



Volkswagen

Warranty Information

General Communication

Number: VWC-17-11

Subject: **REVISED** - Pre-existing MIL-On Conditions in Regards to the TDI Approved Emissions Modification (AEM) for **all 3.0L TDI Customer Vehicles**

Date: **Jan. 30, 2019**

This document conveys Volkswagen Warranty general information.

Dealers are to check for pre-existing MIL-On conditions for **all 3.0L TDI customer vehicles** prior to proceeding with the AEM Emissions Recall. Only open a VTA ticket if required by the applicable recall.

In cases where a MIL-On condition occurs and the **vehicle is no longer covered under warranty**, dealers should submit a WISE Campaign Authorization Request and upload an estimate (example shown on page 2) of the repair costs to Doc-IT. WISE requests must NOT be submitted for reconditioning, repairing MIL issues on modified vehicles, or bringing the modified vehicle back to original specification. Based on the assessment of the repair, a decision will be made to either "approve" or "decline" the request. For "approved" Campaign Authorization Requests, a claim may be submitted in SAGA using the claim coding on page 3.

STEP 1

Review the Pre-existing MIL-ON requirement for the applicable Recall Circular. Open VTA if required per the Recall. If a MIL is illuminated, dealers need to obtain a GFF diagnostic log, create a VTA ticket, and contact the Volkswagen Technicians Helpline. VTA cases regarding MIL-On conditions require that the GFF diagnostic log be uploaded at the time of first contact.

STEP 2

Open WISE Campaign Authorization Request. **NOTE: To help expedite requests, use X109 for Customer-owned** under Repair Order Number to identify that it is a pre-existing MIL-On condition request.

The screenshot shows the Volkswagen WISE system interface. At the top, there is a navigation bar with 'Operations' highlighted in red. Below the navigation bar, there is a sidebar menu with 'Campaign Authorization' highlighted in red. The main content area displays the 'Campaign Authorization Request' form. The form includes the following fields and options:

- Campaign Authorization Request** (Pending (0), Decided, Archived)
- Claim Reception date***: [Text input field]
- Repair Order Number***: [Text input field]
- Service Number***: [Text input field]
- Mileage***: [Text input field]
- VIN***: [Text input field]
- Vehicle in-service Date**: [Text input field]
- Description of Concern* (detailed)**: [Text area]
- On-site Inspection by VW Representative?***: yes no
- Photos Attached?***: yes no

* Denotes a required field

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STEP 3

Attach repair estimate to Doc-IT.

The screenshot shows the Volkswagen website's 'Doc-IT' interface. The 'Operations' menu item is highlighted in red. The 'Doc-IT' option in the left sidebar is also highlighted in red. The main content area shows the 'Add Document(s)' form with fields for Claim Number, VIN, Attach Documents, and Type of Document.

Estimate Example:

Pre-existing MIL ON - Estimate (EXAMPLE)			
Dealer #:	4XXXX		
Claim #:	12345-01		
VIN #:	3VWRL7ATXDMXXXXX		
Labor Operation Breakdown			
Labor Operation	Description	Time Units	Cost
26741931	Particulate Filter R&I	320	\$352
26745581	Particulate Filter replace	70	\$77
Part Number Breakdown			
Part Number	Description	Quantity	Cost
1K0254708GX	EXH. Pipe	1	\$1,166
Total Repair Cost:			\$1,595



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STEP 4

Submit a SAGA claim for "approved" Campaign Authorization Requests.

CLAIM CODING		
CLAIM TYPE		1SP
SERVICE NUMBER	CUSTOMER VEHICLE	X109
DAMAGE CODE		0010
PART MANUFACTURER CODE		444
LABOR OPERATIONS		See ElsaPro for labor operations
PARTS		See ETKA for part numbers (Select appropriate failed component as causal)

Questions

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