



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-27

Subject: Paint and Corrosion Policy and Program

Date: Dec. 17, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

In collaboration with the National Service Advisory Council and the VW CREW, Volkswagen Warranty is pleased to introduce a dealer-friendly Paint and Corrosion Policy and Program which no longer requires the *Paint/Corrosion Claim Form*.

VW Dealers Spoke . . . and Warranty Listened

In 2013, Volkswagen Warranty embarked on a challenge to ease the burden of requirements for the Paint and Corrosion Process. During this year we have collected feedback from various dealer surveys (Carlisle, JD Power, NADA, etc.), instructor-led training sessions, field meetings and dealer visits. Additionally, we discussed and evaluated the concerns from VW dealers with the Regional General Managers of Fixed Operations and our factory representatives.

Based on the evaluated feedback, we developed a program to accomplish the following:

- ▶ Fully support the dealer process from start to finish
- ▶ Eliminate miscalculations and dealer frustrations
- ▶ Ensure dealer payment
- ▶ Provide step-by-step claim entry guidance
- ▶ Dedicated staffing
- ▶ Comply with factory requirements

The Paint and Corrosion Program was piloted by dealers located in the Mid-West Region. Working closely with the Mid-West Region dealers has led to a new dealer-friendly process for paint and corrosion warranty repairs.

Paint and Corrosion Program Enhancements (Effective January 6, 2014)

1. *Paint/Corrosion Claim Form* is no longer required
2. A repair estimate verification response from Warranty *before* the repair is performed
3. Materials reimbursement increase from \$9.30 to \$12.00 per unit
4. Dedicated Warranty Paint and Corrosion Specialists
5. Dedicated email address for paint and corrosion claims
6. Repair acceptance from VW Field Staff will be processed through WISE
7. Simplified vehicle digital images
8. Recommended 3-Phase Approach for success

Training

Volkswagen Warranty wants to ensure your success with these changes. Therefore, we will support your dealer by offering webinar training. Webinars will be offered throughout January. A separate communication will be published with the details, including dates and times.



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Paint and Corrosion Program Enhancement Details

Paint/Corrosion Claim Form is No Longer Required

Warranty will perform the calculations of this task in the Estimate Verification Response (explained below) and provide the dealer a more understandable translation of the body shop estimate to the warranty claim allowance.

Repair Estimate Verification Response from Warranty

Our dealer support has significantly increased by providing the dealer a complete review of the body shop estimate **before** the repair is performed to ensure it coincides with the warranty allowance. By offering this service before the repair is performed, the dealer will have a complete understanding of the potential warranty reimbursement and detailed SAGA claim coding information.

After receiving the WISE “acceptance” to perform a paint or corrosion warranty repair, the dealer must provide the body shop estimate to the Paint and Corrosion Mailbox (paintcamp@vw.com) or fax it to 248-754-6501. Within two business days from receipt of the documentation, Volkswagen Warranty will provide a response to the dealer which will contain the description of the verified work, labor operations to claim in SAGA, and the approved claim amounts for the repair.

Materials Reimbursement Increase

An analysis was performed to determine the average price dealers were being charged for paint material. The paint material price will increase from \$9.30 to \$12.00 per unit.

Dedicated Warranty Paint and Corrosion Specialists

Warranty has three dedicated Paint and Corrosion Specialists who all have an extensive background with body shops. Each of them has a complete understanding of paint and corrosion repairs, interpreting estimates, and body shop operations. With their experience, they will be able to support dealers through the entire paint and corrosion claims process.

Dedicated Email Address for Paint and Corrosion Claims

The Warranty Team has created the mailbox paintcamp@vw.com specifically for sending paint and/or corrosion documentation such as repair orders and body shop estimates. This email box is supported by the dedicated Warranty Paint and Corrosion Specialists.

Repair Acceptance will be Processed through WISE

WISE will be enhanced to process field “acceptance” of paint and corrosion repairs through the WISE *Operations* section. The dealer will be able to upload digital images for the *Warranty Repair Acceptance Process*. Since the digital images will be saved on WISE, it will no longer be necessary to send digital images to multiple people or departments.

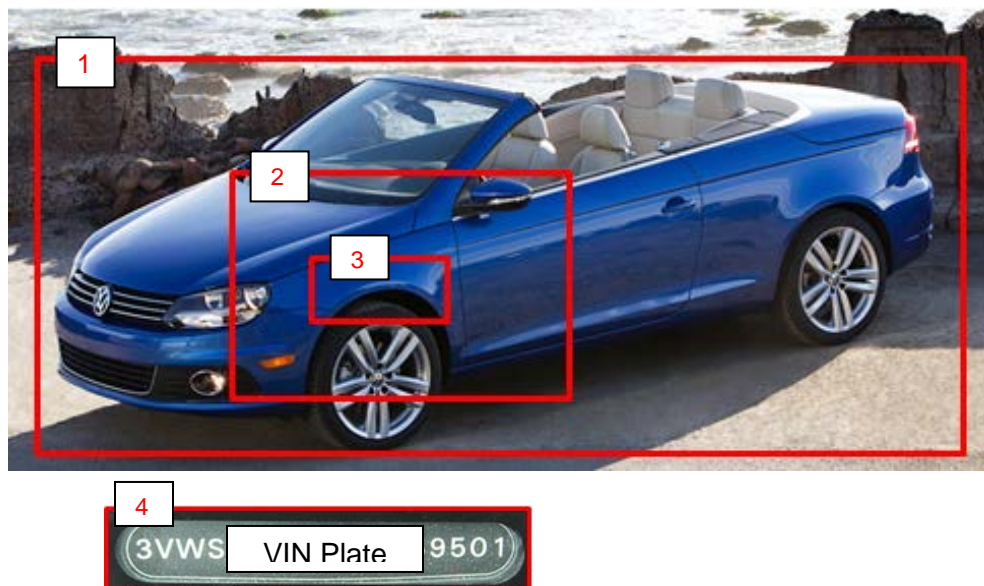


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Simplified Vehicle Digital Images

As with most OEMs, digital images are required for paint and corrosion repairs. Warranty will continue to require a digital image of the VIN plate and affected area. However, below is a simplified version of the required vehicle body digital images. Each red outline represents an image. Each vehicle body digital image is closer to the affected area. By taking the digital images of a clean vehicle in the technique shown below, the approval and processing will be expedited, as well as the customer's repair.



Recommended 3-Phase Approach for a Successful Paint and Corrosion Warranty Repair

To simplify the process, we have created a recommended 3-phase approach to ensure dealer satisfaction, warranty compliance, and most importantly, customer satisfaction.

| | |
|------------------------------|--|
| Customer Notification | <ul style="list-style-type: none"> • Customer arrives at dealer • Digital images are taken |
| Endorsement Procedure | <ul style="list-style-type: none"> • Estimate for work required is obtained • Warranty Repair Acceptance Request is submitted on WISE • After notification from WISE that the repair is "Accepted" as warrantable, the estimate is emailed to paintcamp@vw.com or faxed to 248-754-6501 • Estimate Verification Response is sent to the dealer |
| Conclusion | <ul style="list-style-type: none"> • Perform verified repairs • Submit for claim reimbursement in SAGA • Email final invoices and repair order to paintcamp@vw.com or fax to 248-754-6501 |

Click the icon at right to view the new Paint and Corrosion Repairs policy in its entirety.

