



Warranty Information

General Communication

Number: VWC-15-07

Subject: Time Unit Reduction Error on 2014/2015 Model Year Maintenances

Date: Aug. 14, 2015

This document conveys Volkswagen Warranty general information.

Warranty has been informed that the labor operation catalog that feeds ElsaPro was incorrectly adjusted with reduced time units for the labor operation codes associated with certain **2014** and **2015** model year scheduled maintenance intervals (specifically the 10K, 30K, 40K, and 50K; **the 20K was not adjusted**).

Details

- All affected labor operations were incorrectly reduced by 20 time units each
- Start date of the labor operation reduction error was August 3, 2015 claim reception date
- Both Carefree Maintenance and VW Care claims are affected because they share the same labor operation codes
- The time unit reduction errors will be corrected with the next release of the labor operation catalog in ElsaPro on September 21, 2015 (approximately 6 weeks)
- Below is the simplified table of how to identify the affected labor operations:

Labor Operation Group	Maintenance Interval
0311 xx xx	10K for Carefree Maintenance (CFM) or VW Care
0321 xx xx	20K (Not affected)
0330 xx xx	30K for VW Care
0344 xx xx	40K for VW Care
0351 xx xx	50K for VW Care but ONLY for models that offer the 6-spd automatic (09G transmission + 1.8 TSI engine)

Claim Processing Options

Dealers may use either of the 2-options below (whichever is most convenient for you) during the 6-week period for entering claims for the affected maintenance intervals:

1. Enter the claims using the existing labor operations (that will short-pay by 20 time units)
2. Add 20 time units of actual time to correct the reimbursement amount (using 1 or 2 labor lines)

Regardless of which claim entry option is selected, Volkswagen will reconcile payment differences that occurred during the 6-week period and process Dealer payment corrections through a lump-sum adjustment on your parts statement. We apologize for the inconvenience this will cause.

Questions? Contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.