



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-15-02

Subject: Parts Review: Damage vs. Defect Guide

Date: Feb. 16, 2015

This document conveys
Volkswagen Warranty Parts
Return Center information.

The Warranty Parts Return Center is pleased to present the *Parts Review: Damage vs. Defect Guide* to assist dealership personnel to identify damaged components (which are not eligible for warranty coverage) versus components exhibiting a defect in material or workmanship (which are eligible for coverage only within warranty guidelines).

The *Guide* is intended for use as a reference by internal dealership personnel only and is not to be shared with customers. Additional parts showing examples of damage or manufacturing defects that are not in this version of the *Guide* will be included at a later date as they become available.

The latest version of the *Parts Review: Damage vs. Defect Guide* can be found in WISE under **Resource Center > Dealer Processes and Guides > Warranty Parts Return Center (WPRC)**.

Questions

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



Warranty Parts Return Center (WPRC)

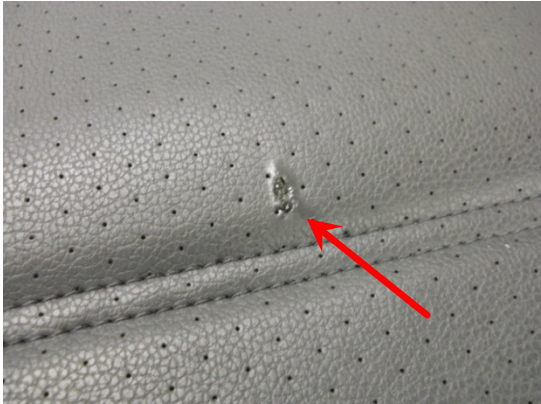
Parts Review: Damage vs. Defect Guide

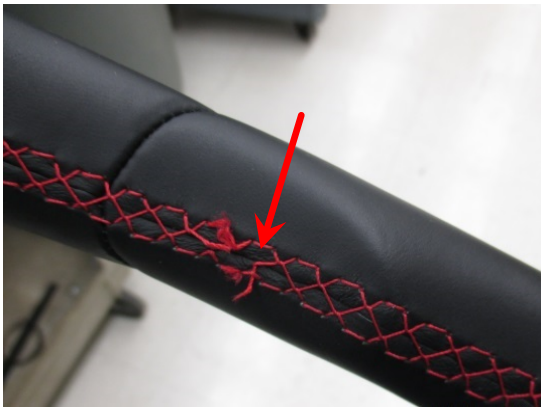


The purpose of this *Guide* is to assist dealership personnel to identify damaged components (which are not eligible for warranty coverage) versus components exhibiting a defect in material or workmanship (which are eligible for coverage only within warranty guidelines). The *Guide* is intended for use as a reference for dealership personnel only.

Examples of outside influence damage vs. defect in material or workmanship.

Wheels	
Damage	Defect
	
	
	
Curb Scuffing	Clear Coat Peeling
Pothole Damage	Poor Paint Coverage
Bent Wheel	Clear Coat Cracking

Seat Covers	
Damage	Defect
	
Puncture Holes/Cutting	Leather Separation
	
Staining	Seam Separation
	
Burn Marks	Stitching Separation

Shift Knobs/Steering Wheels	
Damage	Defect
 A close-up photograph of a black leather shift knob. A red arrow points to a light-colored, worn area on the top edge of the knob.	 A photograph of a silver and black DSG shift knob. A red arrow points to a vertical crack and peeling of the black leather material on the side of the knob.
 A close-up photograph of a black leather steering wheel. A red arrow points to a horizontal, light-colored scuffed area on the outer rim of the wheel.	 A photograph of a steering wheel where the black leather cover is peeling away from the underlying structure. A red arrow points to the area of separation.
 A close-up photograph of a black leather steering wheel. A red arrow points to a small, deep cut or scratch in the leather.	 A photograph of a steering wheel with red stitching. A red arrow points to a tear and separation in the black leather along one of the red-stitched seams.
Scuffing	Peeling
Scuffing	Leather Separation
Cuts	Seam Separation

Sun Visors

Damage



Shattered Glass

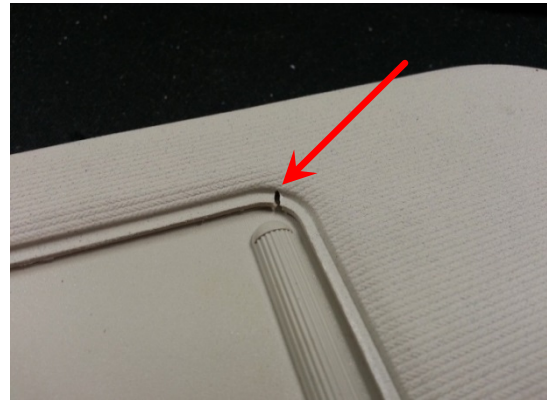


Staining



Imprints

Defect



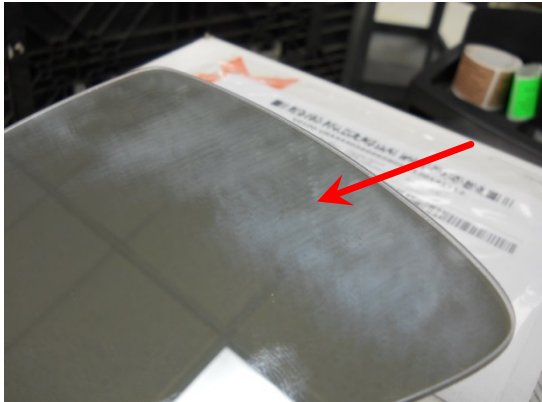
Cracked Trim

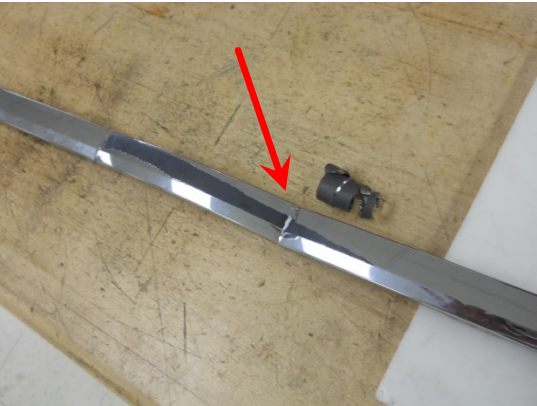
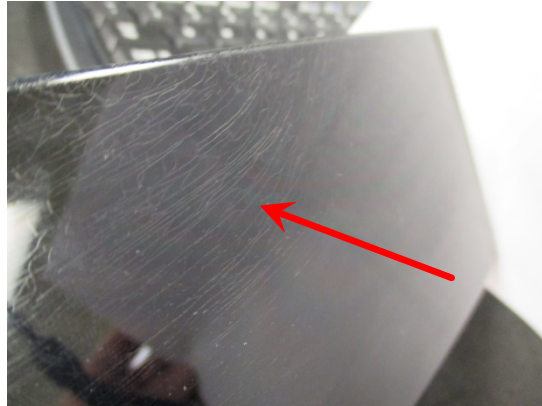


Separation



Loose

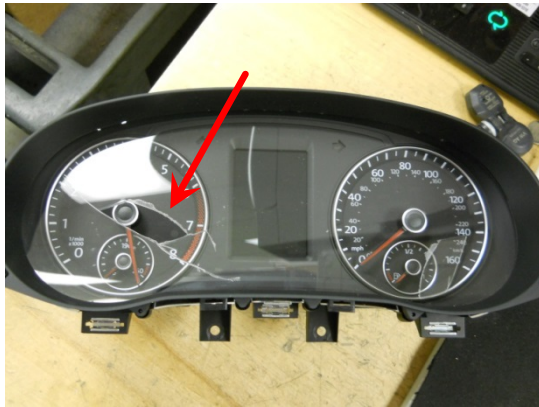
Mirrors	
Damage	Defect
	
Shattered Glass	Discolored Glass
	
Cracked	
	
Scratches	

Trim Exterior	
Damage	Defect
 A close-up of a black trim piece lying on a wooden workbench. A red arrow points to a white, chalky residue that has formed along the length of the trim, indicating a chemical reaction.	 A black trim piece is shown on a wooden surface. A red arrow points to the bottom edge, which is noticeably curved upwards, indicating it is warped due to poor fit.
 A black trim piece is shown on a wooden surface. A red arrow points to a small, dark, irregular fragment that has broken off from the main piece, indicating it is broken.	 A close-up of a black trim piece. A red arrow points to a fine, web-like crack in the paint surface, indicating cracked paint.
 A black trim piece is shown. A red arrow points to a long, thin, white scratch mark that runs diagonally across the surface, indicating it has been scratched or scuffed.	 A black trim piece is shown. A red arrow points to a small area where the black paint has chipped or peeled away, revealing a lighter material underneath, indicating peeling.
Chemical Reaction	Poor Fit/ Warped
Broken	Cracked Paint
Scratched/Scuffed	Peeling

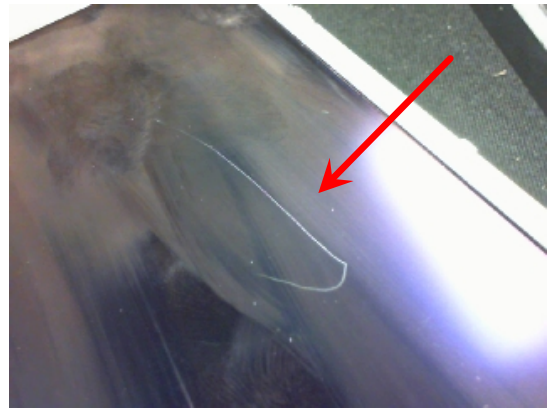
Trim Interior	
Damage	Defect
 A close-up photograph of a grey leather car seat. A red arrow points to a small, dark, irregular mark on the leather surface. Burn Marks	 A close-up photograph of a tan leather car seat. A red arrow points to a gap where the stitching has pulled away from the leather. Seam Separation
 A photograph of a tan leather car seat. A red arrow points to a reddish-brown stain on the leather. Stained	 A close-up photograph of a dark grey leather car seat. A red arrow points to a jagged, irregular crack in the leather. Weather Cracking
 A photograph of a grey plastic car trim piece. A red arrow points to a crack in the plastic. Cracked	 A photograph of a black plastic car trim piece. A red arrow points to a small area where the plastic is peeling or chipping away. Peeling

Electrical Components: **Damage ONLY**

Note: Defects in electrical components are mostly functional issues and not visual concerns.



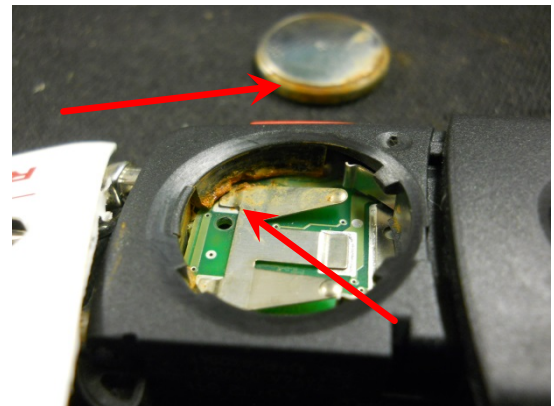
Cracked Glass



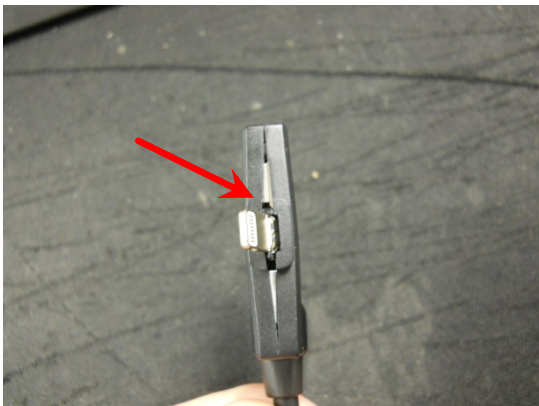
Scratched



Crushed/Bent



Corrosion



Crushed/Opened



Impacted Lens