



Das Auto.

# Warranty Information

**Warranty Parts Return Center Communication**

**Number: VWR-13-02**

**Subject: Light Bulb Requests  
(US Dealers)**

**Date: May 23, 2013**

This document conveys  
Volkswagen Warranty Parts  
Return Center information.

The Warranty Parts Return Center (WPRC) is facing challenges collecting the correct light bulbs to support Volkswagen factory initiatives to improve vehicle quality. Currently, over 20% of the bulbs received by the WPRC do not match the VIN associated with the SAGA claim. This mismatch is resulting in claim charge-backs and hampers the quality improvement efforts that will benefit Volkswagen customers.

Dealers must properly identify each removed bulb with the corresponding repair order number and repair date prior to storage to avoid part return errors. This will ensure that the correct bulb from the correct VIN and the correct claim is returned when requested by the WPRC.

## **How Does the WPRC Determine that a Bulb Does Not Match the VIN (or is Incorrect)?**

Most bulbs supplied to VW are marked with the name of the supplier (vendor) and include a bulb production date code. The bulb production date code is compared to the production date of the vehicle. For original equipment parts, the bulb production date will fall generally within one month prior to (and never after) the vehicle production date. The above date comparison does not apply if a bulb was previously replaced under warranty (as determined by the review of SAGA claim history).

*To provide full transparency to VW Dealers, the WPRC has created the attached reference document which identifies how to determine the bulb production date from the bulb production date code for bulbs supplied by Toshiba, Osram, and Philips.*


## **Questions**

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

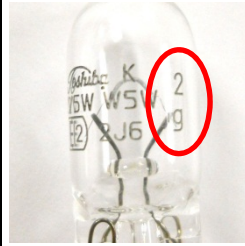
## CONVERTING BULB PRODUCTION CODES TO BULB PRODUCTION DATES

TOSHIBA	Examples below are for common wedge-base Toshiba bulbs. Date codes shown apply to these bulbs.
OSRAM	Examples below are for common Osram bulbs. Other types of Osram bulbs use similar date codes.
PHILIPS	Examples below are for common Philips bulbs. Other types of Philips bulbs use similar date codes.


### TOSHIBA – LARGE WEDGE BASE

	1	Machine Number Not Important		
	2	Year	0 – 9	2000 – 2009 2010 – 2019
	3	Month	1 – 9 Jan – Sep	X – Z Oct – Dec
<i>Example: "W 0 9 F"</i> 0=2010; 9=Sept	4	Coded Day of Month Not Important		


### TOSHIBA – SMALL WEDGE BASE

	1	Year	0 – 9	2000 – 2009 2010 – 2019
	2	Week	a – z	A – Z
			Week 1 - 26	Week 27 - 52
<i>Example: "2 g"</i> 2=2012; g=Wk. 7	Note – Date code is marked vertically on side of bulb.			


### OSRAM – BAYONET BASE

	1	Plant Location Not Important		
	2	Year	0 – 9	2000 – 2009 2010 – 2019
	3	Week	a – z Wk. 1 – 26	A – Z Wk. 27 – 52
<i>Example: "w 2 g 1"</i> 2=2012; g=Wk. 7	4	Day	1 – 7 Day of Week	


### OSRAM – HEADLAMP BULB

	1	Plant Location Not Important		
	2	Year	0 – 9	2000 – 2009 2010 – 2019
	3	Week	a – z Wk. 1 – 26	A – Z Wk. 27 – 52
<i>Example: "w 2 D 7"</i> 2=2012; D=Wk. 30	4	Day	1 – 7 Day of Week	

### PHILIPS – BAYONET BASE

	1	Year	0 – 9	2000 – 2009 2010 – 2019
	2	Month	A – L January – December	
	3	Day	1 – 31 Day of Month	
<i>Example: "1 D 27"</i> 1=2010; D=April	Note – First and second position (month and year) may be reversed.			

### PHILIPS – HEADLAMP BULB

	1	Month	A – L January - December	
	2	Year	0 – 9	2000 – 2009 2010 – 2019
	3	Day	1 – 31 Day of Month	
<i>Example: "L 7 15"</i> L=Dec.; 7=2007	Note – First and second position (month and year) may be reversed.			