



Das Auto.

Warranty Information

General Communication

Number: VWC-14-09

Subject: Copy Request Functionality in Warranty Repair Acceptance Process on WISE

Date: Aug 7, 2014

This document conveys Volkswagen Warranty general information.

Beginning today, the ability to copy the Warranty Repair Acceptance request information (Customer Name, Repair Type, Service Manager Name, VIN, etc.) from one Service Number to another is available on WISE.

This functionality is useful when multiple Service Numbers on the same vehicle require repair acceptance through WISE before processing warranty claims. This functionality was requested by Dealers through Carlisle® survey verbatim comments and by the VW CREW. Request information may be copied for Repair Types: Paint, Corrosion and Window/Sunroof Glass.

Warranty Repair Acceptance *Copy Request* Instructions

1. Submit the Warranty Repair Acceptance Request on WISE and select **Submit**
2. For the answer to the question, "Do you really want to send the request?", select **Yes**
3. After the Request has been sent, the information in the box below is displayed on the screen. Select the **Copy Request** link.

Warranty Repair Acceptance Request

Your Warranty Repair Acceptance request has been successfully forwarded to your Regional QTM Team for processing. The tracking number for all future reference is **W2014XXXXXXX**

 [Print](#)

 [Copy Request \(for an additional service number\)](#)



4. A copy of the original Warranty Repair Acceptance Request screen is opened with the Service Number, Customer Concern and Technician Findings fields blank.
5. Enter the new information, attach the new digital image(s) and submit.

We trust that this new functionality will be helpful. VW Warranty is listening to you!

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