



Volkswagen

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-18-02

**Subject: Photo Request through Warranty Parts Portal
(US Dealers Only)**

Date: July 30, 2018

This document conveys
Volkswagen Warranty Parts
Return Center information.

Effective July 30, 2018, a new tab called **Photo**, will be added to the Warranty Parts Portal (WPP) to request photographs and repair documentation of certain parts to reduce the effort to pack and ship warranty parts. The Warranty Parts Return Center (WPRC) will be able to perform a remote warranty part review by using the photographs and select parts that meet a specific analysis criteria prior to issuing a part return request.

Photo Request Process

1. New photograph requests will be available in the Photo Tab in the Warranty Parts Portal (WPP) – **Figure A**
 - a. Print the Photo Request Document - Mark the check box next to the SAGA ID and press the Print button – **Figure A-1 and A-2**
 - b. Click the *Awaiting Photo* status hyperlink to begin the upload process – **Figure A-3**
2. Upload the required documentation and photographs **Figure B**
 - a. A copy of the repair order must be uploaded in the Repair Order field – **Figure B-1**
 - b. A minimum of one photograph is required in addition to the repair order and comments
 - i. Up to five photographs or videos can be uploaded in the remaining fields – **Figure B 2-6**
 - ii. The Photo Request ID on the Photo Request Document should be visible in all photos
 - iii. Part photographs must show the manufacturing defect
 - iv. A short explanation of the manufacturing defect is required in the comments section.
 - v. The request will move to a Photo Uploaded/ Awaiting Review status once submitted
3. Follow Up after uploading the repair order and photographs into the WPP
 - a. The WPRC will review the repair order and photographs to verify the defect
 - i. If Warranty concern is verified, photos will be approved and the part will move to Scrap/Core Tab for you to dispose the parts immediately.
 - ii. If Warranty concern is not verified, the Photo Request will be returned for additional photographs or further explanation
4. Part Requests after Photo review
 - a. Parts may be requested for return if the manufacturing defect is not verified through photographs
 - b. Parts may be requested for return if the reviewed part meets specific analysis criteria
 - c. Photograph and part requests that cannot be fulfilled by the displayed expiration date are subject to warranty claim charge-back by the WPRC
5. Please review the "How to Take Photos User Guide" under the WPRC section in WISE and in the WPP Help section.

Questions

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



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Warranty Information

Figure A – Photo Tab in the Warranty Parts Portal (WPP) & Printing the Photo Request Document

1. Mark the check box next to the SAGA ID
2. Press the Print button
3. Click the *Awaiting Photo* status hyperlink to begin the upload process

Warranty Parts Portal

Home Reports Dealer Profile Help Welcome wppwdlr1

Warranty Part Disposition

Photo Requested Retention Scrap / Core Exception

SAGA ID / VIN / RO No:

Expiration Date From: To: Search Clear

☒ To-Do List ☐ View All

Show 10 entries

	SAGA ID	Claim No.	VIN	Requested Date	Expiration Date	Photo Transition Status	Photo Review Status	Warranty Claim Am
☐	V0100 USA4440507396922 0220180516	96922 02	WVWAN7AN9DE555790	05/18/2018	06/01/2018	Photo Requested	Awaiting Photo	\$ 190.18

Figure B – Upload the required documentation and photographs

1. Copy of the repair order to be uploaded in the Repair Order field
- 2,3,4,5,6. Up to five photographs or videos can be uploaded

Repair Order and Photo Upload

* Fields are mandatory.
Note: Acceptable extension types: [.doc, .docx, .pdf, .bmp, .png, .jpeg, .jpg, .tif, .tiff, .htm, .html, .mp4, .avi, .mpeg-4].

1 Repair Order * Browse...

2 Attachment #1 * Browse...

3 Attachment #2 Browse...

4 Attachment #3 Browse...

5 Attachment #4 Browse...

6 Attachment #5 Browse...

Comments: *

Upload

Claim Events History - V0660 USA4444447390945 0220180222

Show 10 entries

#	Status	Reason	Additional Comments	File1	File2	File3	File4	File5	File6	Added By	Added Date & Time
1	Awaiting Photo									WPP_BATCH	2/27/2018 8:31 AM

Showing 1 to 1 of 1 entries

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Photo Function User Guide

Volkswagen Group of America

1 Introduction

The Photo Function tab is an addition to the Warranty Parts Portal (WPP) that allows dealers to upload a repair order (RO) and photographic documentation of a warranty part from specific warranty repairs. This documentation will then be reviewed by the Warranty Parts Return Center (WPRC) for warranty part validation.

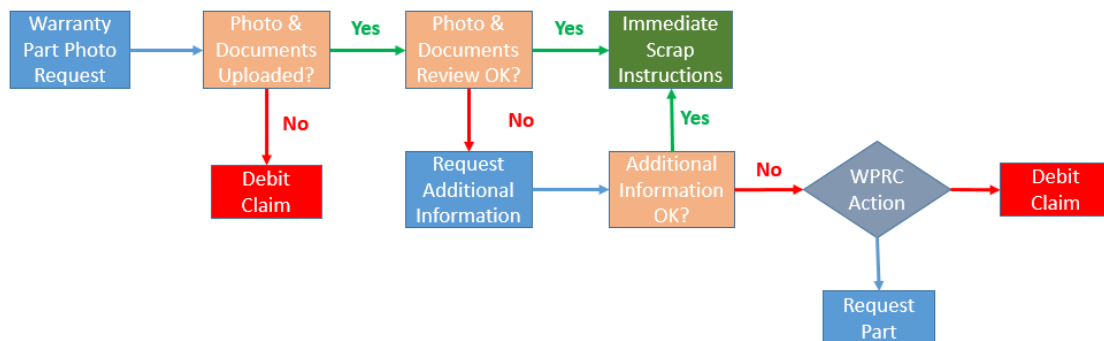
1.1 Overview

The photo upload capability allows the WPRC to review photographs of warranty parts with a visual defect to validate the warranty repair. This functionality will allow the WPRC to reduce the number of physical parts requested and therefore reduce the number of parts shipped by the dealership.

By pressing the Photo button the user will be able to attach the RO and up to five photographs of the warranty part. The uploaded documentation will then be reviewed by the WPRC.

In some cases, even after a photo review, it may be necessary to request the physical part for further analysis at the WPRC. All warranty parts should continue to be held until otherwise indicated. Please see Section 5 of the WPP User Guide for more information regarding warranty part retention.

1.2 Process Flow



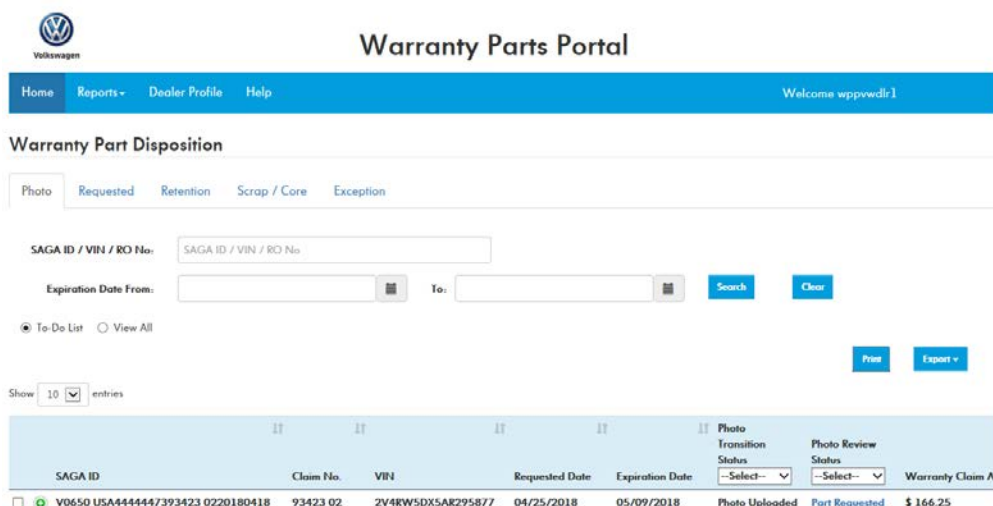
2 Login & Home Screen

Users should log into the WPP as outlined in Section 2 of the WPP User Guide. After logging into the WPP, the home screen will display the Requested tab as a default. To access the photo function, the user should click on the tab labeled "Photo," located to the left of the "Requested" tab.



3 Photo Tab

This tab will display the listed warranty claims where the RO and photographs of the warranty part are requested for upload.



3.1 Search – The user is able to search the records based on the SAGA ID / VIN / RO Number and by the Expiration Date Range, with the ability to use the clear option.

3.2 Photo Request Status Column – Shows the fulfillment status of the photo request.

- **Photo Requested** indicates that a photo has been requested for upload from the listed warranty claim.
- **Photo Uploaded** indicates that the requested photos and RO have already been uploaded by the user.

3.3 Photo Review Status Column – Shows the status of the photo as it is reviewed by the WPRC.

- **Approved** indicates the uploaded photos were sufficient and the warranty repair has been validated.
- **Awaiting Part** indicates that the photos provided were not sufficient or the part is required for analysis and the physical part has now been requested for review. Users should see a corresponding part request on the Requested tab of the WPP. Please see the WPP User Guide for information on the part return process.

4 Photo Request Document

The user is able to print the document by clicking the Print button located on the top of the Photo tab page:

- Click the checkbox next to the request(s) (one or more).
- Click the Print button in the top right of the page.
- The Photo Request Document will appear as a PDF.
- After the page is refreshed, the text of this request will no longer be bold.

This document should be placed next to the warranty part and visible in at least one of the photos submitted to the WPRC. For more information on this step, please see the **How to Take Photos Guide** located on the Help screen under the User Guides section.

4.1 **Photo Unique ID** – On each Photo Request Document there is a unique 5 digit code that appears. The user should write the code clearly on the part. This code should be visible in the photographs uploaded in the WPP. In the event that the part is requested for return to the WPRC, the code will be used to verify that the correct part has been received.


Volkswagen

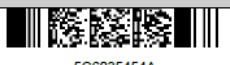

V0660 USA4444447395747 0220180418

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Requestor Code
VWHSWRTST4 - Warranty Analysis - WTST
Photo Request ID*
3313639
* Photo Request ID# must be written on the part



VIN	
	
3VWL17AJ8HM414272	

Dealer Name:		Requested Date:	Expiration Date:	Claim Type:	Claim #:
Volkswagen		04/24/2018	05/08/2018	110	95747 02
Sl #	Part #:	Description:			Quantity:
1	 5C6035454A	WOOFER			1

5 Expanded View

If the user expands a record using the green orbital button on the left-hand side, they can access the photo request details for the part which is to be photographed. The user can then click the Photo button to access the Upload Screen.

SAGA ID	Claim No.	VIN	Requested Date	Expiration Date	Photo Transition Status	Photo Review Status	Warranty Claim An
☐  V0650 USA4444447393423 0220180418	93423 02	2V4RW5DX5AR295877	04/25/2018	05/09/2018	Photo Uploaded	Part Requested	\$ 166.25
Part Details  Photo							
Sr.No.	Line #	Part No.	Description	Quantity	Core Type		
1	1	780915105	BATTERY DROP SHIP	1			
☐  V0100 USA4444447395805 0120180421	95805 01	WVGAV7AX2GW517720	04/24/2018	05/08/2018	Photo Uploaded	Part Requested	\$ 215.75

6 Upload Screen

Once the Photo button has been pressed, the Upload Screen will be displayed. Users will be able to upload up to six documents (1 RO and 5 photos) for review by the WPRC.

Repair Order and Photo Upload

* Fields are mandatory.

Note: Acceptable extension types: ['.doc', '.docx', '.pdf', '.bmp', '.png', '.jpeg', '.gif', '.htm', '.html', '.mp4', '.avi', '.mpeg-4']

Repair Order *

Attachment #1 *

Attachment #2

Attachment #3

Attachment #4

Attachment #5

Comments *

Upload

Claim Events History - V0660 USA4444447390945 0220180222

Show 10 entries

#	Status	Reason	Additional Comments	File1	File2	File3	File4	File5	File6	Added By	Added Date & Time
1	Awaiting Photo									WPP_BATCH	2/27/2018 8:31 AM

Showing 1 to 1 of 1 entries

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6.1 Required Fields – these fields will be indicated with an asterisk (*).

- **Repair Order** - The user must upload the RO in the “Repair Order” attachment field
- **Photographs** – The user should upload at least two photographs of the warranty part in the numbered “Attachment” fields. One photograph must display the part next to the Warranty Photo Request Document. The user should attach more photographs as necessary to properly display the part defect using the

additional fields. For more information on how to take proper photos, please see the **How to Take Photos User Guide**.

- **Comments** – The user must type a message in the text field that will be reviewed along with the uploaded documents. Any information that will be helpful in reviewing the photographs should be provided here.

6.2 Attaching Documents – with the Upload Screen displayed, the user should click the “Browse” button next to the document field for which they desire to attach a file. This will allow the user to locate the picture or document file they would like to attach in the corresponding field. Once all desired files have been attached and supporting comments have been entered, the user should click the “Upload” button to send the files to the WPRC for review.

Please note that the WPP can support: 'doc', 'docx', 'pdf', 'bmp', 'png', 'jpeg', 'jpg', 'tif', 'tiff', 'htm', 'html', 'mp4', 'avi', 'mpeg-4' file types.

The user may upload a maximum of 5 MB of data

6.3 Video Files – It may be necessary or helpful to provide a short video of the warranty part to clearly show the defect or failure. The Upload Screen can support video files and should be attached in any of the numbered attachment fields.

7 Review & Follow-up

Once all documentation have been uploaded and sent to the WPRC by pressing the “Upload” button the WPRC will review them to validate the warranty repair. If the request shows as “Approved” in the Part Review Status column, the review is complete and the user does not need to take further action. The disposition of the part will be updated on the Scrap/Core tab. Please see Section 5 of the WPP User Guide for more information regarding warranty part retention.

7.1 Declined - If a reviewer needs more information or documentation, the request will be moved to a declined status. The user will be able to see the reviewer’s comments by clicking the “Decline” link in the Part Review Status column. The user should respond by uploading new documents or photos as requested.

Repair Order and Photo Upload

* Fields are mandatory.

Note: Acceptable extension types: ['.doc', '.docx', '.pdf', '.bmp', '.png', '.jpeg', '.jpg', '.tif', '.tiff', '.htm', '.html', '.mp4', '.avi', '.mpeg-4']

Action: ☒ Appeal ☐ Accept

Reason: *

Attachment #1 Browse...

Attachment #2 Browse...

Attachment #3 Browse...

Comments: *

Submit

7.2 Part Requested - If the WPRC determines that the physical part is needed for a complete review the physical part will be requested. The user will see “Part requested” in in the Part Review Status column. The user should then see a corresponding part request on the Requested tab of the WPP.

7.3 To be Debited / Debited – After photo review, if the WPRC determines that the claim is not a covered warranty repair, the claim will be debited.

8 Help

For assistance, the user can click the “Help” button located at the top of the page in the Navigation Menu. Please see Section 9 of the WPP User Guide. The How to Take Photos Guide can be found in the User Guides section.

How to Take Photos User Guide

Volkswagen of America

1 Introduction

This guide is designed to help dealers to fulfill the requirements for taking good pictures when photos are requested in the Warranty Parts Portal (WPP). This guide is to be used only as a reference as it contains only few examples and does not cover all possible scenarios.

2 Minimum Photo Requirements

Apart from the Repair Order with technician notes, the following three requirements must be fulfilled while uploading good photos in the Photo Request tab in WPP.

- a. Photo of Part with Photo Request Document.
- b. Close-up of the warranty defect with Unique Photo Request ID from the Photo Request Document.
- c. Photo of the Part with Part Number and part-manufacturing date when available. (If part-manufacturing date is not visible on part, take photo of the part number on the part that is usually adjacent to a VW logo).

2 a Photo of Part with Photo Request Document.

The Photo Request Document MUST be printed prior to taking any photos as you will need the Photo Request ID (a unique number) which will be printed on the left side of the document as shown below.

Photo Request Document


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V0100 USA444 96126 0120180501

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Requestor Code
VWHSWRTST4 - Warranty Analysis - WTST
Photo Request ID* ←
3341270
* Photo Request ID# must be written on the part

VIN

WVWFV7AJ1BW

2 b Close up Photo of the Defect

You must use arrows or markings to point out the defective area on the part prior to taking photos to highlight the optical defect. Please ensure that the Photo Request ID is visible on the part. You can take several pictures or even opt to take a small video to show or highlight the optical defect. Do not use high definition video, as the file size will be large and unable to load. The size limit for video is 5 MB.

2 c Photo with Part Number and part-manufacturing date

You must take a picture of the part number sticker or marking on the part that is found adjacent to a VW Logo.

- **Part Number:** to show that the photo being uploaded is the same part which is charged out in the warranty claim.
- **Part Manufacturing Date:** to show the part is the correct part being photographed so that engineers can review the production batch and request the part if necessary.

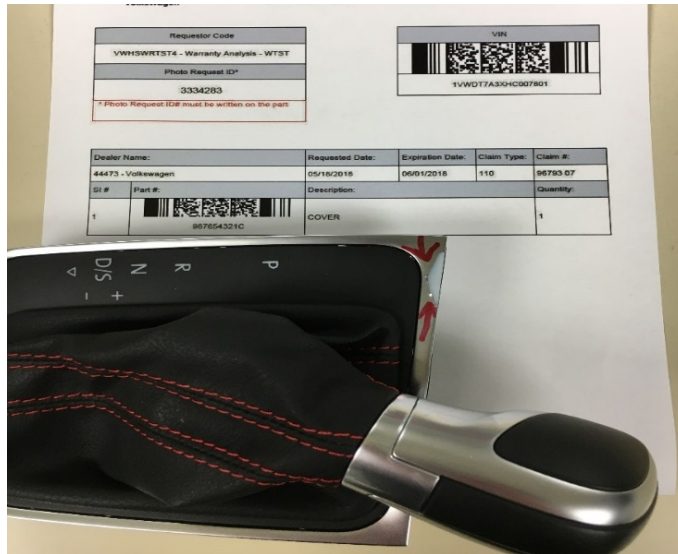
3 General Photo Guidelines.

- Avoid taking pictures with a dark background or clutter around the part
- Avoid too much brightness as it will not highlight the optical defect
- Mark the areas by using arrows to highlight the optical defect
- Avoid taking wider pictures of the part as it may not highlight the part being photographed
- Here are some of the example of arrows that can used to highlight the optical defect



4 a Some Examples of Good Photos - Gear Shifter Knob

I. Photo of Part with Photo Request Document



II. Close-up of the warranty defect with Unique Photo Request ID from Photo Request Document

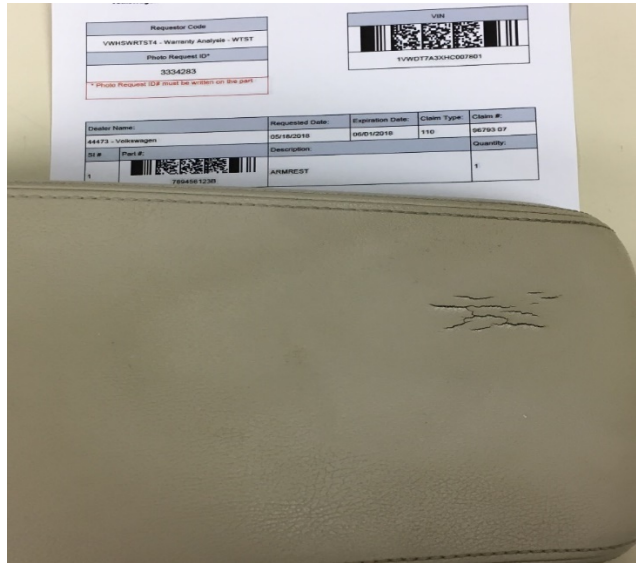


III. Photo of the Part with Part Number with part-manufacturing date

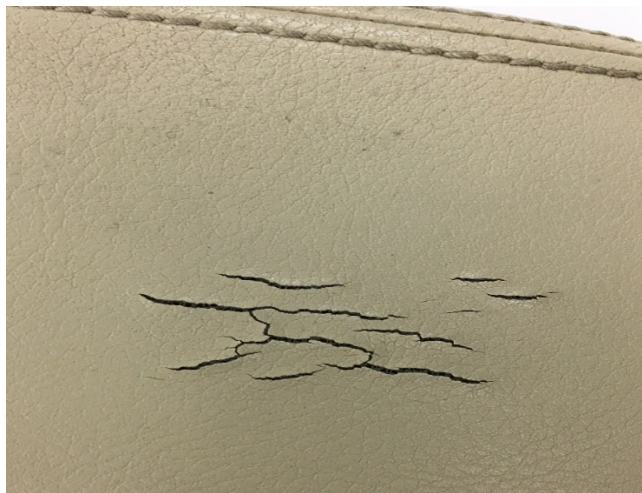


4 b Some Examples of Good Photos – Arm Rest

I. Photo of Part with Photo Request Document



II. Close-up of the warranty defect with Unique Photo Request ID from Photo Request Document



III. Photo of the Part with Part Number with part-manufacturing date



4 c Some Examples of Good Photos – Steering Wheel

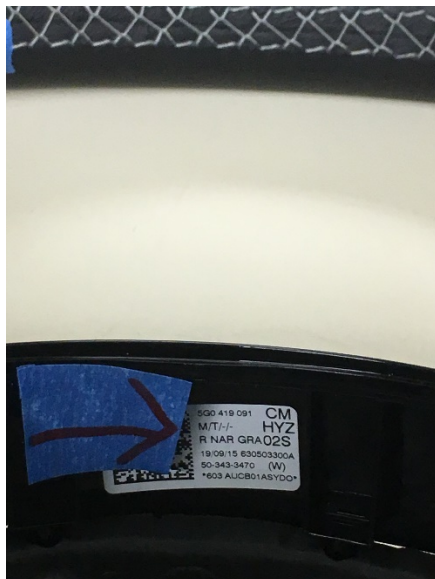
I. Photo of Part with Photo Request Document



II. Close-up of the warranty defect with Unique Photo Request ID from Photo Request Document



III. Photo of the Part with Part Number with part-manufacturing date



4 d Some Examples of Good Photos – Mirror

I. Photo of Part with Photo Request Document



II. Close-up of the warranty defect with Unique Photo Request ID from Photo Request Document

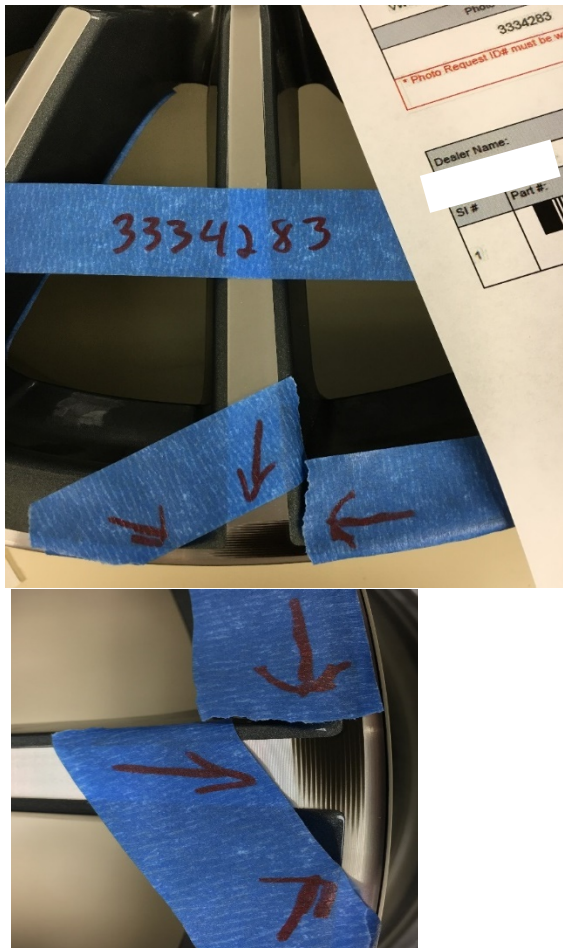


4 e Some Examples of Good Photos – Wheel Rim

I. Photo of Part with Photo Request Document



II. Close-up of the warranty defect with Unique Photo Request ID from Photo Request Document



5 Examples of Improper / Poor Photos

I. Picture is too bright + Concern is not visible



II. Photo is too dark + Concern with part is not visible + Photo Request Document not visible + Image is blurry



III. Part is far away and too much clutter in the photo

