



Volkswagen

Warranty Information

General Communication

Number: VWC-16-04

Subject: Change in Dealer Warranty Credit Note Format

Date: June 29, 2016

This document conveys Volkswagen Warranty general information.

Changes to the Weekly Dealer Warranty Credit Note (Audit Trail) Format

Beginning with Audit Trail 201626, the weekly Dealer Warranty Credit Note published in My Dealership Reports & Publications will have a new look. Here is a summary of the changes:

- ▶ Alpha references in the *CLAIM I.D.* column for the claim line (AC, BC, etc.) from the former WIN claim processing system have been removed.
- ▶ Alpha references in the *CLM TYP* column from the former WIN claim processing system (W2, W5, RC, etc.) have been removed, excluding (XU) certified pre-owned certification claims.
- ▶ The *CLM STATUS* column identifies the claims as either "Paid" or "Written-Off – Dealer Deleted" (an unpaid cancelled claim accepted by the dealer).
- ▶ The *CLAIM TOTAL* column represents the total claim payment, including applicable taxes, from the *CLAIM TAX* column.

RUN DATE:		05/09/16		REFW001		VOLKSWAGEN OF AMERICA, INC				AUBURN HILLS		PAGE 1	
RUN TIME:		4:24:06 PM		REPORT		NATIONAL WARRANTY				LOCATION			
						DEALER WARRANTY CREDIT NOTE							
						AUDIT TRAIL NUMBER: 201619							
DEALER: Dealer# Dealer Name and Address													
CLAIM I.D.	CLM TYP	REPAIR DATE	CLM STATUS	VIN	LABOR	DEALER PARTS	HANDLING	CORE CREDIT	SUBLET LABOR	SUBLET PARTS	CLAIM TAX	CLAIM TOTAL	DIFFERENCE BETWEEN REC'D & CLM
56008 01	110	01/29/16	Paid		47.79	0.00	0.00	0.00	0.00	0.00	0.00	47.79	0.00
56008 02	110	01/29/16	Paid		74.34	0.00	0.00	0.00	0.00	0.00	0.00	74.34	0.00
56509 XC	XU	11/25/15	Paid		0.00	0.00	0.00	0.00	-470.00	0.00	0.00	-470.00	0.00
58256 25	G10	01/22/16	Paid		0.00	0.00	0.00	0.00	0.00	-50.00	0.00	-50.00	-50.00
58322 01	110	12/08/15	Paid		119.02	0.00	0.00	0.00	0.00	0.00	0.00	119.02	0.00
58990 01	160	12/17/15	Written-Off - Dlr Delete		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	374.00

We trust that these changes to the Credit Note report will be simpler and easier to read and use.

Questions? Please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.