



Warranty Information

SAGA Communication

Number: VWS-13-03

Subject: Claim Processing Correction for the Volkswagen DoubleCheck for Model Years 2013 and Earlier

Date: July 10, 2013

This document conveys Volkswagen SAGA information.

Volkswagen DoubleCheck Time Unit Reduction Error for Model Years 2013 and Earlier

In SAGA, the time units for the Volkswagen DoubleCheck labor operation were reduced in error from 50 time units to 30 time units during the system update posted on July 4th.

The correction of the Volkswagen DoubleCheck labor operation time from 30 time units back to 50 time units will not occur until the SAGA system update is posted in August.

Until the labor operation time unit error is corrected, claims for the VW DoubleCheck should be processed as shown below.

SAGA Claim Information

| | | |
|------------------------|-------------|--|
| Claim Type | 1MA | Maintenance claim after delivery |
| Service Number | 0110 | Volkswagen DoubleCheck |
| Damage Code | 0055 | Repair as instructed |
| Damage Location | Blank | Must be blank |
| Part Manufacturer Code | TX2 | |
| Labor Operation | 01 10 01 99 | VW DoubleCheck, 50 time units, select as causal |

We apologize for the error and for any inconvenience this may have caused.

We will inform you when SAGA has been corrected to reflect the proper time unit values.

Questions

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