



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-28

Subject: Warranty Policy Modifications

Date: Dec. 17, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Policy Modifications

In order to provide clarity, simplify processes, and indicate that FOM authorization is no longer required, the identified sections of the *Volkswagen Warranty Policies and Procedures Manual* are amended as shown below:

Section 2.2 Warranty Claims

Section 2.2 *Warranty Claims* is amended as follows to add Reception Date, modify Mileage and is effective with claim submission dates beginning January 1, 2014:

Reception Date

The reception date is the date the vehicle arrives at the dealership for service/repair.

- ▶ Reception Date was not defined within the *Volkswagen Warranty Policies and Procedures Manual*.

Mileage

For all warranty claims, the exact mileage on the warranty or maintenance claim must be the "in" mileage (mileage on the odometer when the vehicle **arrives** at the dealership for service/repair).

Mileage Field Example:

	Unit	Kilometres/ Miles
Reception date	Miles ▼	

- ▶ Recording the mileage "in" on claims entered in SAGA will benefit dealers by avoiding the issues associated with a vehicle warranty expiring by mileage while at the dealership for service.

Section 2.4.1.1 Parts

Section 2.4.1.1 *Parts* is amended to provide clarity:

- ▶ "Parts purchased from Volkswagen will be reimbursed based on the manufacturer's suggested retail price (MSRP) on claims for vehicle model years 2003 and newer. For model years prior to 2003, or for over-the-counter stock parts, the parts will be reimbursed based on the formula Dealer Cost + 40% but not to exceed MSRP." "Parts purchased from Volkswagen will be reimbursed based on the parts' reimbursement rate effective with each vehicle model year."
- ▶ The above parts payment policy has been in effect since model year 2003.



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Section 3.11 Brake Noise/Squeal

Section 3.11 is amended to indicate that FOM authorization is no longer required:

- ▶ "Replacement of pads/shoes or linings for brake noises may only be covered under warranty if instructed by a Technical Bulletin." **"Brake noise/squeal can occur and may be normal. Replacement of pads/shoes or linings for brake noises is not a warranty matter, unless instructed in writing by your FOM."**
- ▶ Policy is effective beginning January 6, 2014.

All other provisions of the above policies are unchanged and remain in effect. These policy modifications will be incorporated in the next revision of the *Volkswagen Warranty Policies and Procedures Manual*.

Questions

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