



Das Auto.

# Warranty Information

## Policies and Procedures Bulletin

Number: VWP-15-05

**Subject:** Revision to Section 3.9 *Battery Test* of the *Volkswagen Warranty Policies and Procedures Manual*

**Date:** June 9, 2015

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Section 3.9 *Battery Test* of the *Volkswagen Warranty Policies and Procedures Manual* has been amended as follows due to the introduction of additional Volkswagen-approved Midtronics battery tools and equipment.

## 3.9 BATTERY TEST

### 3.9.1 POLICY FOR ALL VEHICLE BATTERY WARRANTY CLAIMS

All batteries must be tested using the correct battery specifications and charged, if required, using Volkswagen-approved Midtronics battery tools and equipment. The Midtronics printout is required to substantiate the condition of the battery.

Refer to Technical Bulletin Instance Number 2011894 for the testing and repair procedures for battery testing and charging using Volkswagen-approved Midtronics battery tools and equipment.

Do not submit a warranty claim for battery charging required due to outside influence.

#### DOCUMENTATION REQUIREMENTS

Battery warranty claims must be substantiated by attaching the Midtronics printout(s) to the repair order and by entering the Midtronics encrypted TEST CODE(s) in the claim COMMENTS field.

The above documentation requirements are mandatory at all testing, charging and/or replacing points.

Volkswagen will, at various times, decode the encrypted Midtronics test code for warranty auditing and data analysis purposes.

#### CHARGE-BACK

Paid battery claims are subject to charge-back for:

- ▶ Failure to use Volkswagen-approved Midtronics battery tools and equipment for all warranty-related battery tests or charging, if required
- ▶ Battery replacement when only charging was required or battery charging when the battery was discharged due to outside influence
- ▶ Failure to attach the Midtronics printout(s) to the repair order including failure to attach the end result printout after the battery was charged
- ▶ Failure to enter the TEST CODE in the warranty claim comments field
- ▶ Failure to attach the Midtronics printout(s) to the PDI checklist or to record the TEST CODE on the PDI checklist
- ▶ Failure to replace the battery with the exact specification of the original equipment battery



# Warranty Information

---

## 3.9.2 BATTERY TEST AND MAINTENANCE PROCEDURES

Volkswagen-approved Midtronics battery tools and equipment must be used for all Volkswagen initial battery checks after delivery of the vehicle to the dealer. Battery testing and charging are included in the PDI time allowance. A separate claim is no longer necessary. Battery replacements are claimed with a single Service Number using normal warranty procedures. It is mandatory that the replacement battery be the exact specification of the original equipment battery.

**Maintenance of new vehicle stock batteries is the dealership's responsibility.** The PDI process mandates that the battery be tested and charged within 5 days of new vehicle receipt from the transporter. The dealer will be solely responsible for new vehicle stock battery replacement or charge after the first 10 business days of vehicle receipt from the transporter.

Refer to the most current Inventory Maintenance Checklist that mandates the battery be checked, and recharged if necessary, every 30 days until the vehicle is sold.

A Midtronics printout must be attached to the repair order and retained in support of the claim for a minimum of 2 years after the claim has been paid. Battery maintenance records must also be available for inspection.

## Questions

For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).