

Warranty Information

General Communication

Subject: In-Service Date Processing for New, Unsold Model Year 2013 - 2014 Volkswagen Touareg 3.0L TDI Gen 2.1 Vehicles in Dealer Stock with Over 1,000 Miles

Number: VWC-17-15

Date: Nov. 27, 2017

This document conveys Volkswagen Warranty general information.

It has been identified that some Model Year 2013 - 2014 Volkswagen Touareg 3.0L TDI Gen 2.1 vehicles in dealer stock have over 1,000 miles on them and have never been delivered. Without an in-service date for these vehicles, Campaign or Sales Preparation Program (Step 1) SAGA claims cannot be processed.

Please Note: Reimbursement will not be provided for Steps 3 and 4 of the Sales Preparation Program for vehicles over 1,000 miles.

To support dealers with these vehicles, the following in-service date process has been established:

- 1. Perform Step 1 (23V6 Emissions Recall and utilize the In-Form tool) and Step 2 (Mandatory Sales Preparation Services) of the Sales Preparation Program
- 2. Perform any other open Recalls or Service Actions
- 3. Upload the repair order with the 23V6 Emissions Recall and any other Recalls or Service Actions performed to WISE > Operations > Doc-IT
 - a. Enter <u>TDI Sales Prep</u> into the Doc-IT Claim Number box to expedite the processing of the in-service date (example below)



- Upon receipt of valid documentation, Volkswagen of America, Inc. (VWoA) will process an inservice date of 11/15/2017 for all Model Year 2013 - 2014 Volkswagen Touareg 3.0L TDI Gen 2.1 vehicles in dealer stock with greater than 1,000 miles
- 5. Validate that the in-service process has been initiated and a date is displayed in Elsa; this should occur approximately 48 to 72 hours after the repair order has been uploaded in Doc-IT
- 6. Submit the Recall claim(s) and Sales Preparation Step 1 claim into SAGA for reimbursement
 - a. With the vehicle now active with an in-service date, the Recall(s) must be submitted in SAGA with a 710 claim type and the mandatory sales preparation services (Step 2) must be submitted with a 1SP claim type

VWoA will only provide reimbursement for the 23V6 Emissions Recall (Step 1 of the Sales Preparation Program) and Mandatory Sales Preparation Services (Step 2 of the Sales Preparation Program).

Questions

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

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