

## Frequently Asked Questions

### **Q. How many parts are involved with the TDI remedy?**

**A.** In an effort to simplify ordering, we will be providing “kits” vs. individual part numbers. All Gen 1 vehicles will require 2 “kits”.

**Base kit # 1** will consist of approximately 16 part numbers, 25 pieces. The NOx converter “kit” will consist of 1 part number.

**Base kit # 2** The 2009 MY Jetta will consist of approximately 32 part numbers, 51 pieces.

Please refer to the circular and POC communications for part numbers.

### **Q. How will I order the parts?**

**A.** **1K0-298-101-A (Base Kit 1), 1K0-254-402-AX (NOx Catalyst), 1K0-298-101 –X (Base Kit 2), 8P0298101A (Base Kit 1)**

Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com) or [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com) to have additional parts released.

### **03L-907-281-B (Glow Plug)**

Due to the low replacement rate, part # 03L907281B will not be allocated. If these parts are needed to support scheduled vehicle repair, submit your request with VIN to [ywoaspecialservices@vw.com](mailto:ywoaspecialservices@vw.com).

### **Q. How many kits will I receive in the initial allocation?**

**A.** Prior to the Go-Live of the campaign, dealers will be allocated initial TDI kits. These allocations will be based on dealers VIN population, customer appointments, and dealer capacity, due to the size of the kits. The AEM Customer Allocation file is posted to POC. However this file is point in time data as of Aug 2, 2017.

**Note:** There are still some unregistered VIN’s outstanding, and existing customer still have the option to switch to buyback or customers who have chosen buyback and still own their car could switch to have the AEM.

### **Q. Are there any return restrictions on these kits?**

**A.** A 90 day return block will be implemented after initial allocation.

### **Q. What if the kits are missing components?**

**A.** If parts are missing from the kit, please file a claim via POC for the missing part – and then order the part needed. Please reference the Parts Claims Circular for a full part number listing and further claim instructions.

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To file the claim via POC go to the **Returns** tab, click **Initiate Claim** in the gray header bar, choose the **Claim with Return** radio button under **Claim Type** then select “**Dlr sup req return**” in the **Item Type** drop down.

## **Q. What if the kits arrive damaged?**

**A.** If parts are damaged in the kit, please file a claim via POC for the missing part – and then order the part needed. Please reference the Parts Claims Circular for a full part number listing and further claim instructions.

To file the claim via POC go to the **Returns** tab, click **Initiate Claim** in the gray header bar, choose the **Claim with Return** radio button under **Claim Type** then select “**Dlr sup req return**” in the **Item Type** drop down.

If the damaged part is over \$10, a photo will be required – please attach the photo to the claim.

If the part is valued under \$10, no photo is required. Please reference the Parts Claims Circular for a full part number listing and further claim instructions.

## **Core Return Process**

### **Q. Will I be required to return the catalytic converter core?**

**A.** Yes, you will be required to return the catalytic converter core **1K0-254 402-AU** for base kit 1 remedy returns. The core must be tagged with a red zip tie for the return to be accepted and the core charge to be refunded.

For 2009 MY Jetta core returns, you will also be required to submit the DPF filter, **1K0-254-708-GX**, for return, in addition to the catalytic converter, **1K0-298-101-U**.

**Dealers are responsible to return 2.0L Diesel cores to their facing PDC after the Warranty SAGA claim has cleared and not before.**

### **Q. Why do I need to tag the cores with zip ties?**

**A.** Tagging the cores with zip ties will help us segregate these cores to expedite processing and issue core credit in a timely manner.

### **Q. How do I order the red zip tie for the core return?**

**A.** Red zip ties will be allocated directly from depots via tote drops, in conjunction with the kits.

### **Q. What if I run out of red zip ties?**

**A.** Contact your Dealer Returns Specialist at your facing depot to order additional red zip ties.

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**Q. How do I receive full credit for my core return?**

**A.** You must submit the correct warranty claim in SAGA, once it has been approved you must then initiate the core return in POC and tag the core with the red zip tie for proper identification at the PDC.

**Q. Where do I get more compliance labels?**

**A.** Labels are sent free of charge. Additional shipments will be released based on the volume of completed repairs through SAGA. For any additional inquiries contact [labelrequest@vw.com](mailto:labelrequest@vw.com).