



Warranty Information

Policies and Procedures Bulletin

Number: VWP-23-01

Subject: Emergency Repairs

Date: Feb. 06, 2023

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

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

3.5.1 Emergency Repairs

Emergency warranty repairs may be necessary at a time or place where the customer is unable to have repairs performed by an authorized Volkswagen Dealer, and has no other recourse but to have them performed by an independent/non-franchise repair shop.

In cases of an emergency, warranty repairs may be performed at an independent/non-franchise repair shop if the vehicle has broken down or rendered inoperable and meets at least one of the following circumstances:

- ▶ The local authorized Volkswagen Dealer is closed (i.e. Sunday).
- ▶ Local Volkswagen Dealer is beyond Roadside Assistance towing parameters.

Exclusions:

- ▶ Shop scheduling does not constitute an emergency repair.
- ▶ Back Ordered Parts.

Handling Procedures

- ▶ **Customer:**
 - Presents original repair invoice, photo of the defective part(s), and a statement of the circumstances of the emergency repairs to an authorized Volkswagen Dealer for review.
- ▶ **Dealer:**
 - Determines if vehicle was within warranty limits at the time of repair, obtains the photo of the defective part(s) and documentation is complete.
 - Determines amount of reimbursement based on repair invoice (full reimbursement for repair and replacement of defective parts).
 - Reimburses customer by check.
 - Submits claim for sublet repair by entering dollar amount for parts and labor in the "Outside Labor" field in SAGA.
 - Enters "Emergency Repair" in the comments section of the claim with an accurate description of the service provided.

Document Revision Table	
Publish Date	Reason For Update
02/06/2023	Original Publication