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# **Warranty Information**

### **General Communication**

#### Subject: Time Recording Waiver for Service Action 97HB

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

#### **Time Recording Waiver for Service Action 97HB**

Service Action 97HB requires Dealers to do an extended software update on 2022 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 97HB Service Action claims. All other standard documentation is still required.

## Number: VWC-23-11

Date: Sept. 29, 2023

This document conveys Volkswagen Warranty general information.



