



Volkswagen

Warranty Information

General Communication

Number: VWC-17-16

Subject: In-Service Date Processing for New, Unsold Model Year 2015 - 2016 Volkswagen Touareg 3.0L TDI Gen 2.2 Vehicles in Dealer Stock with Over 1,000 Miles

Date: Nov. 27, 2017

This document conveys Volkswagen Warranty general information.

It has been identified that some Model Year 2015 - 2016 Volkswagen Touareg 3.0L TDI Gen 2.2 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 (23V7 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 23V7 Emissions Recall and any other Recalls or Service Actions performed to WISE > Operations > Doc-IT
 - a. Enter **TDI Sales Prep** into the Doc-IT Claim Number box to expedite the processing of the in-service date (example below)

The screenshot shows a web interface for adding documents. At the top, there are tabs for 'Add Document(s)', 'Uploaded Documents', and 'Archived'. Below the tabs is the heading 'Add Document(s)'. There are two input fields: 'Claim Number*' and 'VIN*'. The 'Claim Number*' field is highlighted with a red oval and contains the text 'TDI Sales Prep' and '3VWSC7AD9FW123456'.

4. Upon receipt of valid documentation, Volkswagen of America, Inc. (VWoA) will process an in-service date of 11/15/2017 for all Model Year 2015 - 2016 Volkswagen Touareg 3.0L TDI Gen 2.2 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 2 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 23V7 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 warranty.helpline@vw.com.