



Das Auto.

Warranty Information

General Communication

Number: VWC-13-14

Subject: Warranty Audits

Date: Nov. 13, 2013

This document conveys
Volkswagen Warranty general
information.

Warranty 4-Stage Improvement Process

Effective December 31, 2013, VWoA will discontinue the Warranty 4-Stage Improvement Process.

Warranty Audits

Audits are an important organizational practice in our society. The intent of an audit is to confirm that the processes in place at your dealership are sound and running smoothly. It is our belief that stable and predictable warranty processes translate into stable and predictable customer processes. In confirming these core warranty processes at your dealership, we hope to support the efforts to improve the customer experience at all Volkswagen dealerships.

VWoA will implement a new audit process on January 1, 2014. In this new audit process, all dealerships will undergo an audit regardless of warranty expense, customer satisfaction scores, or any other performance indicator. Prior to the audit, a Warranty Field Manager will notify the dealership of the timing and other details for the audit.

We're confident that, with your cooperation, the new audit process will help dealers identify core process improvement opportunities, better manage their dealership's cash flow, and positively impact customer satisfaction.

Questions

For any questions regarding this communication, please contact the Warranty Field Manager for the area in which your dealership is located (see page 2).



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Warranty Information

WARRANTY FIELD MANAGER	TERRITORY
Ken Remick ken.remick@vw.com Cell: 908-619-7923	NER Areas 1D through 1P
Chris Ward chris.ward@vw.com Cell: 443-676-7262	NER Areas 1A through 1C and SER Areas 2A through 2F
Kevin Miles kevin.miles@vw.com Cell: 386-316-6978	SER Areas 2G through 2M and SCR Area 4A
Aaron Mandjack aaron.mandjack@vw.com Cell: 201-919-3087	MWR Areas 3A through 3M
Ben Schraegle ben.schraegle@vw.com Cell: 214-310-8067	SCR Areas 4B through 4H and PAR Area 5A
Eric Jurgensen eric.jurgensen@vw.com Cell: 949-606-6088	PAR Areas 5B through 5L