



Das Auto.

Warranty Information

General Communication

Number: VWC-15-13

Subject: Time Unit Correction Payment for 2014/2015 Model Year Maintenance Claims

Date: Dec. 4, 2015

This document conveys Volkswagen Warranty general information.

The Dealer credit memos for the time unit reduction errors associated with MY 2014/2015 maintenance claims (see VWC-15-07 on WISE for details) were posted in November and appear with the description "Miscellaneous Invoices" in My Dealership Reports & Publications with a date of Dec 2, 2015.

A sample view of the credit memo content is shown below.

Volkswagen Group of America, Inc.
2200 FERDINAND PORSCHE DRIVE
HERNDON, VA 20171

SOLD TO:

Dealer Name and Address

INVOICE NO:
DEALER NO.:
REF. NO:
DATE: 11/30/2015
TYPE: Customer credit memo

HEADER TEXT: Vw Maint Time Unit Adj

PART/VIN NUMBER	DESCRIPTION	QTY.	UNIT COST	EXTENDED COST	TAX
Maint Time Unit	11/6/2015 Maint Time Unit Adj - 2014/2015	1	XX.XX	XX.XX	
SUB TOTALS				XX.XX	0.00
AMOUNT CREDITED				XX.XX	USD

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A report detailing the affected claims with their adjustments is also posted in My Dealership Reports & Publications with the description "Maintenance Time Unit Adjustments – MY 2014/2015" dated Dec 04, 2015.

A sample view of the report is shown below.

Maintenance Time Unit Adjustments - MY20014/2015										
Dealer Code	Dealer Name	VIN	SAGA Claim ID	Claim Reception Date	Labor Op Code	Dealer Labor Rate	Paid Labor Hours	Correct Labor Hours	Labor Hrs. Diff.	Amt To Debit / Credit
4XXXXX	ABC Volkswagen	VIN 1	8370101	08/05/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
		VIN 2	5256101	08/27/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
		VIN 3	5159301	08/11/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
		VIN 4	3108601	08/09/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
		VIN 5	3469101	09/06/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
		VIN 6	5224701	08/21/2015	03110050	55.00	0.50	0.70	0.20	\$11.00
4XXXXX	ABC Volkswagen					TOTAL	3.00	4.20	1.20	\$66.00

Questions

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