



Das Auto.

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-13-03

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

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 must 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 warranty.helpline@vw.com.