

# **Warranty Information**

# Warranty Parts Return Center Communication

#### Subject: Warranty Parts Return Portal Process and Training Update (US Dealers)

#### Number: VWR-13-03

#### Date: Sept. 23, 2013

This document conveys Volkswagen Warranty Parts Return Center information.

# Warranty Parts Return Process Update

Effective October 5, 2013, VWoA will change the way warranty parts are requested from your dealership.

- All warranty part return requests will appear in the Warranty Parts Shipping Portal (WPSP)
- Warranty part return requests will no longer occur in SAGA
- SAGA barcodes will no longer be generated at claim entry
- The new Warranty Parts Return Document will be available to assist with requested part retrieval
- Printing of the Warranty Parts Return Document will occur via the new Print button in the WPSP
  - Inbox View Orders page > Print > Pick List
  - This document is identical to the packing list created with the shipping label.
- The Warranty Parts Return Packing List is replaced by the Warranty Parts Return Document
  - The document contains additional information useful in identifying and processing the warranty part return
- The Warranty Part Return Document and complete claim documentation <u>must</u> accompany all requested warranty parts
- The weekly Part Destruction and Core Disposition Report, available on My Dealership Reports & Publications, has been modified to only include parts related to new vehicle limited warranty, powertrain, emissions, certified pre-owned, technical goodwill and campaigns/updates
- Remanufactured core part reimbursements are no longer processed on the SAGA Warranty claim. The new process is outlined in General Communication VWC-13-09.

# Warranty Parts Return Portal Training

Training on the recent Warranty Parts Shipping Portal enhancements and an overview of warranty part request processing is now available.

- Web-based training is available in the Certification Resource Center as of September 18, 2013.
- Course number 440234 Warranty Parts Return Portal Training.
- Service Managers, Warranty Administrators, Parts Managers and Parts Counter Personnel should take this training as the coming changes will likely affect your role in the part return process.

# Questions

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

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