



Volkswagen

**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock**

- 1. How can we prevent errors while performing the 23Q3 Emission Recall?** It is very important to follow the 23Q3 Emission Recall Circular carefully. Use of an approved battery charger to maintain system voltage and USB cable connection of the diagnostic tester during the software update is critical.
- 2. How will vehicles with over 1,000 miles be handled? Should any work be started on these vehicles?** The sales preparation program related to technical bulletin 00-17-05 is offered for vehicles with 1000 miles or more. For vehicles with greater than 1000 miles, dealers can have the 23Q3 Emission Recall closed by sending the repair order to the WHL via the WISE Doc-It workflow. Refer to Warranty Communication VWC-17-06 for complete details.
- 3. For vehicle concerns that may be warrantable (i.e., key fob battery, oil leak, etc), should normal warranty repair procedures apply or should a Warranty Repair Acceptance Request be opened in WISE?** Normal policies and procedures apply for warranty repairs prior to delivery. It is not necessary to submit a Warranty Repair Acceptance Request in VW-WISE nor is it necessary to create a VTA case unless otherwise required by policy.
- 4. Will the replacement of a rear wiper blade need a Warranty Repair Acceptance Request in WISE?** A rear wiper blade may be replaced under the Sales Preparation Program Step 2 without additional authorization. Claim the wiper blade(s) along with Step 2 Mandatory Services using Service Number X130.
- 5. It was mentioned at the National Aftersales Meeting that a VTA should be opened on every vehicle. This does not appear to be stated in the communications. Is this necessary?** VTA is not required for the Sales Preparation Program. VTA is required if issues are encountered during 23Q3 Emission Recall such as pre-existing MIL ON conditions. Warranty Repair Acceptance Request in VW-WISE is required in accordance with the Sales Preparation Program communication.
- 6. Can we get UPS tracking numbers for the TDI packets?** Region Directors of Fixed Operations have been provided with contact information for VW Distribution 877-299-0505 or distributionsupport@vw.com to investigate late or missing packages. ETA for all packages was 4/11/2017 COB.
- 7. Is it required to have the Approved Emission Modification claim paid before a Warranty Repair Acceptance Request in WISE can be opened?** The 23Q3 Emission Recall must be completed prior to commencing with Sales Preparation work. However the 23Q3 Emission Recall claim need not be in a reimbursed status to begin the sales preparation services.
- 8. What should be done about Customer Mobility Program (CMP) vehicles?** Vehicles in the CMP with an in-service date are eligible to have the 23Q3 Emission Recall processed using claim type 710.
- 9. Where should we place the Monroney and Monroney Addendum since they don't fit together on any one side window?** It's acceptable to place the Monroney on the passenger side front window and the addendum on the passenger side rear window. The labels must be on the same side of the vehicle.
- 10. Some of the parts to complete the mandatory services are back-ordered. What do we do?** It is acceptable to eliminate the replacement of certain parts which are known to be backordered such as wiper blades or pollen filter. Dealers should deduct the appropriate labor if steps are eliminated.



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11. **Do I need to submit a Warranty Repair Acceptance Request for each additional repair?** The Sales Preparation Program is offered to support dealers with issues related to long-term storage. It is important to use this program to remedy those types of concerns. Defects in materials and/or workmanship should be handled using normal warranty processes.
12. **Do we need to drain and fill the Ad-Blue System?** It is not necessary to replace or top-off the Ad-Blue fluid.
13. **What do I do with VINs showing up as not assigned to my dealership in the IN-FORM tool?** This case is likely related to a dealer-traded unit. It is necessary for the dealer attempting to use the in-form tool to contact VWoA's IT Helpdesk at 248-754-4357.
14. **What about missing items such as floor mats, center caps for wheels, owner's manual and tow hook cover?** These items are not related to long-term storage nor constitute a manufacturer's defect and are therefore not covered by the Sales Preparation Program or under any warranty.
15. **How long do I need to keep the replaced tires or batteries?** Batteries/ brake parts/ tires and other damaged parts related to the Sales Preparation Program should be retained for QTM inspection.
16. **What about other damage such as hail dings or door dents?** Dents, dings and scratches caused by how the vehicle was stored are not covered by the Sales Preparation Program or under any warranty.
17. **Why do I need to separate Warranty Repair Acceptance Requests for front and rear brakes?** A separate WISE request is needed for each issue because it is driven by Service Number. As an example, it is possible that the front brakes will be approved and the rear brakes rejected. If there is only one request for both axles, this may create confusion for dealers and others.
18. **What if after long-term storage, the paint on some vehicles won't respond to conventional detailing treatments?** Paint concerns are approved by the QTM's for the Sales Preparation Program just as they are for warrantable conditions.
19. **Why do I have to attach pictures or worksheets to a Warranty Repair Acceptance Request?** Providing as much information as possible will support the QTM's assessment of the concern and expedite the processing.
20. **Why do we have to wait for the QTM to come and inspect the vehicle?** QTM's are inspecting vehicles on a case by case basis to better provide an assessment of the concern.
21. **When can we deliver these cars?** The vehicles may be delivered after all recalls have been completed properly and the Sales Preparation Services are complete. We're delivering these vehicles within the J.D. Power survey window for Initial Quality. It is extremely important that these customers have a perfect delivery experience with a clean and defect-free vehicle.
22. **How long will it take to get the 23Q3 Emission Recall claim paid?** Claims are approved for payment based on the correctness of the claim and that the In-Form tool was utilized correctly. Typical process time for claims is three business days.
23. **Do I have to complete the 23Q3 Emission Recall before moving on to step 2 of the Sales Preparation Program?** Yes



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24. **Why do I have to submit a Warranty Repair Acceptance request for tires, brakes and other services?** The QTM is to validate that repairs are related to the long-term storage of the vehicle.
25. **Can I perform a state inspection before the 23Q3 Emission Recall has been performed?** Yes
26. **Do I need to open a separate repair order for the 23Q3 Emission Recall and the Extended Inspection?** Dealers can perform all the repairs on one repair order or separate repair orders, as needed. A separate line is needed for each claim of the 23Q3 Emission Recall, the installation of the Approved Emission Modification documentation (Window labels and paperwork in glove box), and the Sales Preparation Program services.
27. **Why does the IN-FORM application show "No Claim" under the "Claim Status" on the Service Forms landing page?** It is likely because the vehicle is an unsold unit. There has not been an option for a vehicle owner to submit a buyback or AEM request. It is OK to continue with the AEM.
28. **What will be done about the corrosion located on the brake rotors?** Corrosion on a brake rotor, that is not part of the friction surface, does not present a functional issue and will not be addressed under the Sales Preparation Program nor any warranty.
29. **What is needed when submitting a Warranty Repair Acceptance Request for tires and/or rotors?** Anything that the QTM could use to make a proper assessment of the concern. Images of the concern, diagnostic worksheets, etc. could be used to assist the QTM.
30. **How long does it take to process a Warranty Repair Acceptance Request for brakes, tires or additional services?** You will typically receive a response within one business day.
31. **When replacing tires, can we get them from any local supplier?** When possible, dealers must utilize Dealer Tire for sourcing of replacement tires. Only original equipment brand and size tires may be installed on new vehicles prior to sale.