



Warranty Information

General Communication

Number: VWC-25-01

Subject: Time Recording Waiver for Compliance Recall 919A

Date: Jan. 14, 2025

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

This document conveys Volkswagen Warranty general information.

Time Recording Waiver for Compliance Recall 919A

Compliance Recall 919A requires Dealers to do an extended software update on 2021-2023 ID.4 vehicles. Per section 2.4.2.1.2 *Actual Clocked Time (A-Time) and Diagnosis Time* within the Volkswagen Warranty Policies and Procedures Manual, Dealers must claim the exact time units identified on the GFF log on all SAGA claims.

As a result, Volkswagen Warranty is waiving the requirement for time punching for technicians on all 919A Compliance Recall claims. All other standard documentation is still required.

Document Revision Table	
Publish Date	Reason For Update
01/14/2025	Original publication