Warranty Information

General Communication **Number: VWC-13-10**

Subject: Updated Warranty Support Specialist Information (US Dealers)

Date: Sept. 6, 2013

This document conveys Volkswagen Warranty general information.

The purpose of this communication is to provide updated information regarding Volkswagen Warranty Support Specialists and the states for which they are responsible.

Warranty Helpline

The states for which each Warranty Support Specialist is responsible have changed. Please refer to the list below for the updated information. Your service from the Warranty Helpline will be uninterrupted. New Specialist assignments are effective Monday, September 9, 2013.

SPECIALIST	STATES
Kevin Ribant	Maine, New Hampshire, New York, Vermont
Dylan Dunbar	Connecticut, Massachusetts, Rhode Island, New Jersey
Shirley Palmer	Delaware, District of Columbia, Maryland, Pennsylvania, West Virginia
Linda Berdy	Virginia, North Carolina, South Carolina, Tennessee, Georgia, Puerto Rico
Tiffany White	Alabama, Florida, Mississippi
Robin Mach	Indiana, Kentucky, Michigan, Ohio
Brian McManaman	Arkansas, Louisiana, Oklahoma, Texas
Svetlana Flankova	Illinois, Iowa, Missouri, Wisconsin
Scott Hanly	Colorado, Kansas, Minnesota, Montana, Nebraska, New Mexico, North Dakota, South Dakota, Utah, Wyoming
Melissa Magee	Alaska, Arizona, Hawaii, Idaho, Nevada, Oregon, Washington
Quinn Spencer	California
Adam Rupp	California

Questions

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

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