

# VOLKSWAGEN FINANCIAL SERVICES

FINANCE. INSURANCE. FLEET. MOBILITY.

## Approved Used Warranty Audit checklist

In order to prepare Retailers for the Audit process we have created the below checklist. Please follow the below steps prior to your Audit date:

- Inform relevant staff member of the dates the Audit will take place on.
- Ensure that the Claims Administrator or Service Manager will be available during the Audit process.
- Prepare an area for the auditors to work in with access to Wi-Fi.
- Prepare files and documentation for all claims being audited (a list of claims will be provided in advance of the audit), documentation should include but is not limited to:
  - All warranty repair order / Job Cards / Invoices
  - Completed diagnostic logs on-line
  - Completed multi point Check sheet (MPC)
  - Record of Technician's clocked time
  - Record of Technician daily labour control log/report
  - Access to Parts history
  - Access to vehicle repair and service history
  - Associated test results (i.e. steering geometry, bench tests result sheets)
  - Vehicle recovery documents, specialist repair invoices, customer notes / letters etc
  - Any other associated or supporting documentation
- Prepare any retained parts (where necessary).
- Check Head of Business availability for the presentation of the Audit report at the end of the audit

If you require further assistance please contact the Warranty support team on one of the following numbers:

Audi	0333 043 3808
SEAT	0333 043 3811
ŠKODA	0333 043 3810
Volkswagen	0333 043 3809
VWCV	0333 043 3812