



# Warranty Information

<b>General Communication</b>	<b>Number: VWC-23-11</b>
<b>Subject: Time Recording Waiver for Service Action 97HB</b>	<b>Date: Sept. 29, 2023</b>
<b>Questions</b> - For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or <a href="mailto:warranty.helpline@vw.com">warranty.helpline@vw.com</a> .	This document conveys Volkswagen Warranty general information.

## 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.

Document Revision Table	
Publish Date	Reason For Update
09/29/2023	Original publication