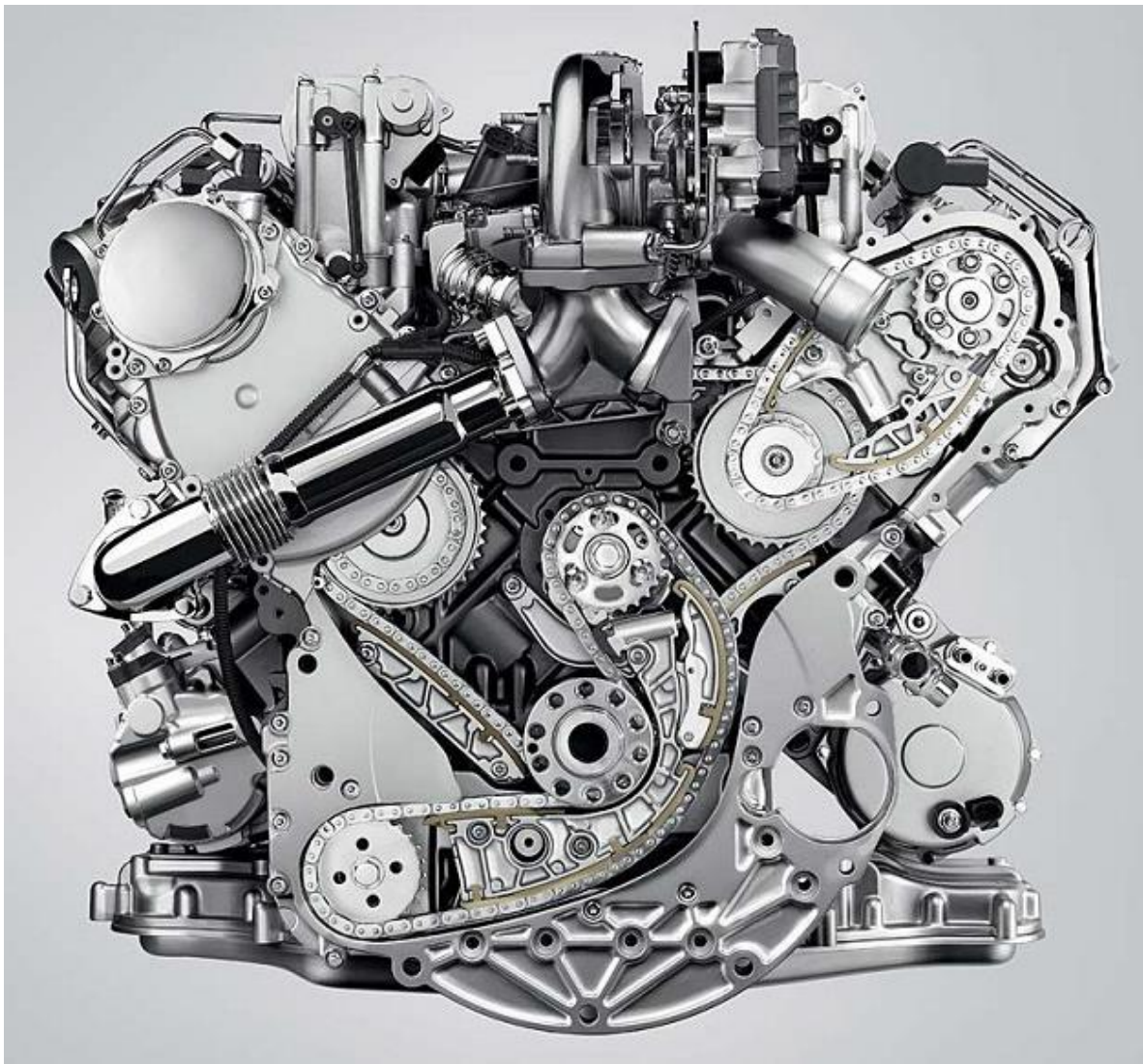


# VOLKSWAGEN FINANCIAL SERVICES

FINANCE. INSURANCE. FLEET. MOBILITY.

## **Approved Used warranty (AUW) & All-in Warranty**



# Audit Guide

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## 1.0 Introduction

### 1.1 Objectives of audit

The objectives of the AUW and All-in warranty audits are to ensure that:

- Vehicles have been prepared ahead of warranty activation using the appropriate vehicle check sheets
- Claims have been submitted for repairs correctly
- Retailers have met the criteria for the AUW and All-in programmes and that the terms and conditions for the programmes have been adhered to.

It is important that retailer staff members familiarise themselves with these guidelines to ensure the required standards for both programmes are maintained.

Retailers are selected for audit according to several key factors, such as:

- High claims volume against dealers registered warranties
- High ratio of claims within 30 days of warranty inception
- High ratio of claims 30 days before the warranty expires
- Previous audit follow-up
- Randomly selected sites
- Sites that have not been audited for an extended period
- New Approved Retailers

The duration of the audit is usually between one and two days depending on the number of claims to be assessed. Retailers will be notified with a minimum of one month in advance.

Following the Audit, you will be given an audit summary to help identify areas where there are performance shortfalls. The summary will also show if you have incurred a penalty. The auditor will discuss the action plan to ensure that you understand the actions and that you implement them before your next audit.

**Note:** Should your files be stored offsite and require additional time to retrieve, you must advise us of this by Audit booking confirmation return email. In order to assist you we can offer the Audit Claims List sooner.

### 1.2 Purpose of this document

This guide will explain the audit process in detail, the guide should be used in conjunction with the latest version of the Brand Warranty guide on the HUB.

This guide is relevant to all members of staff within an Aftersales team and should be referred to on a regular basis, not just when an audit has been confirmed by which time it may well be too late to address any potential issues.

*This guide has been created in conjunction with the VWG Service Core Process, VWG Warranty & Policy Standards and Brand Standards, Authorised Retailers should follow these processes and standards directed by the Brand when trading under Volkswagen Group.*

## 2. Audit types

There are 4 types of Audit although the most common is a standard 'full audit' which involves a selection of claims. However, we reserve the right to decide on which type of audit to conduct and the period within which the claims were submitted. A retailer's cost profile may dictate that we look at a repair that has been claimed or there may be an indication of 'unacceptable activity' that would result in a review of every claim submitted and approved.

Dealers may be selected for either on-site or remote claims audits, for remote audits we will ask for the documents to be uploaded to each claim file via the VWFS portal instructions to "How to upload Guide" will be emailed with the list of claims.

### 2.1 Full audit

These are usually 'time-based' audits where more than two years have passed since the previous Audit was carried out. They also include 'follow-up' audits which take place 13 months after the previous audit where the error rate for the retailer was greater than 5%.

A full audit involves the assessment of at least 40 credited claims which are selected from the designated 12-month period. Retailers will be informed of the audit period in advance and a list of the claims will be emailed to senior managers in advance. The scope of this audit deals with all aspects of your Aftersales business and is often a useful way of identifying areas that require further improvement as well as those that do meet the required AUW and All-in warranty audit standard.

### 2.2 Target audit

The second type of audit involves specific claims rather than a random selection.

This type of audit will take place for one of two reasons:

- Where anomalies regarding claim submissions have been identified
- Where an Authorised Repairers' cost profile is significantly above the national average in certain areas

A large proportion of the claims assessed during this type of audit may be from a specific period of time or for a specific type of repair. This will depend on the cost profile of an

Authorised Repairer and any additional information provided by the Brand or feedback from the Claims Technicians Team.

## 2.3 Total audit

The third type of audit is a 'total' audit of all claims in each period rather than just a selection of claims. These audits are carried out at our discretion following a poor audit result or if we are informed of 'unacceptable activity'. A total audit will involve a detailed assessment of every claim submitted which may take a week or more to complete.

Your input is always encouraged, whether it is a full audit or a target audit. Members of your staff are welcome to sit in with the auditor for the duration of the audit as this will help them to understand any errors and how to avoid them in the future.

## 2.4 New Dealer Audit

The fourth type of audit is designed for new retailers to the AUW or All-in programmes who have not had a previous audit. Claims will be reviewed, an audit summary report will be presented to the dealer, no financial penalty for the audit will be applied for audit errors. Claims reviewed for audit which are missing associated parts are subject to recharge and will be excluded from the final audit error rate, Members of your staff are welcome to sit in with the auditor for the duration of the audit as this will help them to understand how to avoid audit errors.

# 3. Audit booking and claim selection

Volkswagen Financial Services reserves the right to audit any documentation relating to warranty claim submissions up to a period of two years from the date a claim was credited.

- 1) The audit team will contact the retailer to arrange a suitable date to visit your site or to carry out a remote audit. The duration of the audit will be confirmed when the audit is arranged. A minimum of one months' ' notice will be given to the retailer prior to the audit date although every effort will be made to give as much notice as possible.
- 2) Prior to the agreed audit date, you will be informed of the period of claim submissions to be audited. This is usually a 12-month period between the booking date and when the previous Warranty Audit was completed. A list of claims (which the Auditor will use as the audit sample) will be emailed to the Head of Business a minimum five business days prior to their arranged visit.
- 3) Once the audit date has been confirmed the retailer must circulate this to the relevant members of staff including the Aftersales / Service Manager so that they are aware of when and where the audit will take place.

## 4. Documentation required during a Warranty Audit

This section details the documentation that must be retained and the information that should be presented as part of a repair order to ensure that each claim fulfils the audit requirement.

Once the audit period has been confirmed, Retailers should then ensure that all the necessary documents and supporting information which forms an audit trail for each approved/All-in warranty claim is made available. Refer to the list below:-

- All warranty repair order / job cards / Invoices / FGW Invoices
- Completed diagnostic logs references saved on-line
- Completed Multi Point Check Inspection Sheet (MPC) (and 90 days safety check if applicable) / All-in eligibility check
- Internal Used Car Preparation Repair Order
- Technician's clocking activity report
- SAGA/2 request for Factory Goodwill for the failed part
- Associated test results (i.e. steering geometry, bench tests result sheets)
- Specialist repair invoices, customer notes / letters/ emails/ text messages etc.
- Other associated or supporting documentation \*including other job cards that justify pre-diagnosis or support the warranty repair\*
- A signature sheet to be signed by all members of the aftersales business (provided by the Approved Used and All-in Warranty Auditor prior to your audit)
- A copy of your organisation chart showing all current staff

Documents that are unavailable for inspection during the audit will result in the full claim being debited. It is therefore important that the following steps are taken:

- Ensure that all warranty filing is kept in an orderly fashion and in a designated secure area where it can be retrieved with minimal effort.
- If the claims are sent to a centralised warranty department away from your site, then a record of when they were sent and when they were returned should be kept so that their location can be established at all times.
- Claims where the job card / repair order has been lost in transit will not be accepted and will therefore be unjustified and included in the overall error result.

It is important that you have all the warranty claims from the audit period on site for the duration of the audit as we may need to look at additional claims which relate to those within the designated sample. This will minimise any disruptions and will allow the auditor to accurately assess a claim regarding that vehicles repair history.



## 5. Preparation of Approved Vehicles (AUW)

### Multi-point Check Inspection Standards:

All VWG Approved Used Vehicles must be prepared before the retailer displays the vehicle or advertises the vehicle for sale. The retailer must ensure that these vehicles have been through the workshop with a comprehensive MPC inspection completed by a qualified Technician, both internal and external checks have been completed and any defects identified during the inspection repaired. Retailers must use the Brand's Multipoint Check Inspection sheet. Below are some of the summarised sections that are covered in the inspection:

- Maintenance work
- Check operation of electrical components
- Check operation of interior security and for damage
- Check operation of all doors
- Check exterior of vehicle for damage
- Checking boot/luggage compartment
- Check under bonnet for leaks and damage
- Checking underside of vehicle for leaks and damage
- Carry out electrical fault memory diagnostic using ODIS

The image displays three different vehicle inspection forms used by automotive brands for their Approved Used (AUW) programs.

- SKODA APPROVED USED MULTI-POINT CHECK SHEET:** This form includes a header with the Skoda logo and 'Vorsprung durch Technik' slogan. It contains sections for 'Vehicle Details' (Make, Model, Year, Colour, Reg. No.), 'Inspection Details' (Inspector, Date, Mileage), and a large 'Checklist' of inspection points categorized by system (Engine, Transmission, Brakes, etc.).
- SEAT APPROVED Selected, Prepared, Guaranteed:** This form features the SEAT logo and a similar layout to the Skoda form, with sections for vehicle details, inspection details, and a comprehensive checklist of inspection points.
- Volkswagen Multipoint Preparation:** This form is titled 'Vorsprung durch Technik' and 'Audi'. It includes a section for 'Vehicle Details' and a large 'Checklist' of inspection points, similar to the other two forms.



**Note:** The cost of any repair work identified during the vehicle preparation must be charged internally, under **no** circumstances are these cost are to be claimed against an existing or a new Approved Used Car Policy.

**Important:** Guided Fault Finding via ODIS to be completed before and after the vehicle road test by the retailer. All static faults recorded in the log must be investigated and repaired before the vehicle is displayed or delivered to the customer.

**Non-franchised vehicles:** Retailers selling non-franchised vehicle (Meaning Non-VWG vehicles SEAT, SKODA, VWPC, AUDI and VWCV) will not have access to full ODIS diagnostic functions but will have access to OBD (onboard diagnostics) in ODIS. This function refers to the vehicle's electronic system that performs self-diagnosis check and reports any faults in engine control units. If a fault code has been recorded in the vehicle electrics; the system will record it as a unique code. That code is known as a diagnostic trouble code (DTC). The retailer must print out the OBD showing no fault codes and retain with the repair order, this is required to confirm that during inspection of the vehicle there were no faults in the engine electrics before the vehicle was delivered.

**Road Test:** Retailer must complete a road test for a minimum of 2 miles before the final GFF / ODB is printed or saved on-line.

Approved Used Preparation and Handover Process documents must be completed in full with all boxes filled in, signed and dated by a qualified Technician and the Workshop / Service Manager.

Outstanding recalls or service campaigns are noted on the repair order, and the appropriate actions are taken before the vehicle is displayed or delivered.

VWG Quality control checks in the workshop should apply to the multi-point inspection checks. Every tick or comment placed by the technician on the checklist is a 'Statement' – If placed without the check being carried out, it is deemed a misleading statement.

**Important Dealer action for aged stock at 90 days plus:** The approved vehicle must have a safety check carried out and the document retained for audit.

## 6. Activation of All-in Warranty

All-in gives customers with a vehicle aged between three and six years a total peace-of-mind aftersales loyalty package for the next two years, helping them to keep their vehicles in the best condition.

Customers who choose the All-in product receive two services, two MOT tests, two years of Roadside Assistance and two years of warranty.

### **All-in Warranty Eligibility Check for Claims Audit.**

The check comprises of three parts:

- Desk check completed by service advisor to ensure the customer is eligible for the programme including service history record.
- Physical check of vehicle by technician to ensure vehicle is at an appropriate standard for the programme and a completed GFF saved online with no faults.
- Short road test as part of the above check.

The provision of the eligibility check will be subject to audit as per the approved used warranty check audit process.

Where a vehicle eligibility check is completed, and the customer's vehicle passes, the form should be checked and signed by a Service Manager before an All-in policy can be activated. If the manager is not present, and has assigned somebody to sign in their absence, that person can authorise the eligibility check, but we would always recommend that the Service Manager checks and countersigns.

Evidence of service history is to be taken and stored for audit purposes if not on VMS.

After 7 days following an eligibility check if the customer has not purchased their policy, then the vehicle would have to be rechecked, if this has not been done the claim will be rejected.

If the vehicle has had an unapproved modification since purchasing the policy, claims against the policy may be rejected.

The eligibility check document must be completed and stored for audit purposes regardless of what other forms and checks are completed at the same time on the vehicle.

The eligibility check is designed to check that the vehicle is in a suitable condition for a warranty.

If faults are identified at eligibility check, the policy can only be activated if the faults have been rectified. Evidence of work / repair completed must be retained. The policy must be activated within 7 days of the eligibility check.

For audit the retailer will need to retain evidence of the vehicle service history, this can be paper, digital or in VMS. Claims may be rejected at audit if no evidence is available.

**Note:** Both Approved Used and All-in warranty claim audits will be carried out at the same time, you will be contacted by the auditor one month in advance to arrange the appointment.

Example of the eligibility check sheet below:-

All-in - warranty activation inspection check sheet	
<b>This section is to be completed by the service advisor</b>	
Customer name: _____	
Email address: _____	
Telephone no: _____	
Model: _____ Year: _____	
Colour: _____	
Registration number: _____	
Retailer name: _____	
Retailer number: _____	
Does the vehicle have a current MOT? Yes <input type="radio"/> No <input type="radio"/>	
Service history: is the vehicle in VMS? Yes <input type="radio"/> No <input type="radio"/>	
If service history is not in VMS, please ensure that a copy of last service is taken and stored for audit purposes.	
Confirm current service regime: Time/Distance <input type="radio"/> Long Life <input type="radio"/>	
<b>Legend:</b> Checked and ok: ✓ Requires further attention: ? Not applicable with this vehicle: N/A	
If order/fig the vehicle to be eligible for this product, all elements of this check list must be completed. For clarification on what is "checked and ok" or "requires further clarification" please see the supporting authorised repairer notes.	
<b>This section is to be completed by the service advisor</b>	
<b>VEHICLE DESKTOP ELIGIBILITY CHECK</b> (discuss with customer prior to a physical vehicle check)	
Age and mileage (36-72 months, <100k miles at policy activation)	
Model & engine (N/A, DL / ICE and selected PHEV vehicles) please check exclusions list contained in the supporting authorised repairer notes	
Has the most recent scheduled service been completed? (within a maximum of 24 months) If the last scheduled service is due or overdue, the vehicle must be serviced prior to policy activation.	
Are all scheduled maintenance items completed and up to date? Cambelt and brake fluid service. If overdue these must be completed prior to policy activation.	
Are all service actions or recalls up to date for this vehicle? If updates are declined by the customer, they will be ineligible for the policy.	
Has the customer's existing warranty policy and/or service plan expired? The customer cannot hold two warranties or service plans at the same time on the same vehicle. Refer to authorised repairer guidance notes.	
Is the vehicle free from any unapproved modifications? Has it been checked for engine "chip" codes? Modified vehicles are ineligible for this policy. Please check the supporting authorised repairer notes for how to check for chip codes and electronic modifications.	
Please see supporting authorised repairer notes for guidance if No is ticked above.	
<b>Gearbox oil and 4x4 oil change services</b>	
If overdue, these must be completed prior to policy activation. If the gear box oil or 4x4 oil change service was completed later than the recommended manufacturer schedule, future claims relating to the DSG/4x4 drive train may not be covered by the warranty. This does not affect other items covered by the warranty. Check the policy booklet for further information.	
<input type="checkbox"/> Gearbox/ 4x4 oil serviced in line with manufacturers schedule	
<input type="checkbox"/> Gearbox/ 4x4 oil serviced later than manufacturers schedule, and customer has been informed that future drive train claims may not be covered by the warranty	
I confirm that all items marked "V" (requires further attention) have been thoroughly inspected and repaired by a registered Volkswagen Group technician with genuine Volkswagen Group parts before activating this policy.	
I confirm that a full inspection and road test has been completed and the vehicle meets the eligibility criteria for the All-in policy.	
Service Manager's Signature: _____ Date: _____	

VEHICLE ELIGIBILITY CHECK - This section is to be completed by the technician	
Technician's name: _____	
Vehicle Registration Number: _____	
Complete GDS (inc. chip check), clear faults, complete road test, save using latest version of GDS.	
<b>Lighting: check all lights operation</b>	
1	Check side lights/ parking lights
2	Check headlights: main beam, dipped beam, headlight adjusters, flashers and alignment
3	Check daytime/ LED running lights
4	Check fog lights front/rear
5	Check indicators front/ rear/ side
6	Check hazard warning lights
7	Check number plate lights
8	Check brake lights
9	Check reversing lights
10	Check door lights/ reflector
<b>Interior</b>	
11	Check horn operation
12	Check warning lights / display messages
13	Check front seat controls/ electric/ manual/ memory adjustment
14	Check seat belt operation/height adjustment/monitoring system
15	Check electric door mirror for operation and memory
16	Check operation of all window/ window child locks
17	Check dash light/dimmer
18	Check boot release
19	Check interior bonnet release mechanism
20	Check steering wheel tilt/lock/adjustment
21	Check windscreen wiper operation and washer jets
22	Check operation of cruise control
23	Check rear view mirror
24	Check accessory power outlets/ USB ports and wireless charging port if applicable
25	Check infotainment system is operational (inc. voice control where applicable)
26	Check climate control/air conditioning controls
27	Check heated seat function and seat ventilation
28	Check DVD/CD/SD player including speakers
29	Check rear child locks
30	Check rear seats operation/adjustments/folding
31	Check rear seat belt operation
32	Check rear controls/vents/power sockets
<b>Exterior</b>	
33	Check central locking/ keyless entry / alarm
34	Check window operation/secure operation
35	Check fuel flap/ rubber stops, fuel cap and release
<b>Under bonnet</b>	
36	Run battery load and test through diagnostic - Please see authorised repairer guidance notes.
37	Check battery condition
38	Remove engine cover/ visual check for leaks
39	Check all V-belts for wear and tension
<b>Under vehicle where visible</b>	
40	Check all hoses for air and fluid leaks
41	Check shock absorbers
42	Check exhaust condition
43	Check PAX for leaks
44	Check steering joints and check for excess play
45	Check suspension arms and cv joints
46	Check drive shafts for wear and gaskets for damage
47	Check all brake line joints for corrosion and leakage
48	Check center support bearing (steering/Quattro driveshafts)
49	Check differential/ self locking centre differential/steering/ Quattro
50	Check transmission mount/ control linkages
51	Check gearbox for leakage
52	Check underbody for damage
<b>Lower vehicle to waist height</b>	
53	Check front & rear brake pads and discs
54	Check brake hoses front and rear
55	Check handbrake
56	Check tyre condition as per the supporting authorised repairer notes
<b>Road test</b>	
57	Check if any warning lights are illuminated
58	Check handbrake/electronic brake operation
59	Check convertible top operation
60	Wind deflector operation
61	Check gear shift operation
62	Check clutch operation
63	Check starter operation/ starting (cold/hot) stop/start/stop operation
64	Check for any abnormal fuel pump noise
65	Check engine performance idle/ noise/ vibrations
66	Smooth acceleration/deceleration
67	Check transmission operation
68	Check for exhaust misfires/odours
69	Check brakes operation/ noise/ pulling or pulsating (including ABS operation)
70	Check steering/tracking/juddering/jitter/noise during drive
71	Check steering wheel alignment
72	Check suspension noise/performance/ vehicle ride
73	Check odometer, odometer and trip function
74	Check heads up display
75	Check drive assist functions/cruise control/lane assist
76	Check rev counter is operating correctly
77	Check fuel gauge operating, and consumption display is working
78	Check functions including sat nav, DAB radio, etc.
79	Check multi-function steering wheel
80	Check Bluetooth/ WiFi connectivity
81	Check Park Assist operation/cameras
<b>Notes</b>	
Final interrogation of fault memory with online connection established.	
Ensure all test plans have been submitted online	
Save OFF using latest version of GDS	
Record check completion and pass/fail in VMS	
Technician's signature & date	

## 7. VWFS Warranty Portal Access

Register a new user - Contact Retailer Support for assistance.

**Audi:** 0333 043 3808

**Volkswagen:** 0333 043 3809

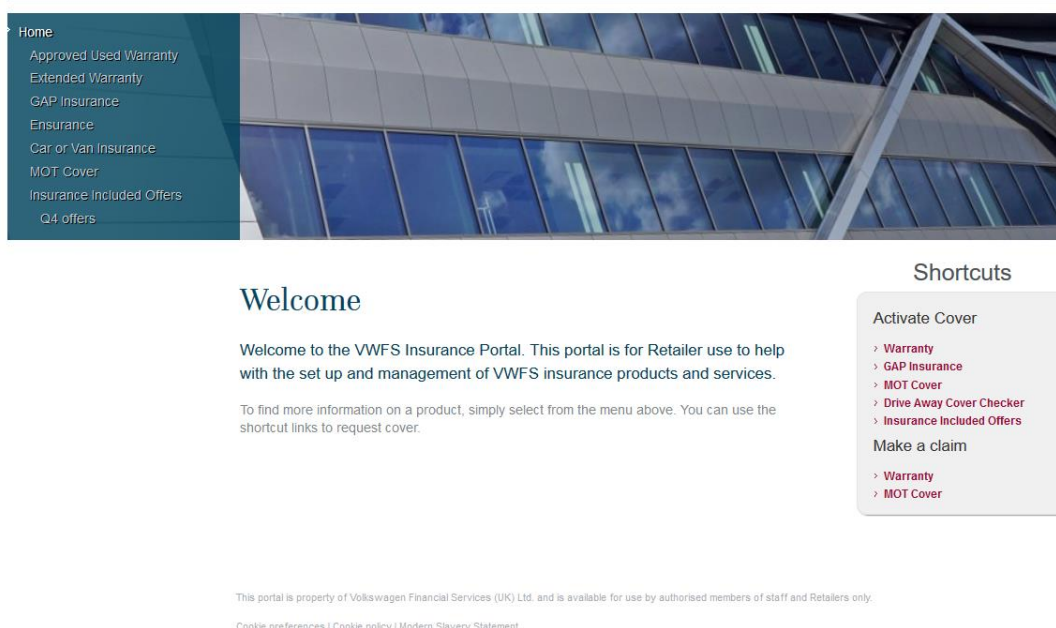
**Škoda:** 0333 043 3810

**SEAT:** 0333 043 3811

**VWCV:** 0333 043 3812

Access VWFS Portal - Copy and paste the link below into your web browser.

<https://www.vwfsinsuranceportal.co.uk>



Select Approved Used Warranty. Here you will find online information:

- Important Documentation
- Frequently asked questions
- “How to” Support
- Important phone numbers

Copy and paste the link below into your web browser

<https://www.vwfsinsuranceportal.co.uk/approved-used-warranty/>

## 8. Repair and claim procedure

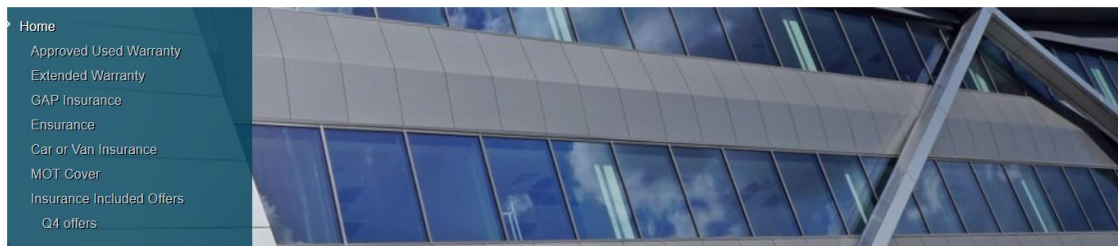
The following provides an overview and explanation of the features of the VWFS Warranty system.

Initial Log On

<https://www.vwfsinsuranceportal.co.uk/> click “Warranty” under the header for make a claim, for making a claim and for edit/updating an existing claim.

## VOLKSWAGEN FINANCIAL SERVICES

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### Shortcuts

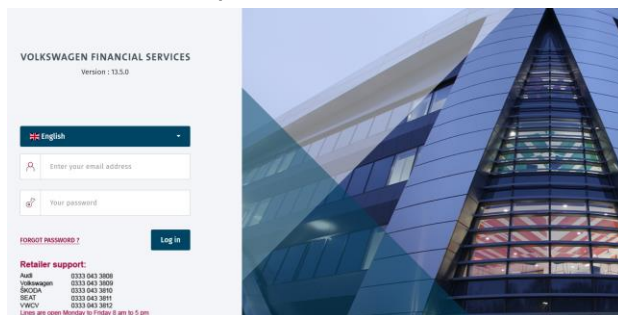
#### Activate Cover

- > [Warranty](#)
- > [GAP Insurance](#)
- > [MOT Cover](#)
- > [Drive Away Cover Checker](#)
- > [Insurance Included Offers](#)

#### Make a claim

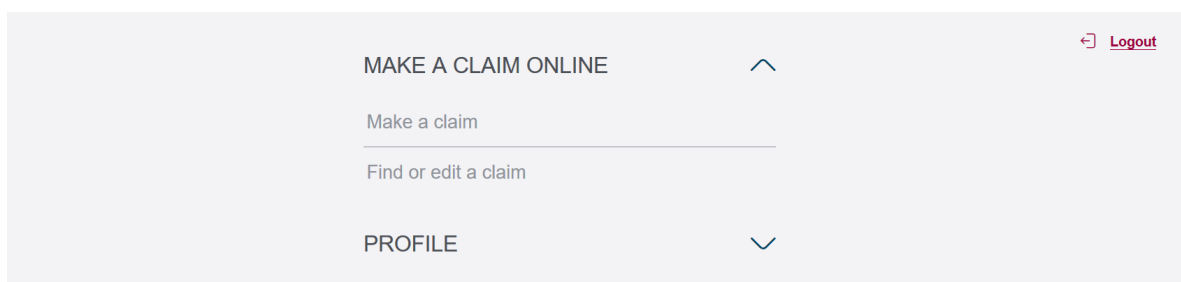
- > [Warranty](#)
- > [MOT Cover](#)

Login page – enter email and password, New users will need to contact Retailer Support to obtain access to portal.



MENU X



















## VOLKSWAGEN FINANCIAL SERVICES



Find a policy by registration number, policy number or VIN number. Click on “Report claim” to create a repair claim for approval.

**Find a policy**

Registration number  or Policy number  or VIN  [Find a policy Q](#)

Policy holder	Vehicle	Policy																								
<b>Name</b> <input type="text"/> <b>Address</b> <input type="text"/> <b>Postcode</b> <input type="text"/> <b>City</b> <input type="text"/> <b>Email</b> <input type="text"/> <b>Phone</b> <input type="text"/>	<b>Brand - Model</b> SKODA - OCTAVIA <b>Registration number</b> <input type="text"/> <b>VIN</b> <input type="text"/> <b>1st registration date</b> 04/03/2016 <b>Manufacturer warranty end date</b> 03/03/2019	<b>Option(s) of the policy 14€</b> <table border="1"> <tr> <td><b>Product</b></td> <td>12 months Approved Used Warranty-VWG 3-6 years &lt;=72,000m.-12 months</td> <td></td> </tr> <tr> <td><b>Start date</b></td> <td>16/10/2019</td> <td></td> </tr> <tr> <td><b>End date</b></td> <td>15/10/2020</td> <td></td> </tr> <tr> <td><b>Status</b></td> <td>Inactive</td> <td></td> </tr> </table> <table border="1"> <tr> <td><b>Product</b></td> <td>MOT Cover-MOT 12 months</td> <td></td> </tr> <tr> <td><b>Start date</b></td> <td>16/10/2019</td> <td></td> </tr> <tr> <td><b>End date</b></td> <td>15/10/2020</td> <td></td> </tr> <tr> <td><b>Status</b></td> <td>Inactive</td> <td></td> </tr> </table>	<b>Product</b>	12 months Approved Used Warranty-VWG 3-6 years <=72,000m.-12 months		<b>Start date</b>	16/10/2019		<b>End date</b>	15/10/2020		<b>Status</b>	Inactive		<b>Product</b>	MOT Cover-MOT 12 months		<b>Start date</b>	16/10/2019		<b>End date</b>	15/10/2020		<b>Status</b>	Inactive	
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<b>Status</b>	Inactive																									

1. Date of breakdown
2. Mileage at the time of claim
3. Documents – attach a document drop down  
Please attach any documents that will allow us to assess your claim quickly (images, job card, Goodwill 2 Reference, DISS/BA ID Number, independent engineers report...). Press Next to skip this section.
4. **Repair Quote Diagnostic** – enter a description of the customer reported breakdown and technicians diagnostic report detailing the failing part.
5. **Parts** – enter description of the failed component in the box and select the appropriate part from the list.
6. Enter the VWG part number, tick the causal part box for the failed part, enter the quantity and goodwill reference ID, enter goodwill percentage for parts if applicable.
7. Add a part + justified individual additional parts for the repair.
8. **Associated parts** – total cost of associated parts as per Elsapro workshop manual.
9. **Labour** – Use labour operation times from Elsapro (enter total labour time), copy and paste goodwill reference from your parts box,
10. Add repair + for additional faults reported repair 2
11. Review and validate for processing claim for approval.
12. Please check and submit your claim
13. Please find below the decision on your claim (40% of claims are automatically approved by the system)
14. Summary of the claim with the decision document will be emailed

Note: Only repairs or parts covered by AUW or All-in warranty are submitted, correct repair time and parts costs are entered.

All AUW or All-in claims submitted must be approved by the Technical claims team before any repair work can begin or be completed.

Repair work must not be started until a claim decision document has been received.

Claims identified as repaired before authority during audit will be recorded as unjustified.

## 9. Warranty Claims Audit

### 9.1 Repair orders / Job cards

Repair order or 'job card' should be treated as a contract between the policy holder and the Approved Repairer/Retailer.

The repair order should contain details and information relating to the customer (Customer means "Policy Holder"), and the vehicle, description of complaint / faults reported by the customer.

The repair order must include:

- Policy holders' details (name \ address \ contact details)
- DISS reference to a DISS BA ID
- Vehicle chassis number \ engine number \ gearbox number
- Vehicle registration date
- Recorded mileage at the time of repair
- Date of customer booking / appointment
- Detailed description of the complaint / fault reported by the policy holder
- Policy holder's signature authorising the work / repair to be completed

It is imperative that these details are checked and verified when the vehicle arrives in your dealership to ensure that any subsequent claim is submitted with the correct details.

Claims submitted against the wrong chassis number will not be accepted at audit and a debit will be applied for the full claim.

The front of the job card must only contain the information detailed above, any additional information, comments, notes etc. should be recorded on a relevant communication log attached to the job card.

Examples of clear description of breakdown by the customer: -

Description of breakdown reported by the customer		
A LAB	Line No: 1	0.50
Investigate and report for authority - Noise from front drivers side when going over rough roads at low speed and turning steering wheel, customer noticed this fault a few weeks ago.		
Description of breakdown reported by the customer		
A LAB	Line No: 1	0.50
Investigate and report for authority - Coolant warning light on dash, customer has topped water and the light came back on two days later.		



Description of breakdown reported by the customer		
A DIAG	Line No: 1	0.50
Investigate and report for authority - Heater blower are not blowing hot air inside the car, engine temp gauge showing normal, no loss of coolant.		

## 9.2 Customer Reported Complaints (Policy Holder)

The job card must contain detailed description of the complaint / faults. The symptoms reported by the customer must be included on the job card to help identify the fault.

Additional information can include:

- When the fault first occurred and how often it has happened
- Under what conditions does the fault occur (temperature, engine speed, road surface, etc.)
- Any warning lights and if so a description of the symbol and the colour, Use of pre-diagnosis customer questionnaire for reported fault

Customer complaint / faults must not be recorded on the job card as a direct workshop instruction or a direct request to repair. If the fault has already been diagnosed during a previous visit, then there must be a specific reference to this as part of the repair instruction. In such cases the job card & associated documentation from the previous visit must be attached to the most recent job card to show the sequence of events.

## 9.3 Authorisation & signatories

All job cards / repair orders that have been raised under the warranty must be clearly authorised and dated by the customer which must authorise the subsequent repair. The nature of the repair must be evident in all the customer contact. This can be any of the forms of authority below:

- A customer signature on the job card
- A customer signature created on a tablet is accepted if it is saved accordingly and can be reviewed at a warranty audit
- If the repairs are arranged with a customer on the telephone, this should be documented with the date, time and signature of the service advisor on the job card. This must be available for inspection at a warranty audit
- We will now also accept the customer's reply in the form of a text message, email or other type of electronic media (social media platforms included), providing this can be reviewed at a warranty audit and can be linked to the genuine customer and the additional work on the repair order

The customer is defined as the person who is authorised to request a repair on the vehicle.

This may not always be the owner of the vehicle, it may be the driver or a representative acting on behalf of the owner, but an authority is still required. This authority safeguards the repairer

from misunderstandings regarding the reported fault and the authorisation of work on that vehicle.

Where it is found there is no pre-existing authority for repair work to be carried out to a customer's vehicle, then the claim will be deemed wholly unjustified.

It is no longer allowed that a Senior Manager can counter sign the job card in the absence of a customer authority.

**Repair orders that are missing the above requirements will be debited.**

## 9.4 Additional handwritten requests

On occasions it may be necessary to add additional complaints / faults requested by the customer that were not recorded at the time when the booking was created/confirmed.

Additional complaints on the job card as hand written amendments / request are accepted providing they are clearly and individually authorised by an original signature that is in addition to the main policyholders signature obtained on the job card.

Additional complaint or work request that is handwritten on the job card and not signed for by the policyholder will be recorded as unjustified.

## 9.5 Workshop Found Repairs

During work on the customer vehicle, faults may be discovered in the workshop that:

- Pose a risk to driving safety
- Hinder use of the vehicle
- Could cause secondary damage

For clarification, visual defects or noises do not fall into this category unless the cause is part of this list. The workshop is obliged to rectify these faults but must seek consent from the customer before repairing them.

If the added repairs are arranged with a customer on the telephone, this should be documented with the date, time and signature of the service advisor on the job card. This must be available for inspection at an audit.

We will now also accept the customer's reply in the form of a text message, email or other type of electronic media (social media platforms included), providing this can be reviewed at a warranty audit and can be linked genuinely to the customer and the additional work on the repair order.

## 9.6 Factory Goodwill Warranty (FGW)

Once the fault has been diagnosed by the technician and the assessment of what component has failed has been confirmed, the retailer must submit a FGW request in SAGA/2 for any Factory contribution available towards the failed part and labour. (It is the dealers responsibility to check that the vehicle qualifies and meets the terms and conditions for FGW contributions.)

A copy of the FGW request must be retained or documented on the repair order with the request ID and the service ID used.

You can also screen print a PDF by pressing CTRL +K and upload this to the claim request.

The FGW request ID number must be entered in the claim. If any contribution is available for the failed part or repair, then enter the percentage in the claim before repair approval is requested.

**Note** – An accredited Warranty Claims Administrator is the best person to submit a FGW request in SAGA/2.

**Important** – Before requesting FGW, the retailer is responsible to check if the vehicle history meets the terms and conditions for FGW Contribution.

## 9.7 Technician's reports & write- up

Without a detailed technician write-up, it is difficult to justify the repair carried out and the corresponding warranty claim. In cases where the technician's write-up is vague or lacking in detail and there is doubt as to whether the correct repair has been carried out, it can lead to the claim being recorded as unjustified during the audit.

However, we appreciate not all faults will be as quick or as straightforward to diagnose. Many faults will require both in-depth & lengthy diagnosis, especially where several components could be causing the fault or where several parts are removed. In such cases the technicians' report becomes of even greater significance and will be the only evidence to support the work / repair being claimed.

It is now encouraged for the technician to document their write up on a DISS report. Each field should be selected and completed. Should the repair be very involved and therefore not enough characters on the DISS report to give a full write up then bullet points to confirm the diagnosis carried out, component defect found and what has been repaired/replaced should be documented in the relevant field. A full write up to justify the claim must be on a separate write up sheet, signed and dated by the technician, and attached to the DISS report. If the BAID number quoted is no longer on the system to view, then the warranty claim will be rejected and recorded as unjustified during the audit.

Detailed report from the technician confirming the following points:

Guide to Approved Used & All-in Warranty Audit

- Confirmation of the customer's complaint and that a fault exists. A full and detailed description of the diagnosis process.
- A description of the actual defect itself, not just the part.
- Confirmation that the fault is a defect covered by the policy and not the result of an external influence.
- Details of any parts that are consequentially damaged and the actual defect with those parts.
- A clear image of the consequentially damaged part must also be attached to the DISS report. This will not apply if the consequential problem is internal and cannot be seen, for example electrical components that are not physically damaged.
- Steps carried out to rectify the fault and confirmation that the fault has been fixed.
- Details of any TPI bulletin numbers or DISS BAID numbers that refer to the diagnosis / repair

Below are examples of acceptable technician's reports which include:

- Confirmation that customer complaint exists.
- Confirmation of diagnostic steps taken to confirm defect.
- Confirmation the component defect is covered by the policy.
- Confirmation of steps taken to replace the defective part and all associated parts are renewed as per the Elsapro workshop manual instructions.
  - **If applicable** -Donor vehicle used for test must have chassis number of the vehicle written on the back of the repair order
- Confirmation that the repair carried out was successful.

Any additional defects discovered by the technician during the repair must also be clearly noted within their report on the repair order or additional authority sheet (EVHC).

The write up must contain details of any diagnostic / fault tracing carried out. Failure to have the details described in this section will result in the claim being recorded as unjustified.

## 9.8 Workshop Manual Instructions (Associated Parts)

VWFS is focusing on improving the quality of repair processes and warranty claim standards.

Safety cases have arisen globally where it has been proven the workshop manual has not been followed and a consequential failure of the vehicle has occurred. This has had vehicle safety implications, as well as causing serious customer concerns. At a time where Volkswagen Group are striving more than ever to improve our customer satisfaction standings this situation cannot be accepted.

An area of focus has been on what is termed “associated parts”. These are parts such as bolts, nuts, seals, clips, bearings etc. that are listed as requiring replacement when a related repair operation is carried out. All associated parts as identified in ElsaPro must be used in all repairs. It is also important to stress that should ElsaPro determine the repair requires another component to be removed then parts associated with this secondary component must be replaced. For example, when replacing an EGR valve you may be required to remove the particulate filter and therefore also replace associated parts when refitting the filter.

The key point here, which cannot be emphasised enough, is that all associated parts across the full scope of the repair as determined by ElsaPro, must be replaced for any repair regardless of whether it is retail or warranty. Please ensure you drill down into ElsaPro to ensure you have correctly identified all associated parts required for every repair. If a claim is made, it must be ensured the associated parts are all included.

In order to assist your workshop further, a technician’s write-up sheet is available on Hub to download.

Claims selected for audit which are missing associated parts could be subject to recharge i.e. if our auditor identifies the workshop manual has not been followed because, for example; the claim is only for the main component then the auditor will assess the severity of the incomplete repair. The auditor could give the option for you to contact the customer and have the vehicle returned to your workshop to complete the required work if they consider the circumstance is appropriate. This would have to be at no further cost to either the customer or warranty. Claims where the technician has used all the correct associated parts (as confirmed by supplied evidence) but these haven’t been included in the approved claim will be accepted. However the auditor will need written confirmation by way of a signed action plan that all the associated parts will be claimed from that point on.

Any claims that are found not to be in line with the above points will be excluded from the audit errors and recharged back to the retailer.

## 9.9 Technicians clocking records

The technician’s clocking records must be accurate and clearly assigned to the given repair order. The start and finish times of any period in which the technician worked on the repair must be clear and must justify the labour claimed by the Retailer.

In all cases a clear and accurate record of the technician’s clocking must be retained for audit. Only records that have been electronically or mechanically clocked will be accepted during a Warranty Audit.

When multiple customer complaints are reported on one job card, the technician is responsible for individually clocking each customer complaint / repair individually so that the amount of time spent on each repair can be identified.

Ensuring that individual time spent on each repair can be identified will allow the Warranty Administrator / Controller to compile the claim correctly and justify the labour being claimed for each repair.

It is important that technicians accurately clock against all repairs carried out, providing a start and end time which allows the duration to be calculated.

A hand-written record is not an acceptable record of the time spent carrying out a repair. In such cases the associated claim will be considered unjustified.

## 9.10 Guided Fault Finding

Guided Fault Finding must be used for all electrical fault/repairs. It is important to ensure that all relevant test plans are followed correctly and fully completed, not just to ensure that the correct repair is carried out but to fully justify the warranty claim.

In general, it provides clear evidence as to the nature of the fault, the diagnosis process and the repair that is required. It will also give an indication of the time spent on diagnosing the fault as the diagnosis logs produced will show the amount of time taken or 'DTE' time.

Faults and repairs appropriate for the application of Guided Fault Finding include but are not restricted to:

- Warning Lights on the instrument panel
- Engine management faults
- Loss of power
- Incorrect functions of any electrical component
- Repairs which involve the coding, adaptation or updating of a control unit

Before a claim for GFF time is submitted the following questions should be answered:

- 1) Was the repair appropriate for the application of Guided Fault Finding?
- 2) Has Guided Fault Finding been completed and has the diagnosis log been sent on-line?
- 3) Is the vehicle chassis number correct on the top of the diagnosis log?
- 4) Have you claimed the correct amount of DTE time (time taken) as recorded on the diagnosis log?
- 5) Does the GFF diagnosis log contain any relevant test plans and if so, have they been followed correctly and completed in full?
- 6) Have you examined the diagnosis log for operations such as wiring checks, turbo checks or control unit adaptations that could lead to duplicated operations being claimed?
- 7) If more than one DTE time (time taken) is being claimed, is the start time on each diagnosis log different?

- 8) If more than one DTE time (time taken) is being claimed, do the diagnosis logs contain different operations, for example initial diagnosis and then an adaptation or coding of a control unit?
- 9) If the fault is sporadic and / or the test plan was inconclusive, does the technician's report refer to any additional diagnosis that explains and justifies the repair?
- 10) Does the test plan contain manually entered values and if so, are they explained or justified by the technician's write-up? If not, then why were the values manually entered instead of using the test leads?






Customer complaint for electrical fault with no faults recorded in ODIS – A component selection test must be completed via ODIS for that component. For example: -

- Customer complaint that fuel flap will not open, no faults in memory, select the V155 test plan for the fuel flap motor.
- Customer complaint that the fan blower only works on position 4, no faults in memory, select the N24 for the fresh air blower.

A '**Guide to Guided Fault Finding**' can be found in the warranty knowledge section on the HUB which must be read and understood by the Technicians, Warranty Administrators and Workshop Managers.

Technician's will use the software GFF to aid with the diagnosis of electrical faults and once complete this will produce a diagnostic log for you to verify the repair against the Technician's warranty write-up.

**'Function checks'** - To understand if the test steps were successful, we have listed below the interpretation of the icons.

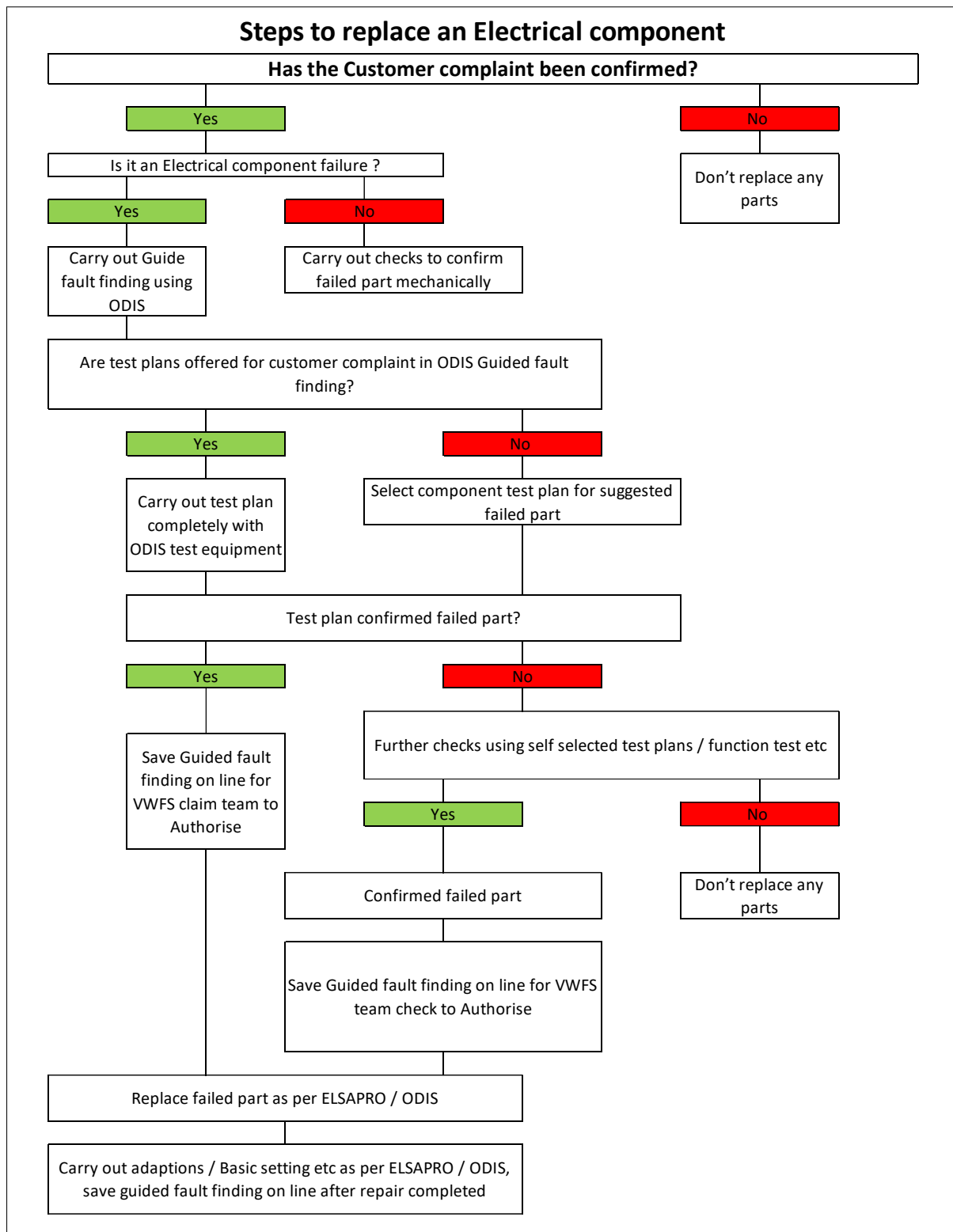
	= Steps have been followed correctly to a conclusive result.		= Steps have been followed correctly. The component being tested has a conclusive diagnosis but additional action is required. (For example replace a component.)
	= Steps have been followed correctly to a conclusive result, however, the test plan was interrupted.		= Inconclusive result, an error has occurred ended by system not user.
	= Aborted or cancelled test plan by the user.		



You have seen *some* of these icons before however in a different format under '**Work steps performed**'.







It is unacceptable to submit any individual screen prints in place of a full Guided Fault-Finding diagnosis log. Without a full diagnosis log it is impossible to establish whether the correct process has been followed or exactly how much time has been spent carrying out the diagnosis (no DTE time / time taken).

## 9.11 Technical Product information (TPIs)

The factory produces several Technical Product Information bulletins, commonly referred to as TPI's which are required to be encoded from the customer's perspective and designed to minimise the amount of time spent diagnosing known faults and ensure a first-time fix.

Before and during the diagnosis process it is vital that a search for a relevant Technical Product Information bulletin (TPI) is carried out. The search should be based on the complaint, the characteristics of the fault and any fault codes shown in the diagnosis log. This search must be chassis specific as only TPI's that specifically apply to the vehicle in question should be followed (unless instructed otherwise by Technical Support via a DISS Technical Query).

If a TPI applies to the fault, then the instructions given by the TPI in terms of both the diagnosis and the repair must be followed. This should be detailed within the technician's write-up along with any other details that the TPI refers to such as the production date of a part which may be required to justify its replacement. The claim must also be submitted as per the accounting instructions on the TPI bulletin. Please note that only the most recent version of the TPI should be followed when carrying out a repair as TPI's are subject to change.

If an applicable TPI is available and not referred to or followed correctly supported by the technician's write up, then the warranty claim will be recorded as unjustified.

## 9.12 Other forms of Diagnosis & Supporting Documentation

Additional reports or other test information that is used to diagnose a fault and justify a repair must be made available for inspection. These may include the following:

- Steering geometry & wheel alignment printouts
- Images / photos of the defective part
- Compression test results
- Self-diagnosis & other function test screen prints (in addition to a full GFF diagnosis log) EVC / Multi Point Check / Service Schedules for defects identified on retail work
- Air conditioning print out
- Additional work request records
- Communication logs between dealer and policyholder

### Images of the defect

In some cases, the fault may be a physical defect and one that will be visible to the human eye. Examples of this are leaks, broken components and optical defects. In these cases a picture of the component defect must be available to both explain the fault and justify the repair. Particularly if it is an unusual fault or one that is difficult to explain in a technician's write-up. The images of the defect should then be attached to a DISS report so that they can be viewed by both the claims technicians and the auditor.

Clear images must be available for consequential failure repairs that have been requested and approved.

Images are extremely useful in highlighting a defect and justifying the repair being claimed. Not only do they offer additional information to justify the claim during an audit, but also support the claim if the technicians write up lack details.

Images or video clips must be available for broken, worn, leaking and visual defect, claim may be debited if not available.

*Please note: Images are not a substitute for a technician's write-up. They are supporting evidence in conjunction with a full & accurate technicians' write-up.*

### **Additional Work Authority Record**

There may be cases where an additional fault was identified whilst the vehicle was in the workshop that the customer may not have requested to be investigated. In this situation the additional work identified should be noted on the EVHC or Additional Work Authority record. In some cases, this form may be produced electronically but any additional work must still be authorised by the customer and records retained for audit.

*If no evidence of customer authority is produced during audit, then the claim will be recorded as unjustified.*

### **Specialist & Sub-contractor invoices**

On occasion it may be necessary to utilise a specialist service provider to complete a repair. In such cases a copy of the specialist subcontractors' invoice must be retained and be available for inspection during the audit.

If a repair was carried out by a sub-contractor, then the amount claimed for the work must match the pre-VAT value shown on the sub-contract invoice. If an amount greater than the pre-VAT value is claimed the difference will be debited.

## **9.13 Claim Invoicing and uploading final invoice**

The purpose of the invoicing period is to provide an adequate time period from completion of the repair to allow for the claim to be processed correctly with any additional information that may be required to support the claim. This also allows time for errors to be corrected and ensures that all acceptable claims are credited promptly and efficiently. It is therefore in the best interests of all parties to upload all justified claim invoices onto the warranty portal as soon as possible.

### **It is important to take into consideration the following:**

- The labour operations used are correct and at the correct value
- The part numbers issued are correct and issued at the warranty price plus handling allowance
- Accurate Factory Goodwill Contribution split is applied correctly within Parts and Labour

- The total invoice value agrees with the total approved claim value

## 9.14 Parts & material issue

It is important that only manufacturer's original parts are used to carry out repairs under AUW and All-in warranty. You must be able to show that the parts used for warranty repairs were purchased directly from the Volkswagen Group. There must be an audit trail showing that the parts you have claimed are original parts ordered from the Volkswagen Group and booked to the repair in question whilst the vehicle was on-site. This audit trail must include:

- Purchase orders
- Volkswagen Group part delivery notes
- Invoices and credit notes (which include a list of all parts used to complete the repair)
- Transaction records via your Dealer Management system
- Volkswagen Group part collection notes (C-CA M)

The auditor will review parts movement and parts issued to the repair order. If anomalies are identified with stock purchase, movement, non-genuine parts booked out then the values will be added to the percentage of errors and will included in the overall error rate.

Below are the manufacturer's parts handling fee that can be applied to parts issued on jobs at cost price plus handling fee.

Brand	Handling fee	Margin limit
Audi	4.3%	Capped at £100 profit (net of VAT), per unit line item
VW	4.3%	Capped at £100 profit (net of VAT), per unit line item
CV	4.3%	Capped at £100 profit (net of VAT), per unit line item
SEAT	5%	No limit
SKODA	5%	No limit

Parts issued and invoiced must be at the manufacturer's cost price plus the relevant warranty parts handling charge as directed by each brand. If the parts have been invoiced at a higher value, the difference will be debited.

## 9.15 Displaced Warranty Parts

Confirmation of return parts must be documented for all displaced manufacturers original parts on the repair order. This can be in the form of a stamp or as simple as a signature from a parts person confirming that old parts have been returned to them.

Retailers are responsible for safely scrapping parts in an environmentally friendly way and meeting all health and safety standards, a log must be available for inspection upon request. This should contain the claim number, part number, scrapping date and method.

## 10. Audit Result & Penalties

### 10.1 Warranty Audit result

Where an audit has been completed you will be given a report detailing the auditor's findings. This report will identify any areas for improvement and if any penalties are to be applied. A copy of this report will be presented to a nominated member of staff immediately following the audit. The report also contains a detailed summary which is designed to assist you with any areas that require improvement.

Where the audit error rate is above 5%, the Authorised Repairer will also be requested to review the action plan which must address all of the issues identified. In such cases there will also be a 'follow-up' audit in 13 months' time to ensure that any recommendations included within the report have been implemented.

On conclusion the auditor will present their findings and the audit results to you and your team. We strongly advise that your Head of Business is present for the audit presentation so that they understand both the result and their role in supporting the implementation of any action plan.

### 10.2 Warranty Audit penalties

The error rate is calculated as a percentage of the audit sample, i.e. the percentage of the total value of the claims viewed.

#### **Greater than 50 Paid Claims**

Depending on the result, this error rate will then be 'extrapolated' which means that it will be applied to the total value of all claims submitted within the audit period.

For example: If the error rate from the audit sample is 4%, and the total value of warranty credits during the audit period is £100,000, then the chargeback would be 4% of that figure which equates to £4,000.

#### **Less than 50 Paid Claims**

The error rate will **not** be extrapolated.

## 11. Approved Warranty Audit Appeal Process

### 11.1 Contest audit conclusions and penalties

The Dealer will be given every opportunity to discuss the audit findings during the audit process. An appeal will only be considered if the Dealer can present additional documentation which was not available for examination at the time of the audit.

The Dealer must lodge their appeal in writing to the Warranty Claims Department via Email as shown below no later than ten calendar days after the completion of the audit.

Before the Dealer considers making an appeal we suggest you refer to the VWFS policy guide and this Audit Guide for detail of the rules of submission of all approved warranty claims.

Any concessionary decision made by the auditor during the audit will be reviewed again during the appeal process to ensure a consistent approach is taken with any appealed claims. The original concessions may be amended resulting in a change to the original error rate and proposed debit.

Please note that Appeals will not be considered unless you can produce new documentary evidence to support the appeal. Any appeals based on a challenge to the clearly published Approved used car and All-in warranty Guide will also be declined.

Contact Details:

**VWFS WarrantyAudit Department**  
**PO Box 869**  
**Warrington**  
**WA1 1RU**

[audit@vwfs-volkswagenwarranty.co.uk](mailto:audit@vwfs-volkswagenwarranty.co.uk)

### 11.2 Collection of the Debit after the audit

The auditor will discuss the summary of the audit and the value of debit as a result of the error rate identified in the audit.

A debit value will be deducted from claims paid in the following weeks. This will be detailed in your normal claim payment remittance which is routinely issued to your accounts team by email.

If the debit amount of claims to be paid to the dealer is less than the warranty credit, then the remaining amount will be collected over the following weeks. In this instance outstanding claims invoice awaiting payment will be used to offset against the owing balance.

The dealer will have an option to choose to pay the total amount by bank transfer should they wish to do so.

## 12.0 Audit Error Codes

The Auditor will select claims that the Approved Retailer has submitted over a 12-month period. At the time of the Audit, these will be checked. Further claims may also be audited if required.

Each claim will be checked for the following:

Code	Description of audit errors
	Claim OK
MPC1	Multi-point check inspection document missing / Incorrect check sheet completed
MPC2	Vehicle preparation - No GFF not carried out before and after MPC inspection
MPC3	Pre-existing fault identified and not corrected prior delivery
RO1	Repair Order not available during claims audit
RO2	No evidence of customer authorisation/ signature on repair order (No Explanation)
RO3	Customer or vehicle details are incorrect from repair order to VWFS portal
RO4	Hand written work requested work not authorised by customer
RO5	Description of fault / customer concern not clearly recorded
RO6	Repair / defect not covered under the approved policy
FG1	Incorrect failed part service ID entered for Factory Goodwill Request
FG2	Goodwill contribution percentages/values were not entered correctly
FG3	No evidence of SAGA/2 goodwill request
WUP1	Technician's Report /write up is unsatisfactory
WUP2	ELSApro workshop manual repair steps not completed
WUP3	ELSApro workshop manual instructions for associated parts not followed
EVID1	Guided fault finding time claimed but not appropriate for repair
EVID2	Guided fault finding / completed test plan not followed correctly
EVID3	Incorrect guided fault finding time claimed
EVID4	Technician's Clocking's incomplete, inaccurate or missing.
EVID5	Lack of supporting other evidence (photo, sublet invoice)
TPI1	TPI not identified, but TPI was available for fault
TPI2	TPI available and instructions not followed for repair
PARTS1	Repair carried out with Non-manufacturer's original parts
PARTS2	No evidence of displaced parts returned on the job card
PARTS3	Incorrect parts price entered in claim
PARTS4	Unjustified part(s) claimed incorrectly / not approved / not itemised
PARTS5	Discrepancy in parts stock movement
PROCESS1	Vehicle was repaired before authority was obtained by dealer
PROCESS2	Incorrect labour time for the repair has been claimed
PROCESS3	Incorrect labour operations for the repair has been entered
PROCESS4	Additional workshop identified fault/repair not correctly authorised by customer
EC1	Eligibility-check Warranty Activation Document
EC2	Eligibility-check Supporting Documents



EC3	Pre-existing fault before Activation
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- MPC - Approved Used Warranty Preparation
- RO - Repair Order
- FG - Factory Goodwill
- WUP - Technicians write up / report / repair process
- EVID - Supporting evidence
- TP - Technical Product Information
- PARTS - Parts
- PROCESS - Claim process
- EC - All-in Warranty