



Volkswagen

Warranty Information

General Communication

Number: VWC-18-08

**Subject: Documenting Mandatory Fuel Refill for Vehicles
Receiving the 3.0L TDI Emissions Modification**

Date: July 6, 2018

This document conveys
Volkswagen Warranty general
information.

For 3.0L TDI vehicles receiving the TDI emissions modification, it is mandatory that the dealer return the vehicle to the customer with a full tank of fuel after the modification is performed. This complimentary fuel tank refill was included in the booklet that was sent to customers, and dealers will be reimbursed for the cost of the refill. For more information, see VWP-17-16.

To ensure that the fuel refill is being offered to customers, documentation in the IN-FORM tool will be required beginning on July 6, 2018. The required documentation is as follows.

- In the IN-FORM tool, open the “Service Modification Manager Validation Form”.
- Check the option “I have confirmed the customer has received a full tank of fuel or has completed and signed the fuel service waiver”.
- **If the fuel tank was refilled as part of the emissions modification**, upload a photograph or scan of the fuel receipt.
- **If the fuel tank was not refilled as part of the emissions modification**, upload a photograph or scan of the form “Complimentary Fuel Service Waiver”, which must be completed and include the customer’s signature. This form is attached to this communication, and can also be downloaded from the IN-FORM tool.

NOTE: For inventory vehicles, the fuel refill is not required and will not be reimbursed. For these vehicles, proceed as follows in the IN-FORM tool:

- In the IN-FORM tool, open the “Service Modification Manager Validation Form”.
- Check the option “I have confirmed the customer has received a full tank of fuel or has completed and signed the fuel service waiver”.
- Upload a photograph or scan of the Repair Order.

Questions

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

VOLKSWAGEN

GROUP OF AMERICA

Complimentary Fuel Service Waiver

As a courtesy to you, your vehicle will be returned to you with a complimentary full tank of fuel during the TDI recall emission modification. To decline the offer of the fuel tank refill, please sign the form below.

Customer Declined Fuel Refill

I hereby decline the offer to have my vehicle's fuel tank refilled during the TDI recall emission modification.

Customer Name:

Signature:

Date: