



Das Auto.

Warranty Information

Policies and Procedures Bulletin

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**Subject: Volkswagen Warranty Policies and Procedures Manual
US Edition, November 2013**

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This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Volkswagen Warranty Policies and Procedures Manual – US Edition, November 2013

Volkswagen is pleased to announce a new edition of the Volkswagen Warranty Policies and Procedures Manual. This edition of the manual applies exclusively to the United States market. For warranty repairs required for Canadian owner's traveling to the United States, be certain to verify the current Canadian warranty terms prior to servicing the vehicle.

Please read and become familiar with the updated information in the “**What’s New**” chapter. It describes important, updated information in the November 2013 edition of the manual as well as a brief description of the policy topic or change. The “What’s New” chapter is located after the “Forward” and before the “Table of Contents”.

Accessing the Manual

The manual can be accessed on WISE by clicking on “Policy Manual” in the top Navigation line. . .

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or by clicking the “Policy Manual” tab



Dealer Feedback or Suggestions

As the manual's development is an on-going process, if you have feedback or suggestions for improvement, we would love to hear from you. Please email your comments to VWWPPM@vw.com.