Warranty Information

Volkswagen

General Communication **Number: VWC-17-04**

Subject: Sales Preparation Program for New, Unused, Unsold Model Year 2015 Volkswagen 2.0L TDI Vehicles in Dealer Stock with Less than 1,000 Miles

Date: Apr. 7, 2017

This document conveys Volkswagen Warranty general information.

New, unused, unsold Model Year 2015 Volkswagen 2.0L TDI vehicles in dealer stock with less than 1,000 miles may require additional attention prior to retail sale.

To support dealers in preparing these vehicles for sale, and to help ensure a positive customer delivery experience, Volkswagen is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

Certain services will be mandated for all new, unsold Model Year 2015 VW 2.0L TDI dealer stock vehicles with less than 1,000 miles in order to bring these vehicles in line with maintenance cycles and proper detailing. Some vehicles may require additional services in order to mitigate any extreme or environmental effects.

Service Instructions

Note that the information in this communication can also be found in Technical Bulletin Instance Number 2047422 *Extended Inspection for New, Unused, Unsold Model Year 2015 Volkswagen 2.0L TDI Vehicles in Dealer Stock with Less than 1,000 Miles*.

Step 1:

Perform the updated work procedure found in the revised 23Q3 Emissions Recall Circular. This step **must** be performed prior to any sales preparation activity. Ensure the IN-FORM tool is properly utilized for the approved emissions modification. The IN-FORM tool can be accessed here: https://tdi-inform.track360.com/. Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

It is critical to ensure that all six components included in the **23Q3 Emissions Recall Circular Appendix A – *Requirements for Vehicles within "NEW" Inventory*** are applied to the vehicle. Please refer to the latest 23Q3 Emissions Recall Circular for more information on the additional requirements.

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Step 2:

Review/perform the mandatory sales preparation services listed below. Note that repair authorization is not required for these items, however, documentation is required per the *Volkswagen Warranty Policies and Procedures Manual*.

- Test battery using Midtronics tester, charge or replace battery as necessary
- Road test vehicle for 10 miles
- Check and replace (if necessary) front wiper blades
- Perform engine oil change with filter
- Replace cabin air filter
- Perform brake fluid flush
- Replace fuel filter
- Add diesel fuel (maximum $12)
- Perform vehicle detail
- Ensure that *Inventory Vehicle Extended Inspection/Maintenance Form* (attached) is completed for all required inspection items. The form must be completed and signed for each vehicle, and must be retained as part of required documentation, along with a valid repair order

Step 3:

Review/perform the services listed below based on the result of a road test. Note that repair authorization is required for these items before proceeding with sales preparation services. If brake components or tires are in need of replacement, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.

Note: Dealers should be prepared to provide documentation of 30-day inventory maintenance services, if requested.

- Brakes
  If brake vibration/noise is present after road test, replace brake pads/rotors on affected axle(s). Retain replaced parts, if any, for QTM inspection
- Tires
  If tire vibration is present after road test, extend road test additional 10 miles (as noted on *Inventory Vehicle Extended Inspection/Maintenance Form*) and recheck for vibration. If still present, replace affected tire(s). Retain replaced parts, if any, for QTM inspection

Step 4:

Perform other services needed for vehicle to be saleable as new. Note that if other services are needed, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.

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Authorization and Documentation Reference

Item	Document per Warranty Policy	WISE Warranty Repair Acceptance	Parts Retention for QTM Inspection
Wiper blades	X		
Cabin air filter	X		
Fuel filter	X		
Fluids	X		
Battery	X		X
Brakes	X	X	X
Tires	X	X	X
Other items	X	X	X

Claim Coding

For Step 2			
Claim Type	9SP		
Service Number	X130		
Damage Code	0010		
Part Manufacturer Code	444		
Labor Operations	Review/perform Step 2 items <u>without</u> battery replacement	01010099	350 TU
	Review/perform Step 2 items <u>with</u> battery replacement	01010099	440 TU
Fuel	Outside material: FUEL	Up to $12.00	
Parts (as needed)	Wiper blades, engine oil, engine oil filter, cabin air filter, brake fluid, fuel filter, battery	See ETKA for part numbers	

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Warranty Information

For Step 3		
Claim Type	9SP	
Service Number	X132	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations. Note: Diagnosis and/or test drive labor operations are NOT permitted.	
Parts (as needed)	Outside material: TIRES	Must be identical to original equipment
	Brake pads/rotors	See ETKA for part numbers

For Step 4	
Claim Type	9SP
Service Number	X133
Damage Code	0010
Part Manufacturer Code	444
Labor Operations	See ElsaPro for labor operations
Parts (as needed)	See ETKA for part numbers

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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Inventory Vehicle Extended Inspection/Maintenance Form

Stock Number:	Dealer Number:	R.O. Number:
VIN:	Mileage In:	Mileage Out:

Technical Inspection – Pre-Road Test

- ☐ Transport mode deactivated
- ☐ Perform battery test with Midtronics test equipment. Charge or replace battery if indicated by test result
- ☐ Campaign 23Q3 including Appendix A must be performed
- ☐ Check vehicle interior condition
- ☐ Visual inspection of vehicle body
- ☐ Check and adjust tire pressure to specification
- ☐ Check engine oil level
- ☐ Check fluid level (brakes and coolant)
- ☐ Check and adjust wheel bolt torque, if needed

Road Test – 10 Mile Minimum

- ☐ During road test, add diesel fuel (up to $12.00)
- ☐ Apply brakes several times to remove surface corrosion (in a safe and appropriate area)
- ☐ Observe proper driving characteristics of vehicle (noise, vibration, flat spots on tires)
- ☐ If, after 10 miles, abnormal driving characteristics are still present, extend road test for additional 10 miles

Technical Inspection – Post-Road Test

- ☐ Visually inspect vehicle undercarriage (brake lines, exhaust, steering, bushings)
- ☐ Check for debris and clean plenum area, under hood, and sunroof drains
- ☐ Perform all outstanding campaigns/updates, if any
- ☐ Perform other items listed under STEP 2
  - ☐ Replace front windshield wiper blades, if necessary
  - ☐ Change engine oil and filter
  - ☐ Replace cabin air filter
  - ☐ Perform brake fluid flush
  - ☐ Replace fuel filter

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Volkswagen procedures and quality standards. (Attach this checklist to the repair order)

☐ All product updates have been checked

Technician Signature: Date: