



Condition

ATTENTION:

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Atlas Cross Sport	2020	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2058952/1	3/13/20	00-20-01TT	Original publication.

Technical Background

During the New Model Vehicle Launch period, Volkswagen will collect Part numbers and Part descriptions of the causal part for each VTA concern. Replacement part numbers and part descriptions must be entered in the field in the Technician Questionnaire, prior to closing the VTA ticket.

Technician Questionnaire	
Is the Service Manager/Shop Forman aware a call to the Helpline is necessary?	<input type="radio"/> Yes <input type="radio"/> No
Have you utilized ELSA Web: Repair Manual, Technical Solutions, Service Actions	<input type="radio"/> Yes <input type="radio"/> No
What is the Repair Order number?	<input type="text"/>
Has the Customer Concern been duplicated?	<input type="radio"/> Yes <input type="radio"/> No
Have you utilized Guided Fault Finding?	<input type="radio"/> Yes <input type="radio"/> No
How many warranty hours have been clocked on this repair before creating ticket?	NoneSelected ▾
Is this vehicle a tow-in?	<input type="radio"/> Yes <input type="radio"/> No
How many days has the vehicle been down?	NoneSelected ▾
Is this a repeat repair?	<input type="radio"/> Yes <input type="radio"/> No
How many times has the vehicle been in for this concern?	NoneSelected ▾
Repair Order Date. (MM/DD/YY)	<input type="text"/>
Is the vehicle a PDI?	<input type="radio"/> Yes <input type="radio"/> No
Is Vehicle Dealer owned: (new car, used car, demo, etc.)	<input type="radio"/> Yes <input type="radio"/> No
Technician Phone number (just #'s, no spaces)	<input type="text"/>
Sales Doc/ Part #	<input type="text"/>
Parts Replaced	<input type="text"/>
Is the vehicle modified or tuned?	<input type="radio"/> Yes <input type="radio"/> No
If so, how is it modified?	<input type="text"/>



Additional Information

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