

VWoA Compliance

From: Volkswagen Dealer Communications <lists@volkswagenresources.com>
Sent: Tuesday, December 03, 2019 3:10 PM
To: VWoA Compliance
Subject: Authorization for e-Golf Repairs



December 3, 2019

TO: Dealer Principals, General Managers, and Service Managers

RE: Authorization for e-Golf Repairs

Dear Volkswagen Dealers,

Although the sale and service of the Volkswagen e-Golf may be designated to specific authorized dealers, we are quickly approaching an era where all stores will need to be prepared for an electric future. In the case of our e-Golf, regardless of where customers purchased them, it is my expectation that Volkswagen dealers are prepared to deliver an appropriate service experience. The first step is ensuring your staff is trained.

The courses listed below, which are also a Volkswagen Technical Readiness requirement, will assist you in addressing questions about servicing an e-Golf for unrelated high-voltage repairs.

- **Hybrid and EV High Voltage Safety – 890104**
Every Volkswagen Dealership is required to have all personnel "Electrically Aware" by taking this web-based course to identify and properly route high-voltage vehicles through the dealership.
- **High Voltage Technician - 890302**
All Volkswagen Dealerships are required to have an eMobility Certified Technician, referred to as a 'High Voltage Technician' (HVT). Only one technician is required to have taken this Instructor Lead Training course, or ILT.

Dealerships currently not certified that are interested in selling and servicing an e-Golf must **also** complete the following:

- 890242 e-Golf Plugged In for Technicians (ILT 2-Day)
- 601194 - e-Golf Challenge for Sales (WBT)
- Minimum Special Tool Package

Technicians not meeting these certification requirements (*890302 High Voltage Technician and 890242 e-Golf Plugged In for Technicians*) are **not** authorized to perform work on an e-Golf classified as 'HVT'. This is due to the technical and safety requirements related to the e-Golf High-Voltage System.

Investing in these additional training steps now opens an opportunity for your dealership to sell and service used e-Golfs, which is a critical step in familiarizing your staff with our all-electric platform. This is also an opportunity to increase customer interest levels for MEB, increase your customer base and ultimately, profitability.

Thank you for your attention.



Dave Durant
Sr. Vice President, After Sales
Volkswagen of America, Inc.