

Warranty Information

General Communication

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

Number: VWC-15-13

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			XX.XX	XX.XX						
	XX.XX	0.00								
	AMOUNT CREDITED			XX.XX	USD					
	Dealer Name and Address REF. NO: DATE: 11/30/2015 TYPE: Customer credit memo HEADER TEXT: VW Maint Time Unit Adj PART/VIN NUMBER DESCRIPTION QTY. UNIT EXTENDED aint Time Unit 11/6/2015 Maint Time Unit Adj - 2014/201 1 XX.XX XX.XX aint Time Unit 11/6/2015 Maint Time Unit Adj - 2014/201 1 XX.XX XX.XX S Unit Adj - 2014/201 1 XX.XX XX.XX									

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.

Warranty Information



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	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 <u>warranty.helpline@vw.com</u>.

© 2015 Volkswagen Group of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.