



Service Information

Technical Information

Number: VSS-22-05

Subject: 2023 – ID.4 - Launch

Date: Sept 23, 2022

Temporary Warranty Process and Parts Return Program
(US Dealers Only)

Effective: From repair date October 24, 2022 to January 27, 2023

Model: ID.4

Model Year: 2023

During the Launch of the all-new 2023 ID.4, Volkswagen will collect all warranty repair information to ensure prompt analysis and resolution of any emerging concerns.

- **After performing the preliminary diagnosis, you must create a Volkswagen Technical Assistance (VTA) ticket and contact Volkswagen Group TAC prior to performing any repairs.**
 - A separate VTA case number is required for each line item of warranty repair. This excludes all Required Vehicle Updates (RVU) and Campaign Circulars. (Be sure both RO Number and RO Date are entered correctly in all VTA cases)
- All Volkswagen Technical Assistance cases will need to be "CLOSED" at the completion of the repair.
- Dealers will be notified after Volkswagen Technical Assistance case closure of part return requests.
- **Only warranty claims with a closed Volkswagen Technical Assistance case number in the comments field and verified return parts will be processed for reimbursement.**

Program Highlights: Dealership technicians must create a VTA case for every warranty repair (excluding transportation claims) using ElsaPro/Elsa2go and select concern group "2023 – ID.4".

- Technician can either create a phone ticket and call Volkswagen Group TAC with your Volkswagen Technical Assistance access code: **1-800-678-2389**.
 - Select the option: prompt 1 to enter the access code given from ElsaPro/Elsa2go.
- Or Technicians can create a Web Ticket and wait for a response; we recommend you enter a valid e-mail address in the space provided so you are notified of any updates to the web ticket
- The technician must perform a preliminary diagnosis on each concern reported by the customer and obtain a Volkswagen Technical Assistance (VTA) access code **before contacting** Volkswagen Group TAC.
 - **Note: Attachments will be mandatory. To be able to generate an access code you must have an attachment.** This includes pictures, video, complete GFF logs and/or Diagnosis ID to the VTA case
- The technician must provide complete repair information in the VTA system prior to closing a VTA case.
- During any new model vehicle Launch after the effective date, Volkswagen will collect Part numbers and Part descriptions of the Causal part for each VTA. Replacement Part numbers and Part description must be entered in the field in the Technician Questionnaire prior to closing the VTA ticket.



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- If a part is ordered, the technician must obtain a Parts Sales Document number and enter it into the area provided in the preparedness questionnaire.

The image shows a screenshot of a 'Technician Questionnaire' form. The form contains various questions with radio buttons for 'Yes' or 'No' and dropdown menus for 'None Selected'. The 'Sales Doc/ Part #' field is highlighted with a red rectangular box. Other fields include 'Repair Order number', 'Repair Order Date', and 'Parts Replaced'.

- If a Vehicle leaves the Dealership with the Customer for any reason the VTA ticket should be closed with the latest information available. If vehicle is leaving due to parts being ordered, a new VTA ticket will be required when parts are replaced to verify repair path.
- The Volkswagen Group TAC consultant will provide a Volkswagen Technical Assistance case number for each properly documented concern (repair) on the repair order brought up by the technician.
 - **Note:** This number is different from the access code generated when creating a case in ElsaPro/Elsa2Go. The case code has a 2 digit letter code then a series of numbers. (Example FE-1234). This number is only given once the dealer calls the Volkswagen Group TAC and the case is accepted by a Helpline Consultant or a response to a valid web ticket is received.
- The Volkswagen Technical Assistance case number(s) and closure date for each repair must be written on the back of the repair order alongside the technician punch time for the applicable repair (ERO dealers enter the contact number under the description of the repair information), and entered in the Comments Field of each eligible warranty claim.

Warranty and Parts Return Process:

- The Volkswagen Warranty Parts Return Center will notify the dealership of a part return on all closed Volkswagen Technical Helpline case numbers within one (1) business day.
Warranty Parts Return Center personnel will:
 - Create a shipping request in the Warranty Parts Portal (WPP).
 - Follow up with the dealership if the requested part(s) is not picked up by FedEx in 48hrs.
- Dealership personnel should:
 - Monitor the Outstanding Warranty Parts Report in the WPP for new requests.
 - Print the pre-addressed shipping label from the WPP
 - Return the requested part(s) with repair documentation and a printed copy of the VTA case to the Warranty Parts Return Center same day.
- If requested parts are returned prior to receiving a WPP part return request, email the Warranty Parts Return Center (vwoawprc@vw.com) with comments regarding the return and provide the FedEx tracking number.
- A printed copy of the Volkswagen Technical Helpline case number as well as all applicable required documentation must be included when sending the requested parts.



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Why attach Documents to the VTA; user information.

GFF Logs:

Provides us with:

- Part numbers of Control Modules
- Hardware/software versions / levels
- All faults, even the ones related but occasionally overlooked
- Provides specific module coding
- Test Plan results or failures
- Scan tool Base and Brand version levels
- Base line of vehicle configuration

Pictures and Video w/sound:

Provide us with:

- Visual documentation of Fit, Finish or Color.
- Visual location of condition
 - Pictures should include – 3 Views

Overall location on vehicle



Location on panel or body



Complaint of Component



- Assists consultants in seeing and hearing what techs are experiencing

Detailed Worksheets:

Provides us with:

- Exact readings and values pertaining to specific problems.
- Specific information needed for root cause analysis.



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What to attach:	Preferred
Check engine light on:	GFF Log
Drivability concern, no Check Engine light	GFF log
HVAC concern with faults	GFF log
HVAC concern without faults	GFF log
Electrical concerns without faults	GFF log
Electrical concern with faults	GFF log
Noises, rattles. or vibrations	Sound Bite and/or Video
Paint concerns	Pictures x 3
Fit and Finish concerns	Pictures x 3
Glass deformities	Pictures x 3
Interior trim concerns	Pictures x 3
TPMS light on with faults	GFF log
TPMS light on without faults	GFF log
Drivetrain function concerns with faults	GFF log
Drivetrain function concerns without faults	GFF log
Drivetrain Vibration concerns without faults	Sound Bite and/or Video
Infotainment concerns with faults (Radio, Navigation, SAT, MDI, Bluetooth, etc.).	GFF log
Infotainment complaints without faults (Radio, Navigation, SAT, MDI, Bluetooth, etc.).	GFF log



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Brake vibrations and noises	Sound Bite and/or Video
ABS function concerns with faults	GFF log
ABS function concerns without faults	GFF log
No Communication	DSO Screen shots
Parasitic Draw	DSO Long term draw test
Hybrid Concerns/ HV Concerns	GFF log
Immobilizer Concerns with Faults	GFF log
Immobilizer Concerns without faults	GFF log