2) Decline the WRA Request, or (3) Dispatch a QTM to perform a review.

If the additional/corrected information request comes from the QTM, the options are (1) Accept the WRA Request, (2) Decline the WRA Request.

The number of Requests awaiting correction for the dealer is shown in parentheses next to the *Awaiting Corrections* tab title.

Note: The *Awaiting Corrections* tab will not display if the dealer has no Requests in this status.

Repair Acceptance Request **Awaiting Corrections (5)** Pending(1) Decided Archived

Warranty Acceptance Corrections Requests Search Filters

Select filters and click search.

VIN:

Claim Reception Date:

Repair Order Number:

Tracking No:

[Search](#)

Search

A restricted search may be performed by using any combination of the four fields available.

Or simply click on [Search](#) and then scroll through the list of *Awaiting Correction Requests* and choose one.

Select the tracking number to view details of an individual request.

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Dealer Emails

WISE generates an email to the dealer requestor at two points within the *Warranty Repair Acceptance* process:

1. When the QTM RL or QTM requests additional/corrected information regarding the Request.
2. When a decision is made on the WRA Request. An email specific to the decision (either "Accepted" or "Declined") is generated by WISE. After the decision is made by the QTM RL or QTM, the Request moves to the *Decided* tab.

Email Structure

All three emails generated by WISE to the dealer requestor (a request for additional/corrected information, an "Accepted" decision or a "Declined" decision) have a similar structure. They each have

- A Subject line that describes the email notification
- The WRA Request details with the Tracking Number (in the case of an "Accepted" decision the Acceptance Code is also displayed)
- An explanation with important information that includes a direct link to the Request

Below is an example of a dealer email for a WRA Request that was "Accepted" by the QTM

Acceptance Code

The Acceptance Code from an "Accepted" WRA Request must be entered in the beginning of the *Comment* field in the SAGA claim.

Subject - Your Warranty Repair Acceptance Request has been accepted

Dear [Dealer Requestor],

The following Warranty Repair Acceptance Request has been accepted for submission into SAGA:

[Dealer Name], [Dealer Number]

For Customer: John Smith

Tracking Number: W2014XXXXXX

Acceptance Code: 123456789

Repair Request Type: Clutch

Service Number (Part ID): 3050

Service Number Description: Clutch

Repair Order Number: 12345

Mileage: 1200

VIN: 1VW45678912345678

NOTE: This acceptance indicates that the repair identified above may be submitted as a SAGA claim. It does not, however, indicate automatic approval of the SAGA claim. SAGA claims must meet published policy and claim coding requirements to be accepted for processing.

A direct link to this request is available for 12 hours from the date and time of this email by selecting [https://vw-wise.com/DL/\[Direct Link Code\]](https://vw-wise.com/DL/[Direct Link Code]).

This email was automatically generated by <https://vw-wise.com/>.

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Decided Tab

Decided tab: After an “Accepted” or “Declined” decision is made by the QTM RL or QTM, the requestor is notified through an email generated by WISE that the Request is in the *Decided* tab (see *Dealer Emails* on Page 8). A WRA Request that is “Accepted” receives an “Acceptance Code” that is required for the SAGA claim.

From this tab the Dealer may search for any Request that has been decided in the last 90 days.

Repair Acceptance Request | Awaiting Corrections (5) | Pending(1) | **Decided** | Archived

Decided Requests Search Filters

Select filters and click search.

VIN:

Claim Reception Date:

Tracking No:

Repair Order Number:

Request Decision:

Decision Date:

▶ [Search](#)

Search

A restricted search may be performed by using any combination of the six fields available.

Or simply click on [Search](#) and then scroll through the list of *Decided* requests and choose one.

Select the tracking number to view details of an individual request.

SAGA Claim: A claim may be submitted in SAGA after the Warranty Repair Acceptance (WRA) Request has been “Accepted” and appears in the *Decided* tab.

- ▶ The “Acceptance Code” must be entered by the dealer in the beginning of the *Comment* field in the SAGA claim.
- ▶ IMPORTANT: An “Accepted” WRA Request indicates that the repair may be submitted for reimbursement. It does not indicate automatic approval of the SAGA claim. SAGA claims must meet published policy and claim coding requirements to be accepted for processing.

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Archived Tab

Archived tab: After 90 days all of the Warranty Repair Acceptance (WRA) Requests in the *Decided* tab automatically move to the *Archived* tab.

Repair Acceptance Request Awaiting Corrections (5) Pending(1) Decided **Archived**

Archived Requests Search Filters

Select filters and click search.

VIN:

Claim Reception Date:

Dealer Number:

Tracking No:

Repair Order Number:

Request Decision: All

Claim Reception Date From:

Claim Reception Date To:

▶ Search

Search

A restricted search may be performed by using any combination of the eight fields available.

Or simply click on [Search](#) and then scroll through the list of *Archived* requests and choose one.