Warranty Information

Policies and Procedures Bulletin **Number: VWP-13-25**

Subject: Warranty Audits Policy Modification **Date: Oct. 24, 2013**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Section 2.6.1 of the W*arranty Audits* policy of the *Volkswagen Warranty Policies and Procedures Manual* is amended as follows.

2.6.1 Warranty Audit Procedures

2.6.1.1 Notification

Prior to a Warranty Audit, an authorized representative of VWoA will provide written notification to the dealership's management that VWoA intends to conduct a Warranty Audit. Information related to the start date, parts retention instructions and other advice for the dealership will be included with the notification.

2.6.1.2 Workspace

The Warranty Field Manager (WFM) and dealership management shall agree on a workspace for the persons conducting the audit. Such workspace shall be selected so that the audit does not interfere with routine dealership business. Likewise, the audit workspace should not cause routine dealership business to interfere with the audit. The location should be suitably sized to accommodate the auditors and their equipment and be in a climate-controlled, office-like environment. Consideration should be given to the security of confidential customer information which may appear on repair orders or other documents.

2.6.1.3 Document Retrieval

The WFM will provide a list of VINs to the dealership on the first day of the audit. Locating and providing the VIN files requested by the WFM is the responsibility of the dealership. Documents such as repair orders, sales documents, parts invoices and any other required documentation needed to support a claim or financial transaction between VWoA and the dealership must be provided when requested. If the required documentation is not made available to the WFM within the timeframe of the audit, the related claim may be denied or charged back.

© 2013 Volkswagen Group of America, Inc.
All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.

2.6.1.4 Parts Inspection

The WFM will provide a list of parts to be inspected during the audit. Locating and providing the parts requested by the WFM is the responsibility of the dealership. Supporting documentation for the related claim must be provided when requested. If the required part and/or documentation are not made available to the WFM within the timeframe of the audit, the related claim may be denied or charged back.

All other provisions of Section 2.6 *Warranty Audits* are unchanged and remain in effect. This policy modification is effective immediately and 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*.

© 2013 Volkswagen Group of America, Inc.
All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.