



Warranty Information



General Communication

Number: VWC-25-03

Subject: Time Recording Waiver for Safety Recall 10X5

Date: Feb. 21, 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 Safety Recall 10X5

Safety Recall 10X5 requires Dealers to remove the engine cover on certain 2024-2025 Atlas and Atlas Cross Sport 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 support all A-Time claimed within SAGA with proper punch times.

As a result, Volkswagen Warranty is waiving the requirement for time punching for technicians on all 10X5 Safety Recall claims. All other standard documentation is still required.

Document Revision Table	
Publish Date	Reason For Update
02/21/2025	Original publication