



Volkswagen

# Warranty Information

**General Communication**

**Number: VWC-16-01**

**Subject: Adjustment of Time Unit Correction Payments for 2014/2015 Model Year Maintenance Claims**

**Date: Mar. 3, 2016**

This document conveys Volkswagen Warranty general information.

An audit of the 2014/2015 Model Year Maintenance Time Unit Correction Payments determined that the original start date for the time unit errors did not extend back far enough. In addition, there were also programming errors that were discovered in the payment run that required correction.

The adjusted Dealer credit/debit memos for the time unit reduction errors associated with MY 2014/2015 maintenance claims were posted in February and appear with the description "Miscellaneous Invoices" in My Dealership Reports & Publications with a date of February 29, 2016.

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 February 29, 2016.

A sample view of the report is shown below.

### Revised - Maintenance Time Unit Adjustment - MY2014/2015

Dealer Code	Dealer DBA	Vehicle Visit RO Number	Labor TU	Correct TU	Dec Paid	Actual Amt	AMT Diff
-------------	------------	-------------------------	----------	------------	----------	------------	----------

We apologize for the inconvenience.

## Questions

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