



Warranty Information

Policies and Procedures Bulletin

Number: VWP-15-14

Subject: Revisions to the *Volkswagen Warranty Policies and Procedures Manual* due to the Launch of the Warranty Parts Portal (WPP)

Date: Dec. 4, 2015

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

This Warranty Bulletin details revisions made by the Warranty Parts Return Center to Section 2.5 *Warranty Parts Return Center Requirements* and Section 3.7.2 *Non-Direct Exchange* of the *Volkswagen Warranty Policies and Procedures Manual* due to the launch of the Warranty Parts Portal (WPP).

So that the changes can be easily identified and reviewed, Sections 2.5 and 3.7.2 (with the revisions highlighted) are attached to this bulletin. These revisions will be incorporated into the next update of the *Manual*.

Questions

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

2.5 WARRANTY PARTS RETURN CENTER REQUIREMENTS

This section of the manual describes the policy requirements applicable to the Warranty Parts Return Center (WPRC).

2.5.1 WARRANTY PARTS SHIPMENT

It is the dealer's responsibility to ensure that requested warranty parts are shipped to the WPRC at the appropriate time, using the **Warranty Parts Portal (WPP)**. Parts should be shipped within the **"requested date"** and **"expiration date"** for the **SAGA ID** displayed in the WPP.

Warranty will not reimburse any shipping costs incurred by dealers.

2.5.1.1 SHIPPING ADDRESS

The shipping address for requested warranty parts will automatically be populated on the shipping label generated from the **WPP**.

2.5.1.2 PARTS NOT AVAILABLE FOR SHIPMENT

For requested warranty parts that are not available for shipment to the WPRC, such as a part that has been lost on the highway, a part that was not installed during production, **or a part that was picked up by an authorized Volkswagen Factory Representative or VWoA employee**, the following procedure applies:

► **DO NOT PRINT THE FREE SHIPPING LABEL AVAILABLE FROM THE **WPP**.**

Use the email link for the requested part in the **WPP** to notify the WPRC of the situation and to provide an explanation of why the part was not available to ship (**attach supporting documentation such as a repair order and/or a *Warranty Part Release Authorization Form***).

2.5.1.3 SHIPPING COSTS

2.5.1.3.1 FREE SHIPPING FOR REQUESTED WARRANTY PARTS PROGRAM

The cost to ship requested warranty parts to the WPRC is paid by Volkswagen. All free FedEx return shipping labels are provided through the **WPP** for all requested warranty parts.

PARTICIPATION IN THE FREE SHIPPING FOR REQUESTED WARRANTY PARTS PROGRAM [NEW DEALER SETUP]

Inclusion in the *Free Shipping for Requested Warranty Parts Program* through the **Warranty Parts Portal (WPP)** requires that new Dealers:

1. Have a separate FedEx account established. To initiate the process of establishing a separate FedEx account, dealers must contact the Warranty Parts Return Center at vwoawprc@vw.com.
2. Complete U.S. Department of Transportation (DOT) Hazardous Material Training.
3. Fax or email the WPRC the following documents which are required to become a FedEx qualified Hazardous Material Shipper (for the return of HAZMAT requested parts):
 - a. Completed FedEx OP910
 - b. Current DOT Hazardous Materials Training Certificate

Note: The FedEx **OP910 form** will be provided via email once the new dealer's FedEx account is established, but may be requested through Volkswagen Warranty by calling 1-866-306-8447 or emailing WPRCHazmat@vw.com.

2.5.1.3.2 HAZARDOUS MATERIALS (HAZMAT) SHIPPING INSTRUCTIONS

- ▶ This policy is applicable to United States dealers in the 48 contiguous states only.

HAZARDOUS MATERIALS (HAZMAT) PART RETURN PROCESS

A hazardous material (HAZMAT) is a material that, in any quantity, poses a threat to life, health or property. Some automotive parts contain such materials (referred to as "HAZMAT parts"). HAZMAT part requests are identified **in the WPP by a hazardous material icon and red striping when the request is expanded**. Dealers who have their FedEx account certified by FedEx as a qualified Hazardous Material Shipper will be able to retrieve the shipping label **and hazmat documents** from the **WPP**. Dealers who are not qualified Hazardous Material Shippers will not be able to retrieve the **shipping label and hazmat documents** from the **WPP**.

Volkswagen will, when necessary, dispatch a third party vendor to pack and ship any requested HAZMAT warranty parts from those dealers whose FedEx account is not identified as a qualified Hazardous Material Shipper.

- A handling fee of \$450 per part will be charged to the dealer's parts account for this service.
- If the requested HAZMAT part is not available when the representative from the third party vendor arrives at the dealership, the associated warranty claim will also be debited.

EXAMPLES OF HAZMAT PARTS THAT REQUIRE HAZMAT-CERTIFIED PERSONNEL FOR SHIPMENT

A generic list of common automotive-related HAZMAT parts or categories of parts is provided below for reference. HAZMAT parts include, but are not limited to, these items. Always refer to the most current government regulations to determine if a part is considered HAZMAT.

USA: United States Department of Transportation's (DOT's)
Hazardous Materials Regulations (HMR) (49 CFR)

- ▶ Air bag modules
- ▶ Air bags, side airbags, or any other airbag inflators that have not been deployed
- ▶ Batteries (primarily lithium and acid-filled, even if drained)
- ▶ Dampers (hood, trunk or lift-gate struts, steering dampers)
- ▶ Filters, fuel (used)
- ▶ Fire extinguishers
- ▶ Fuel injectors
- ▶ Fuel samples
- ▶ Fuel pumps
- ▶ Fuel tanks (after they have been used)
- ▶ Magnetic speakers
- ▶ Pressurized pneumatic parts
- ▶ Seat belt pre-tensioners
- ▶ Shocks
- ▶ Struts

No person, individual, or company may offer or accept a hazardous material for transportation in commerce, unless the shipment complies with Hazardous Materials Regulations, including training requirements.

DISPOSAL OF HAZMAT PARTS NOT REQUESTED BY THE WPRC

It is the dealer's responsibility to properly handle and dispose of hazardous parts/materials not specifically requested by the WPRC. All such handling and disposal of hazardous waste should be done in accordance with the dealers' local and state laws, as well as all federal laws and regulations relative to hazardous waste.

2.5.1.4 PARTS DAMAGED DURING HANDLING, SHIPPING, OR STORAGE

All parts are to be shipped in the same condition as they were when the vehicle came to the dealership for repair. Parts damaged due to improper repair, handling, or improper packaging for shipment will not be reimbursed. Parts damaged due to accidents, shipping, and handling are not warranty matters.

If a discrepancy claim arises from shipping loss or damage once the package is handed over to FedEx (in conjunction with the *Free Shipping for Requested Warranty Parts Program*), Volkswagen will handle the discrepancy claim arising from the shipping loss or damage. However, if the loss or damage is the result of improper packaging by the dealership, the WPRC will work with the dealer

involved to resolve the issue. For proper packaging of warranty requested parts, see section [2.5.4 Packing Parts Requested by the Warranty Parts Return Center](#).

Parts damaged during storage or where individual components are missing from the original container are not warranty matters. These claims should be referred to the facing PDC. (Also see [3.36 Parts – Damaged Parts](#))

2.5.2 WARRANTY PARTS RETENTION, STORAGE AND CLAIM FOLLOW-UP AT THE DEALERSHIP

2.5.2.1 WARRANTY PARTS STORAGE

All parts must have a part's tag attached to the part(s) during storage identifying the repair order number and date of repair. These items must be stored in a secure area within the dealership, accessible only by authorized personnel. Stored warranty parts must be organized for easy retrieval when parts are requested for submission to the WPRC or requested for inspection by Volkswagen.

A 10-bin system is required for parts storage and retention, using the last digits of the repair order for filing. Volkswagen representatives must have access to the workshop tools and testing equipment for parts' inspection and function testing.

2.5.2.2 WARRANTY PARTS RETENTION

All warranty part(s) displayed on the Warranty Part Disposition Retention tab in the WPP must be retained at the dealership until they appear on the Warranty Part Disposition Scrap/Core tab (unless notified of a pending audit).

EXCEPTIONS:

- ▶ **Maintenance claim parts:** Parts replaced under Carefree Maintenance or VW Maintenance Plans such as engine oil, washer fluid, and oil filters, are considered consumable parts and can be disposed of immediately.
- ▶ **Transportation claim parts:** See policy [Salvage Parts](#) in section [4.1 New Vehicle Receipt](#)
- ▶ **Parts retention period for warranty audits:** If a warranty audit is scheduled, the dealership must retain all warranty parts, including parts for paid claims and parts listed on the Warranty Part Disposition Scrap/Core tab from the date the dealership management is advised of the scheduled audit until the Warranty Field Manager informs the dealership management to scrap all retained warranty parts*. Any part(s) requested by the WPRC must always be shipped to the WPRC immediately and not be retained by the dealership.
 - *To the extent that an applicable state statute requires a shorter parts' retention period, the state law applies

2.5.2.3 WARRANTY PARTS CLAIM FOLLOW-UP

Effective December 7, 2015, Volkswagen will provide an evaluation result for each warranty part requested in the Warranty Parts Portal (WPP). If a claim is declined in the WPP because supporting documentation was not supplied, or the repair is not within warranty guidelines after the part evaluation, the dealer has 14 calendar days to respond by appealing in the WPP. If a requested part(s) is not received at the WPRC or the dealer fails to respond to the declined claim through the WPP, these claims will move to "To Be Debited Status" after 14 calendar days.

Effective December 7, 2015, Volkswagen will process a full debit of the warranty claim when the WPP Part Review Status request reaches "To Be Debited". These claims will transfer from the Dealership's *Reimbursed* tab to the *Cancelled* tab in SAGA and will appear as a debit on the next audit trail following the transfer. Cancelled claims are not eligible for resubmission without prior approval obtained from the Warranty Parts Return Center (WPRC). Use the email functionality available through the WPP of the original part return to request claim resubmission approval.

When a warranty part with a core value is requested by the WPRC through the **Warranty Parts Portal (WPP)**, dealers will be reimbursed the core value through the weekly audit trail once the part is received and validated. The WPRC will automatically return all denied parts with core values to the dealer, however, the dealer may be charged for the shipping costs incurred for returning the part to the dealership via FedEx third party billing.

2.5.3 DOCUMENTATION FOR PARTS REQUESTED BY THE WARRANTY PARTS RETURN CENTER

The WPRC must receive the following required documentation with all requested parts, when applicable. This information is required to meet government reporting and supplier recovery requirements. Any **parts** received without the required documentation may **result in the reversal of the warranty payment**.

WARRANTY PARTS RETURN DOCUMENT

The Warranty Parts Return Document generated from the **WPP** must be attached to the requested part(s). The Warranty Parts Return Document may be more than one page and all pages should be printed and attached to the requested part.

REPAIR ORDER

A copy of the Repair Order with technician notes, punch times and any additional documents to support the warranty claim must be attached to the requested part(s).

VOLKSWAGEN-APPROVED DIAGNOSTIC TOOLS PRINTOUT

If there is a MIL illuminated or a Volkswagen-approved diagnostic tool is used for diagnosis, the printout must accompany the requested part(s).

- ▶ Model year 2003 and earlier requires a copy of the self-diagnostic printout.
- ▶ Model year 2004 and later requires a copy of the GFF/GF diagnostic printout.

- If the Dealer has confirmed that the GFF/GF diagnosis log displaying the fault codes associated with the requested warranty part is available in the GFF Paperless application, **it is no longer necessary to include a printed copy of the GFF/GF diagnosis log when returning warranty parts.**
- If the GFF/GF diagnosis log is not available in the GFF Paperless application, a complete printed GFF/GF diagnosis log displaying fault codes must be returned with the requested warranty part.
- It is critical that the Dealer ensure that the appropriate GFF/GF log(s) appear in the GFF Paperless application before a decision is made to send warranty parts to the WPRC without attaching a paper copy of the GFF/GF diagnostic log(s).

When a Volkswagen-approved diagnostic tool is used, the diagnosis log printout is required with the requested part after completing:

- ▶ The guided fault finding.
- ▶ A printout of the diagnosis log from the GFF/GF prior to completing the GFF/GF.
- ▶ A printout of the diagnosis log when the previous log is erased.
- ▶ **NOTE:** If a printer is inoperative, state this in the claim comments. **The Service Manager must sign and date the repair order,** as well as include precise handwritten fault codes. Include the printer repair documentation, when available.

DIAGNOSTIC WORKSHEETS

For parts requested on repairs where a diagnostic worksheet is required, the worksheet must be submitted along with the requested part. These include, but are not limited to:

- ▶ Infotainment Worksheet
- ▶ Brake Disc Measurement Form

Forms are available on WISE under Resource Center > Forms.

SHIPPING REQUEST

If an authorized Volkswagen Factory Representative or Volkswagen employee requests a part to be shipped to the WPRC, a "direct shipping request" will be added to the **Warranty Parts Portal (WPP)**. Dealers must check **the Warranty Part Disposition Requested tab or the Outstanding Warranty Parts Report in the WPP** frequently for newly added shipment requests.

WARRANTY PART RELEASE AUTHORIZATION FORM

If an authorized Volkswagen Factory Representative or Volkswagen employee needs to remove a part from the dealership, a completed **and duly signed** *Warranty Part Release Authorization Form* must be received by the dealership before releasing the part. The form must be attached to the repair order for future reference. **In the event a part previously removed by an authorized Volkswagen Factory Representative or Volkswagen employee is requested through the WPP, follow the guidelines in Section 2.5.1.2 to have the request removed.**

2.5.4 PACKING PARTS REQUESTED BY THE WARRANTY PARTS RETURN CENTER

- ▶ **IMPORTANT:** Shipment of all hazardous part(s) is illegal unless you are HAZMAT certified. If you are certified to handle hazardous goods, you must follow all Federal and State laws.

PACKING WARRANTY PART(S)

- ▶ Attach the Warranty Parts Return Document from the **WPP** to the requested part. The Warranty Parts Return Document may be more than one page and all pages should be printed and attached to the requested part.
- ▶ Attach all applicable documentation to the requested part(s).
- ▶ **Always return all part(s) in their original box. If the original box is not intended to be used as a stand-alone shipping box, it must be placed in a proportionately sized outer box and protected using bubble wrap or other type of packing material that is suitable to withstand transit handling by the transporter.**
- ▶ **Packages arriving at the WPRC with damages sustained during shipping due to improper packaging may be refused by the WPRC.** Damaged and/or contaminated parts make it impossible to establish valid test results. For example, windshield wipers may not be taped or wired together.
- ▶ A separate box must be used for each part request claim (parts pertaining to one claim, in one box, using one shipping label).
- ▶ Before shipping all warranty parts must be drained of fluids.

GENERAL

- ▶ Do not attach paperwork to the part in any way that may damage, mar, bend, cut, warp or contaminate the part, or the part may be considered damaged by outside influence.
- ▶ Special care must be taken with fuel injection components, sensitive electronic components, instruments, and air conditioning components. These components must be returned complete, as supplied by the vendor, with all the protective caps, plugs, covers, levers, etc. in place.

2.5.5 PART RETENTION AT THE WARRANTY PARTS RETURN CENTER

- ▶ Part(s) found with discrepancies/missing documents will be placed in retention for a maximum of 14 calendar days in the WPRC after the claim is **"declined" in the WPP**.
- ▶ If the dealer does not respond to the **declined claim in the WPP, these claims will move to "To Be Debited Status" after 14 calendar days and Volkswagen will process full debit of these claims.**
 - If the part has core value, it will automatically be returned to the dealer, which may be at the dealer's expense, via FedEx third party billing.
 - If the part does not have core value, the dealer has 7 calendar days, from the date of the audit trail displaying the claim debit, to request the part be returned to the dealership or it will automatically be scrapped.

2.5.6 PART RETURN FROM THE WARRANTY PARTS RETURN CENTER

- ▶ If the **dealer appeals a declined claim** and the response provided is not acceptable to the WPRC, the dealer may request the part be returned to the dealership by using the email link for the requested part in the **WPP**.
- ▶ The dealer may be charged for the shipping costs incurred for returning the part to the dealership via FedEx third party billing.
- ▶ If the claim is **fully cancelled in SAGA**, the dealer has 7 calendar days from the date of the audit trail displaying the claim debit to request, by email, the part be returned.
- ▶ If an e-mail request for the part(s) return is not received, the part(s) will be scrapped (or automatically returned to the dealer, which may be at the dealer's expense, via FedEx third party billing), if the part(s) has a core value.

2.5.7 SCRAPPING PARTS

It is the dealer's responsibility to scrap warranty parts after they are listed on the **Warranty Part Disposition Scrap/Core Tab in the WPP**, excluding parts with an exchange core value, which must be returned to the PDC, unless a warranty audit is scheduled. If a warranty audit is scheduled, see the topic *Parts retention period for warranty audits* in section [2.5.2.2 Warranty Parts Retention](#).

All scrapped parts must be **destroyed** in such a manner as to render them useless for their intended purpose or for the purpose of repairing similar components.

3.7.2 NON-DIRECT EXCHANGE

For audio components replaced through the Direct Exchange Program see [3.7.1 Direct Exchange](#).

The shipping address for non-direct exchange program audio components that are requested through the **Warranty Parts Portal (WPP)** will automatically be populated on the shipping label generated through the **WPP**. A completed *Infotainment Worksheet* must be attached to the component before shipment.

Non-direct exchange program audio components that are not requested through the **WPP** should be returned to the facing PDC for core reimbursement once displayed **in the WPP on the Warranty Part Disposition Scrap /Core tab**.