



Das Auto.

Warranty Information

General Communication

Number: VWC-14-10

Subject: Duplicate Claim Payments on Audit Trail 433

Date: Aug 22, 2014

This document conveys
Volkswagen Warranty general
information.

Duplicate Claim Payments

Earlier this week, it was discovered that there was a small volume of SAGA claims that were paid twice, once on Audit Trail (Credit Note) 432 and again on Audit Trail 433.

The Volkswagen Information Technology Team has identified the Dealers and list of claims affected by this duplicate claim payment. To assist Dealers with the reconciliation of your Warranty Receivables with Volkswagen we have posted the list of claims by dealer on WISE.

The list is located on WISE under Resource Center > Audit Trail 433 Duplicates. It is expected that the duplicate payments will be reversed on Audit Trail (Credit Note) 435.

We apologize for the inconvenience.

Questions? Contact the Warranty Helpline at 866-306-8447 or warranty.helpline@vw.com.