Warranty Information

Das Auto.

General Communication

Number: VWC-13-06

Subject: 2nd Qtr VW Castrol Oil Program Participation List - Engine Oil Reimbursement Policy

Date: Apr. 18, 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*.

2nd Quarter VCOP Participation List

- The 2nd Quarter VCOP Participation List will be published on WISE on **Friday, April 19, 2013**
- The List will be located on the WISE website under Resource Center > Castrol Oil Program > 2nd Qtr 2013 VCOP Participation List
- The 2nd Quarter VCOP Participation List will be effective for **claims submitted beginning April 25, 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***.

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