

VWoA Compliance

From: VWoA Dealership Communication
Sent: Thursday, May 09, 2019 9:00 AM
Subject: IMPORTANT - Campaign Reminder
Attachments: Campaign Reminder May 2019.pdf

Volkswagen After Sales Communication

Dealer Principals	General Managers	Sales	Certified Pre-owned
Service	Parts	Warranty	Finance & Insurance

From: Volkswagen After Sales

IMPORTANT - Campaign Reminder

Please see the attached for important information regarding Warranty/Goodwill claims submitted for Campaign related work without an open Campaign code.

Volkswagen After Sales

VOLKSWAGEN DEALER COMMUNICATION

IMPORTANT – Campaign Reminder Communication

This notice is for:

General Manager

Parts Manager

Warranty Administrator

Service Manager

Service Consultant

Technicians

Date: May 9, 2019

We have recently identified that some dealers are submitting Warranty and/or Goodwill claims for campaign related work on vehicles that are not involved in the campaign or have previously completed (closed) campaigns.

Please be aware that a campaign repairs can only be performed if the applicable campaign code is showing “open” for the VIN in Elsa on the day of repair. It's important that you check Elsa as claims submitted without an “open” campaign code are subject to cancellation.

Additional Points:

- Dealers should make sure that each vehicle brought to the dealership for maintenance or repair work is checked in Elsa for open Campaign/Update codes. Dealers should also check repair history for the presence of a campaign completion label to avoid duplicate repairs.
- Vehicles added to the new or used vehicle inventory must have any open Campaigns/Updates closed before the vehicle is made available for sale, lease or dealer trade.
- Elsa is the only binding Campaign/Update inquiry and verification system.

If you have any additional questions, please contact the Warranty Helpline at 1-866-306-8447.

Thank you for your attention to the matter.

Dave Durant



Senior Vice President
After Sales