Service Information

Support	Number: VSS-15-06

Subject: 2015 Volkswagen e-Golf – Market Introduction Temporary Warranty Process and Parts Return Program (US Dealers Only)   **Date: Mar 24, 2015**

Supersedes Service Circular VSS -15 - 01 with updated date range

Effective: From repair date November 3rd , 2014 to March 20, 2015

Model: Volkswagen e-Golf

Model Year: 2015

During the Market Introduction of the all-new e-Golf, Volkswagen will collect all warranty repair information to ensure prompt analysis and resolution of any emerging concerns.

- **After performing the preliminary diagnosis, you must create a Volkswagen Technical Assistance (VTA) ticket and call the Technical Helpline prior to performing any repairs.**
    - A separate VTA case number is required for each line item of warranty repair. This excludes all Required Vehicle Updates (RVU) and Campaign Circulars. (Be sure both RO Number and RO Date are entered correctly in all VTA cases)
- All Volkswagen Technical Assistance cases will need to be "CLOSED" at the completion of the repair.
- Dealers will be notified after Volkswagen Technical Assistance case closure of part return requests.
- Only warranty claims with a closed Volkswagen Technical Assistance case number in the Comments field and verified return parts will be processed for reimbursement.

Program Highlights: Dealership technicians must create a VTA case for every warranty repair using ElsaWeb and select concern group "2015 e-Golf – All concerns".

- Call the Volkswagen Technician Helpline with your Volkswagen Technical Assistance access code: **1-800-678-2389.**
- Select the option: prompt 1 to enter the access code given from ElsaWeb.
- The technician must perform a preliminary diagnosis on each concern reported by the customer and obtain a Volkswagen Technical Assistance (VTA) access code before contacting the Volkswagen Technician Helpline.
    - **Note: Attachments will be mandatory. To be able to generate an access code you must have an attachment.** This includes pictures and/or complete GFF logs electronically to the VTA case (GFF Paperless is not acceptable due to delays in uploads). Instructions on how to attach items to the VTA case and why they are needed can be found in Service Net. (Technician References>Technicians Helpline>Job Aid)
- The technician must provide complete repair information in the VTA system prior to closing a VTA case.
- If a part is ordered, the technician must obtain a Parts Sales Document number and enter it into the area provided in the preparedness questionnaire.

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- See Service Information-Support document: VSS-08-12 "Technician Preparation when Calling the Volkswagen Dealer Technician Helpline".

- The Volkswagen Technician Helpline consultant will provide a Volkswagen Technical Assistance case number for each properly documented concern (repair) on the repair order brought up by the technician.
  - **Note:** This number is different from the access code generated when creating a case in ElsaWeb. The case code has a 2 digit letter code then a series of numbers. (Example FE-1234). This number is only given once the dealer calls the Technical Helpline and the case is accepted by a Helpline Consultant.
- The Volkswagen Technical Assistance case number(s) and closure date for each repair must be written on the back of the repair order alongside the technician punch time for the applicable repair (ERO dealers enter the contact number under the description of the repair information), and entered in the Comments Field of each eligible warranty claim.

Warranty and Parts Return Process:

- The Volkswagen Warranty Parts Return Center will notify the dealership of a part return on all closed Volkswagen Technical Helpline case numbers within one (1) business day.
  Warranty Parts Return Center personnel will:
  - Create a shipping request in the Warranty Parts Shipping Portal (WPSP).
  - Follow up with the dealership if the requested part(s) is not picked up by FedEx in 48hrs.
- Dealership personnel should:
  - Monitor the Outstanding Warranty Parts Report in the WPSP for new requests.
  - Print the pre-addressed shipping label from the WPSP
  - Return the requested part(s) with repair documentation and a printed copy of the VTA case to the Warranty Parts Return Center same day.
  - Enter the warranty claim into SAGA within 24 hours of repair.
- HAZMAT parts will be requested on a case-by-case basis during the launch. Parts should be shipped as outlined in the Warranty Parts Request User's Guide.
- Engines and Transmissions will be requested on a case by case basis. Follow the shipping guidelines as outlined in the Warranty Parts Request User's Guide.
- If requested parts are returned prior to receiving a WPSP part return request, email the Warranty Parts Return Center (vwoawprc@vw.com) with comments regarding the return and provide the FedEx tracking number.
- A printed copy of the Volkswagen Technical Helpline case number as well as all applicable required documentation must be included when sending the requested parts.

Why attach Documents to the VTA; user information.

GFF / 00 / Collection Services:

Provides us with:

- Part numbers of Control Modules
- Hardware/software versions / levels
- All faults, even the ones related but occasionally overlooked
- Provides specific module coding
- Test Plan results or failures
- Scan tool Base and Brand version levels
- Base line of vehicle configuration
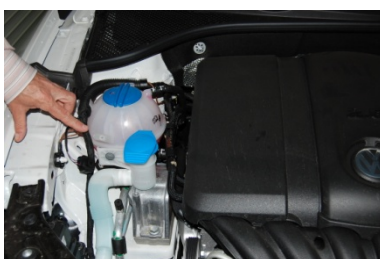
Pictures and Video w/sound:

Provide us with:

- Visual documentation of Fit, Finish or Color.
- Visual location of condition
  - Pictures should include – 3 Views

Overall location on vehicle   Location on panel or body   Complaint of Component

- Assists consultants in seeing and hearing what techs are experiencing

Detailed Worksheets:

Provides us with:

- Exact readings and values pertaining to specific problems.
- Specific information needed for root cause analysis.

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GFF Paperless is not acceptable due to delays in uploads.

What to attach:	Preferred	Accepted
Check engine light on:	GFF Log	
Drivability concern, no Check Engine light	Collection services / GFF log	GFF log /Collection Serv.
HVAC concern with faults	GFF log	
HVAC concern without faults	Collection services / GFF log	Collection services
Electrical concerns without faults	Collection services / GFF log	
Electrical concern with faults	GFF log	
Noises, rattles. or vibrations	Sound Bite	Collection services
Paint concerns	Pictures x 3	
Fit and Finish concerns	Pictures x 3	
Glass deformities	Pictures x 3	
Interior trim concerns	Pictures x 3	
TPMS light on with faults	GFF log & Printout from TPMS test tool– BRT – DBL4	
TPMS light on without faults	GFF log & Printout from TPMS test tool – BRT – DBL4	Collection services & Printout from TPMS test tool – BRT –DB
Drivetrain function concerns with faults	GFF log	
Drivetrain function concerns without faults	Collection services / GFF log	
Drivetrain Vibration concerns without faults	Sound Bite	Collection services
Infotainment concerns with faults (Radio, Navigation, SAT, MDI, Bluetooth,	GFF log	

etc.).		
Infotainment complaints without faults (Radio, Navigation, SAT, MDI, Bluetooth, etc.).	Sound Bite & GFF log	Collection services
Brake vibrations and noises	Collection services	
ABS function concerns with faults	GFF log	
ABS function concerns without faults	Collection services / GFF log	
No Communication	DSO Screen shots	GFF log / Collection services if possible
Parasitic Draw	DSO Long term draw test	GFF log /Collection services
Hybrid Concerns	GFF log	Collection services
Convertible Top Concerns	GFF log & Pictures x 3	Collection services
Immobilizer Concerns with Faults	GFF log	
Immobilizer Concerns without faults	GFF log	Collection services