



Volkswagen

Warranty Information

SAGA Communication

Number: VWS-17-01

Subject: Elimination of SAGA Powertrain Claim Type 1PT

Date: July 20, 2017

This document conveys
Volkswagen SAGA information.

Volkswagen is pleased to announce that SAGA Powertrain claim type 1PT is being eliminated. Effective August 1, 2017 reception date, Powertrain claims that were previously required to be coded to claim type 1PT should now be coded to claim type 110. Claims with a reception date prior to August 1, 2017 will use the 1PT claim type, including if a claim is resubmitted. This change is in effect for all model years.

This change is being implemented due to Volkswagen's efforts to simplify claim submission as well as Dealer concerns highlighted in the Carlisle Satisfaction Survey.

We thank you for the input and feedback provided to us regarding this topic and trust that this initiative will benefit dealers in the processing of Powertrain warranty claims.

Questions

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