Warranty Information

Warranty Parts Return Center Communication **Number: VWR-15-04**

Subject: Warranty Parts Portal (WPP) Launch and Transition **Date: Nov. 23, 2015**

This document conveys Volkswagen Warranty Parts Return Center information.

Warranty Parts Portal (WPP) Launch

The Warranty Parts Return Center is pleased to announce the launch of the Warranty Parts Portal (WPP) on December 7, 2015. This new comprehensive warranty parts return system will replace the current Warranty Parts Shipping Portal (WPSP) application. In addition to providing the part request notifications and shipping documentation, the WPP will also provide scrap and core instructions for all warranty parts.

WPP Highlights

- A single application to identify all return requests, retention parts, and scrap/core parts
- Requests for additional information or clarification will be made through the WPP, not through a claim cancellation in SAGA
- Transparency of part inspection through warranty parts checking results
- Flexible reporting on part requests, part retention, core returns, and part scrapping

Dealer Process Change as of December 7, 2015

- Discontinue using the Warranty Parts Shipping Portal (WPSP) application for part requests
- Discontinue using the VWHub for retrieving weekly Warranty Parts Destruction and Core Disposition (aka 'Scrap') Reports
- Discontinue using fax to provide additional information on returned parts
- Start using the Warranty Parts Portal (WPP) for all the above functions

Preparation for WPP Launch Prior to December 7, 2015

- Complete the WPP web-based training
  - WPP training will be available through the Volkswagen Academy
  - Training is available beginning *November 24, 2015*
  - WPP course number – 750167
  - The WPP training must be taken by anyone involved in the part return and follow-up process
    - Parts Manager/Parts Shipper
    - Service Manager
    - Warranty Administrator
- Ensure that web browser Internet Explorer 11 is installed on your computers
  - WPP functionality may be reduced with earlier versions of Internet Explorer

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Warranty Information

WPSP to WPP Transition

- No new part return requests will be loaded into the WPSP after **November 23, 2015**
  - Only New Vehicle Launch requests ***will*** continue to appear in the WPSP until the WPP is launched
- Part return requests created between **November 23 and December 6** will be temporarily held and will be visible to dealers in the WPP when it is launched on **December 7**
- Between **November 23 and December 4**, dealers should:
  - Process any remaining part return requests in the WPSP
  - Follow-up on any warranty claims returned in SAGA due to a part check discrepancy
  - Dealers should continue to hold all warranty parts unless authorized for disposal via a Parts Destruction and Core Disposition (aka 'Scrap') Report
    - This report will continue to be published on Mondays during this period on My Dealership Reports & Publications in VW Hub
    - The final Part Destruction and Core Disposition (aka 'Scrap') Report will be published on **December 7**
    - The above parts to be scrapped or returned for core between **November 23 and December 6** will also appear in the Scrap/Core tab at the launch of the WPP on **December 7**
- Ensure that claim documentation is included when the part request process resumes

Questions

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

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