



Volkswagen

# Warranty Information

General Communication

Number: VWC-16-02

Subject: **VW CREW Southeast Region and Pacific Region Warranty Administrator Openings Available**

Date: Mar. 3, 2016

This document conveys Volkswagen Warranty general information.

Volkswagen Warranty is currently seeking interested Warranty Administrators from the **Southeast Region and Pacific Region** for the VW Committee for the Review and Evaluation of Warranty (VW CREW). The VW CREW is comprised of engaged and enthusiastic certified dealership Warranty Administrators who have the opportunity to assist VW Warranty with activities such as:

- ▶ Previewing and providing feedback on certain Warranty communications
- ▶ Providing suggestions for new content and reviewing proposed enhancements for the WISE website
- ▶ Assisting in the development and review of training materials, e.g. user guides, videos, job aids, webinars and certification requirements
- ▶ Evaluating and presenting Warranty service and process improvement opportunities

VW Warranty is looking for you to help us help you. So, if you are friendly, innovative and enjoy working with others to bring about positive changes, then WE WANT YOU!

## Sound Interesting . . . What Happens Next?

VW Warranty will open a brief 12-question survey on WISE from March 7 – 11, 2016 to assist in selecting Warranty Administrators from the **Southeast Region and Pacific Region**, based on experience, location and other criteria. **The survey should only be completed by certified Warranty Administrators.**

The survey will appear on WISE under the *News* tab during the survey period and be entitled *Warranty Administrator Survey*.





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## What Happens After I Complete the Warranty Administrator Survey?

Warranty Administrators interested in participating in the VW CREW are required to:

- ▶ Review the attached *Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Charter* which provides details about how the Committee functions and includes articles addressing issues such as Dealer and VW Warranty representation, eligibility criteria and the selection process, length of service, the format and frequency of meetings, and time commitment.
- ▶ Complete the attached *VW CREW Participation Form* and scan and email it to Volkswagen Warranty at [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com) by March 11, 2016.
- ▶ The selected candidates will be contacted by VW Warranty on or about March 18, 2016.
- ▶ The next in-person meeting with VW Warranty management will be held in Auburn Hills, Michigan on May 10 – 12, 2016. As stated in Article Six of the *Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Charter*, hotel room and tax for required overnight stays, as well as airfare, airport shuttles, if necessary, and Volkswagen-organized group meals, will be covered by Volkswagen. Any incidental charges, additional nights or upgrades will be the VW CREW member's responsibility.

## Additional Information

The *VW CREW Participation Form* and the *Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Charter* are also located on WISE > Resource Center > VW CREW.

## Questions

For any questions regarding the VW CREW, please contact the Warranty Helpline at 866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).



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# Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Charter

## Article One

### Mandate

#### 1. The VW CREW Mandate

The mandate of the VW CREW is to work closely with Volkswagen Warranty management on:

- Previewing and providing feedback on certain Warranty communications
- Providing suggestions for new content and reviewing proposed enhancements for the WISE website
- Assisting in the development and review of training materials, e.g. user guides, videos, job aids, webinars and certification requirements
- Evaluating and presenting Warranty service and process improvement opportunities

The VW CREW serves in an advisory capacity and has no authority to establish or modify Volkswagen Warranty policies or procedures, which VWoA may establish or modify at any time at its sole discretion.

## Article Two

### Membership

#### 2. Membership

- A. The VW CREW will be comprised of between 5 and 10 individuals currently serving as a Warranty Administrator at a Volkswagen dealership (1-2 from each of the five Regions: MWR, PAR, SCR, SER & NER).
- B. The members will be selected by VW Warranty from a pool of eligible volunteers.
- C. Members must provide a signed *VW CREW Participation Form* from the Service Department management of the VW dealership they are representing.
- D. Each VW CREW member must be an active, certified and registered Warranty Administrator throughout their tenure.
- E. VW CREW members are expected to network with other Warranty Administrators in their respective Area and Region and perform a representative role.
- F. Due to the potentially sensitive nature of the information received and discussed in the VW CREW, a *Mutual Non-Disclosure Agreement* must be signed by each member.



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## **Article Three**

### VWoA Representation

#### **3. VWoA Representation**

VWoA representation for the VW CREW meetings will be the VWoA Warranty management team, team leaders and WISE website administrator:

- Warranty Assistance Group Manager
- National Warranty Field Manager
- Warranty Parts Return Center (WPRC) Manager
- Warranty Compliance and Cost Manager
- Warranty Claim Adjusting Supervisor
- Warranty Systems Administrator
- WISE Website Administrator

Standing invitees will include:

- Product Compliance
- General Manager, Warranty & Technical Field Operations

Other VWoA representatives may attend at the discretion of VWoA Warranty management.

## **Article Four**

### Term / Length of Office

#### **4. VW CREW Term / Length of Office**

The VW CREW membership tenure will be typically a two-year term. VW CREW terms will be staggered to ensure a smooth transition of operations and assimilation of new members. Once a member's term has expired, the Warranty Administrator may volunteer again for participation but preference will be given to new candidates.

The positions of President and Vice-President are elected by the members of the VW CREW to provide leadership and to facilitate dissemination of information within the VW CREW.



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## **Article Five**

### Meetings: Format and Frequency

#### **5. VW CREW Meetings: Format and Frequency**

There will be a maximum of two VW CREW meetings per year where the VW CREW and VWoA Warranty management meet in person.

The VW CREW President and VWoA will agree in advance to a written agenda, approximately one week prior to the meeting date.

In addition, monthly conference calls will be scheduled on a designated day and date of each month. The conference calls are to be used primarily for the VW CREW and VWoA Warranty representatives. Other VWoA individuals will be invited to participate as needed.

An agenda will be provided approximately one week prior to conference calls.

## **Article Six**

### Time Commitment

#### **6. Time Commitment**

VW CREW conference calls with VW Warranty management: Approx. 1 hour / month

Review and evaluation of Warranty documents and materials: Approx. 3-4 hours / month

Meetings in person with VW Warranty management: 2 / year (maximum)

- Hotel room and tax for required overnight stays, as well as airfare, airport shuttles, if necessary, and Volkswagen-organized group meals, will be covered by Volkswagen. Any incidental charges, additional nights or upgrades will be the VW CREW member's responsibility.



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## **Article Seven**

### VW CREW Membership Termination

#### **7. VW CREW Membership Termination**

A sitting member of the VW CREW will be subject to removal:

- A. In the event of a major change in ownership and management of the Volkswagen franchise.
- B. In the event that the member is no longer actively involved in warranty administration.
- C. In the event that the member is no longer registered or certified as a Warranty Administrator in accordance with Volkswagen standards.
- D. In the event that the member no longer has the permission of their dealer Service Department management to participate.
- E. In the event that the member fails to actively participate in scheduled conference calls or meetings in person with Volkswagen Warranty Management.
- F. In the event the member's participation is deemed harmful or unproductive to the VW CREW and its mission. This may be accomplished through a majority vote of the VW CREW and/or the decision of VWoA Warranty management.

## **Article Eight**

### Discontinuing the VW CREW

#### **8. Discontinuing the VW CREW**

Volkswagen Warranty Management reserves the right to discontinue the VW CREW activities at any time with reasonable notice.



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## Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Participation Form

**To:** Volkswagen Warranty Administrators

**From:** Volkswagen Warranty

To be eligible to participate in the Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW), the Warranty Administrator must complete and sign this form and obtain the approval of Service Department management at your dealership. Submit this form to VW Warranty.

### VW CREW Participation Form:

I am a certified Volkswagen Warranty Administrator and would like to participate in the VW Committee for the Review and Evaluation of Warranty (VW CREW).

|                                     |  |
|-------------------------------------|--|
| Dealer Number:                      |  |
| Warranty Administrator's Name:      |  |
| Warranty Administrator's Signature: |  |
| Date:                               |  |

My signature below acknowledges that I have read and understand the Warranty Administrator responsibilities within the *Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW) Charter* and I authorize participation. I understand that this authorization may be revoked by me anytime at my request.

|  |  |
|--|--|
| Service Management Approver's Title:     |  |
| Service Management Approver's Name:      |  |
| Service Management Approver's Signature: |  |
| Date:                                    |  |

**Scan and email this completed form to:** [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com) or fax to 248-754-6557.