Campaign Tip:

Submitting Update closure requests

This tip explains when and how to submit for the closure of an Update <u>when warranty has expired</u>.

- **<u>U.S. dealers</u>:** Submit the request through WISE under the <u>Campaigns/Update/Recall Closure</u> option.
- **<u>Canadian dealers:</u>** Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

When the vehicle is out of the specified warranty parameter for the Update, please submit a closure request using the applicable reason code. Closures are processed each business day and will be removed from the New and CPO Inventory Open Campaign/Action Report and will close in Elsa.

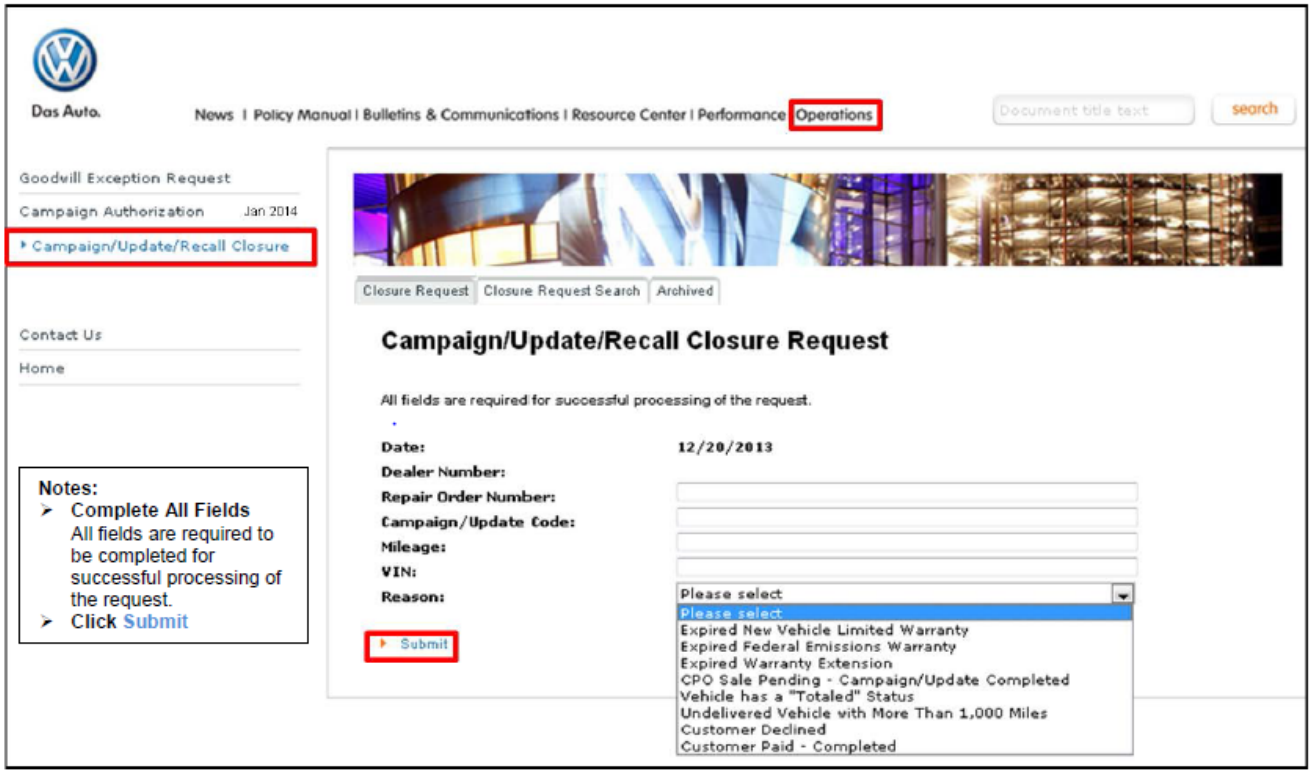

Figure 1 - WISE screen (U.S. dealers only)

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.