

# Volkswagen Warranty



## Paint & Corrosion Guidelines & Claim Coding Manual





## Volkswagen of America Warranty Paint and Corrosion Guidelines and Claim Coding Manual

This manual provides a resource to instruct Field and Dealer personnel in the warrantability of corrosion events, as well as step-by-step procedures for Warranty Administrators to follow for submitting paint and corrosion claims.

It should be used as a guide to determine coverage under the applicable corrosion warranty, and as reference to ensure that paint and corrosion claims are entered properly so that they can be processed and reimbursed more quickly.

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## **What is corrosion?**

Corrosion (rusting) of metals is an electrochemical reaction during which the affected metal bonds with oxygen.

Accelerated or worsened by:

- Sodium Chloride (salt)
- Weak spots in the surface protection
- Lack of maintenance of corrosion protection measures on the affected areas
- Adverse climate or environmental conditions such as high humidity, high salt content in the air, or heavy airborne industrial pollutants

## **Warranty**

In addition to the warranty parameters for new cars, Volkswagen warrants that for a defined period, no rust-through corrosion occurs on the body:

- A 3, 5, 6, 8, or 12 year warranty, depending on the type and model year, against rust-through corrosion. A rust-through corrosion in this sense is a body panel perforation which progresses from the inside (cavity) to the outside. Refer to the Policies and Procedures Manual for specific coverage parameters.

## **What is covered by the Corrosion Warranty?**

This warranty covers any repair or replacement of body sheet metal panels that have been perforated by rust (Policies and Procedures 6.4, Limited Warranty Against Corrosion Perforation, U.S. 06/12 version).

## **What is not covered by the Corrosion Warranty?**

- Surface corrosion without perforation
- Perforation of sheet metal due to accident, lack of care, or failure to promptly repair or modifications to the paint/painted surface
- Special exclusions for any aluminum portions that may be part of the vehicle (it does not cover corrosion perforation due to failure to perform body repairs in accordance with Volkswagen's specified repair procedures, including use of non-aluminum alloy parts)
- Corrosion perforation resulting from the use of any inferior rustproofing agent or method
- Environmental damage
- The cost of painting body panels adjacent to the repair or repainting the entire vehicle solely for paint matching

(Policies and Procedures 1.2.4 and 6.4.2, What is Not Covered, U.S. 06/12 version)

In some circumstances, corrosion is consequential to a different defect, such as paint, or trim pieces that buff or chafe against a body panel. In those cases, the defect is covered only for those applicable warranties, and the corrosion warranty would not apply.

In all cases where warranty coverage is indicated, the vehicle must be in original factory condition and any repairs must have been made using Volkswagen genuine parts, in compliance with Volkswagen repair specifications. Evidence of inferior or non-compliant repairs will result in denial of warranty coverage.



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## OBLIGATIONS FOR INVOLVED PARTIES FOR CORROSION COVERAGE

### **Long-term body protection**

The warranty for rust-through corrosion is further proof of the high quality standard of our vehicles. This particularly customer-focused aspect is underlined by the fact that the long-term body protection is not tied to expensive and extensive checks or re-treatments.

### **Duty to advise**

This does not free Volkswagen from the duty to expertly advise the customers in this sector. This is especially so, if the general condition of the vehicle, e.g. during the regular service, suggests that the customer does not take the instructions for the vehicle care seriously or even ignores them altogether and thus puts his warranty entitlement in jeopardy.

### **Vehicle care**

This includes car washing and regular waxing as well as prompt removal of external damage and visible rusting. To give the customer timely professional information about corrosion symptoms, a check for visible damage and rust takes place during the service visit and includes under carriage. The performance of the annual service is not a requirement for the warranty entitlement.

### **Customer-focused decision**

The manufacturer and dealer should handle a damage case objectively and only be guided by technical factors during the assessment. If it cannot be established that poor care influenced a certain fault, a customer-focused decision should be made.

### **Accident damage**

To preserve the warranty entitlement, repairs, e.g. accident damage, must be carried out expertly according to the manufacturer's guidelines and replaced parts protected against corrosion.

### **Re-treatment**

Extensive tests by Volkswagen AG have also shown that re-treatments of the cavities do not have a favorable effect on the service life of the affected parts. Extra drilled holes can be a starting point for corrosion.

### **Authorization**

Field pre-approval is required for all corrosion repairs, with the exception of corrosion issues under fifty time units, or ones addressed through an applicable technical bulletin. (See page 16 for additional details.)





## Limited Warranty Against Corrosion Perforation

Model Year	Model		Duration*	
			Years	Miles
		All Sheet Metal Panels	3	unlimited
2009-2012	Routan	Outer-Body Sheet Metal Panels-one that is finish-painted and that someone can see when walking around the vehicle	5	100,000 miles
2009-2013	Tiguan		12	unlimited
2007-2013	Eos		12	unlimited
2006-2013	Passat, CC, GTI, Rabbit, Golf		12	unlimited
2005-2013	Jetta (A5), (A6)		12	unlimited
2004-2013	Touareg		12	unlimited
2004-2006	Phaeton		12	unlimited
1998-2013	New Beetle, New Beetle Convertible		12	unlimited
1999-2009	Golf (A4), Jetta (A4)		12	unlimited
1998-2005	Passat (B5)		12	unlimited
2000-2003	Eurovan		8	unlimited
1999-2002	Cabrio		6	unlimited

\*whichever occurs first

Always refer to Policies and Procedures for the most current coverage parameters and guidelines.

**Corrosion Examples**



## Rusting under paintwork, flat



### **Definition:**

Flat rusting under paintwork occurs as the result of damage. The damage is only visible once the underseal material has detached from the base materials.

### **Cause:**

Violent damage to the anti-chip coating by driving over obstacles and stopping on them.

**Warrantable:** No.

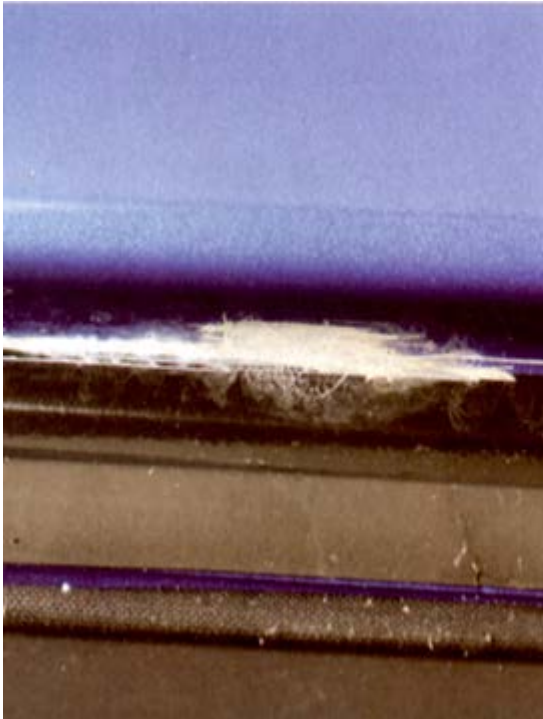
Damage due to outside influences not material defect.

### **What to look for:**

The material is worn out evenly and approximately parallel to the surface of the metal.



## Paint damage due to incorrect handling of the window cut-out



### **Definition:**

The paintwork is damaged right down to the bare metal when cutting out the adhesive.

### **Cause:**

Improper window replacement process.

**Warrantable:** No.

Due to improper or substandard work performed.

### **What to look for:**

The extent of damage is only visible after the window has been removed. You can determine whether a previous panel/glass replacement has been made by comparing manufacturers date on the panel/glass stamp. Review vehicle history for previous repairs.





## Hidden corrosion



### **Definition:**

This corrosion occurs in the contact surface between two components, e.g. sill panel towards the wing panel.

### **Cause:**

The damage is caused by dirt and moisture entering this area.

**Warrantable:** Yes.

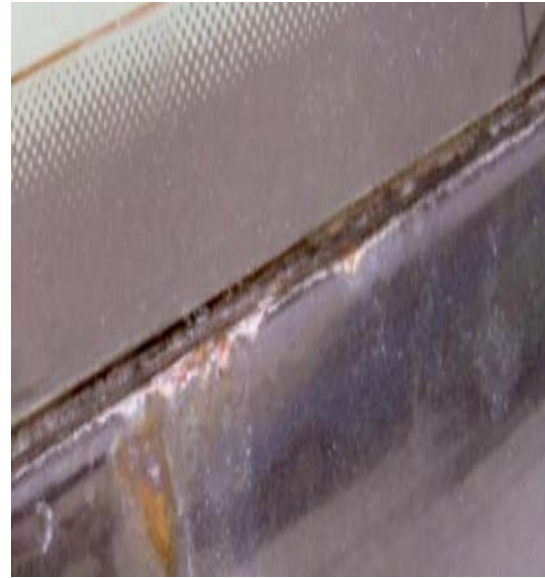
Contact points allowing dirt and water to settle.

### **What to look for:**

Absence of outside influence or previous repair.



## Rusting under paintwork, perforated body work by electrolysis on vehicle panels



### Definitions:

Damage on the contact surface of the bonding of electrically-heated vehicle panels. Corrosion advances because it is hidden by the panel and/or sealant.

### Cause:

If the wiring/primer is on the live line and if there is a surface fault (penetration of dust, crater, baked-on material, scratches) this may result in corrosion infiltration.

**Warrantable:** Yes.

Defect in workmanship during pressing of material and coating\*.

### What to look for:

Absence of surface fault in paint or outside influence.

*\*Coating: Coating is paints, synthetic resin, plaster, body filler and filler layers.*



## Corrosion around the laser welding seam



### Definition:

Corrosion, formation of bubbles around the laser welding seam.

### Cause:

The locations affected often show signs of weak paint bonding. Possible causes are insufficient cleaning of body shell (power residue) or cracked formation in the corner areas.

**Warrantable:** Yes.

Incorrect cleaning of panels prior to laser welding of seam.

### What to look for:

Often starts in the corner areas of seam. A paint bubble appears at the beginning and corrosion is visible after flaking has occurred.

### Edge Rust/Seam Rust



**Definition:**

Linear. Localized edge rusting due to thinning out of cathodic dipping\*, filler and topcoat.

**Cause:**

The damage is caused by a fault in processing and coating, pressing levels and sharp edges make sufficient coating more difficult. Penetration by moisture fosters corrosion formation.

**Warrantable:** Yes.

Defect in workmanship during pressing of material and coating.

**What to look for:**

Corrosion at lap-joints and cut edges.

*\*Cathodic dipping: An electrochemical process that is suited to painting complicated pieces and large quantities, since the item is coated in a dipping bath.*

**Edge Rust/Seam Rust**





**Definition:**

Edge rust/seam rust can occur at interior lock seams/flanges and at flange edges.

**Cause:**

The damage is caused by a fault in processing and coating. Pressing levels and sharp edges make sufficient coating more difficult. Penetration by moisture fosters corrosion formation.

**Warrantable:** Yes.

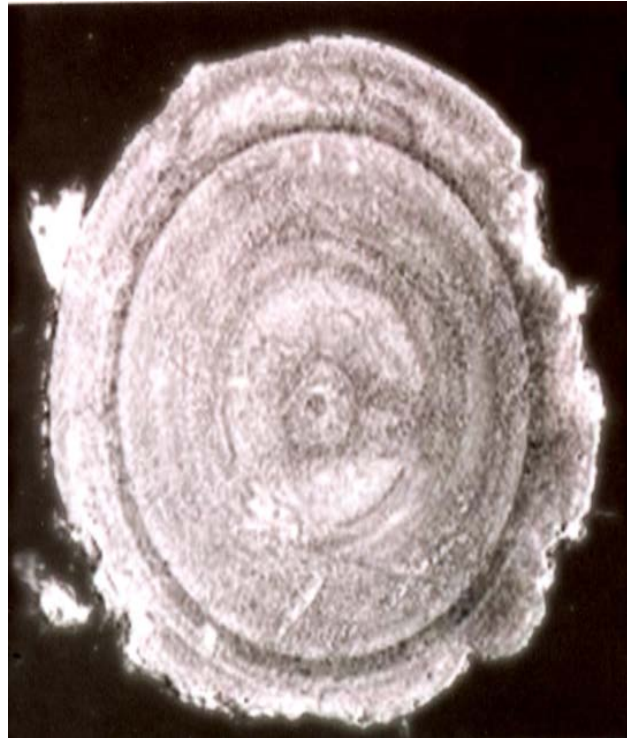
Defect in workmanship during pressing of material and coating.

**What to look for:**

Signs of corrosion on inside around locks seals and flange edges.

**Paint bubbles/zinc oxidation**





**Definition:**

A closed, bubble-shaped elevation surrounded by many elevations around the border.

**Cause:**

Remains trapped by the manufacturing process causes the bubbles to form. Due to condensation, the moisture reaches into the cavities, resulting in oxidation.

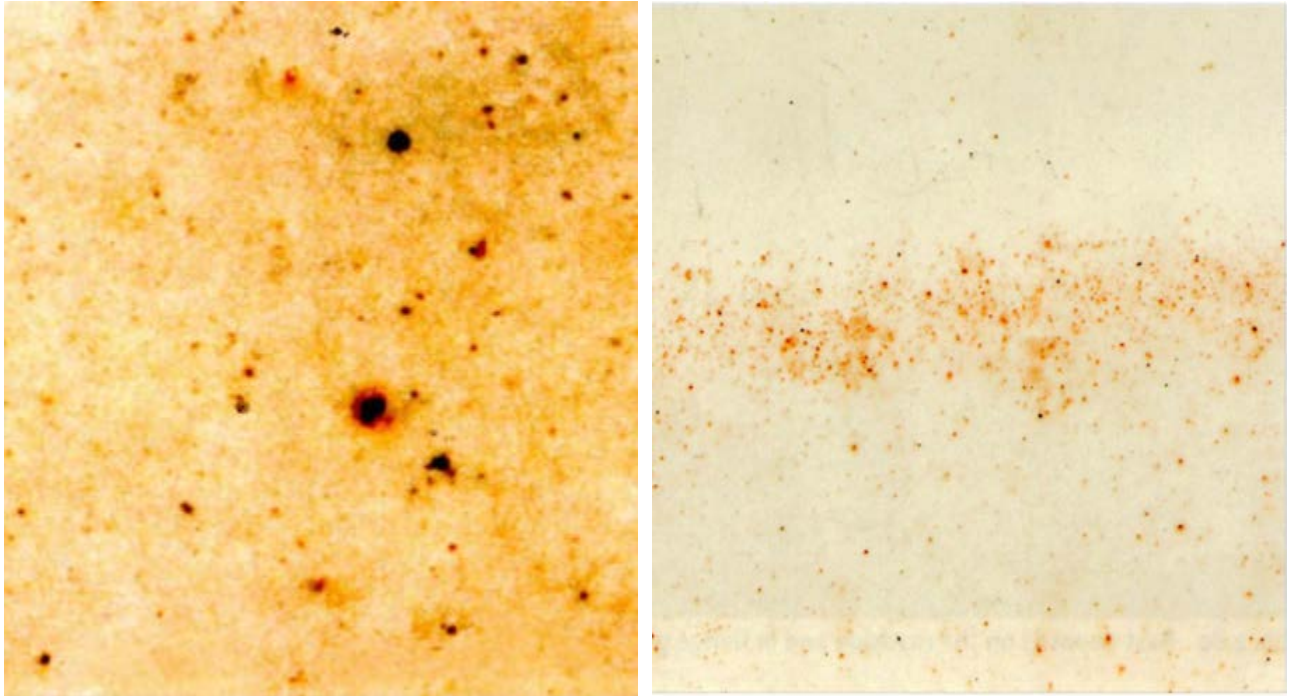
**Warrantable:** Yes.

Damage caused during manufacturing process.

**What to look for:**

It is always circular and is similar to a pyramid. If a bubble is opened then zinc oxide can be seen.

**Staining from Industrial Dust and Flash Rust**



**Description:**

Iron deposits resulting from increasing exposure time. This is on the top coat layer.

**Cause:**

Industrial fallout, loose chipping in road work, road salt and brake wear.

**Warrantable:** No.

Damages of this type are caused by external influences.

**What to look for:**

Signs of damage throughout vehicle, not just metal panels i.e. license plates, plastic parts.

## **Paint and Corrosion Claim Coding**



## Paint and Corrosion Repair and Claim Requirements:

- Inspection and authorization are required by the appropriate VW representative (FOM, QTM, RCM) prior to repair, unless the concern is under fifty time units or addressed by an active Technical Bulletin
- The repair must be completed within 30 days of FOM authorization
- Every component with a justified fault must be claimed individually and accompanied by a separate Service Number
- To complete the claim, follow “Reimbursement of sublet repairs” guidelines found in the *Warranty Policies and Procedures Manual* Section 2.4.3 (U.S. 06/12 version)
- Clear digital photos (see “Paint and Corrosion Repair Claim Requirements Checklist)

## Obtaining Authorization:

- Contact the VW representative to arrange for an inspection
- Facilitate the inspection of the vehicle damage
- Determine the severity of the damage
- Receive signed authorization from your VW representative

## Damage Severity Reference Information (all models, excluding Routan)

In accordance with the initial condition of the surface to be refinished, a distinction is made between **New Part** refinishing and **Repair** refinishing. Use the information below to determine the severity of the damage: S1, S2, S3 and S4.

### Refinishing a new Part S1:

Distinction is made between:

- Components to be welded in (welded parts)
- Components to be unbolted and bolted on (installed parts)
- Components of non-metallic materials (NMW) (composite parts)

### Refinishing S2:

Paint system in good condition. Clean existing topcoat with silicon remover, scuff sand, spray topcoat and dry in oven. (Labor rate applies to NMW new parts.)

### Refinishing S3:

Up to about 60% of the paint is in good condition. Completely removed damaged topcoat with substrate over an area of about 40%, apply body filler, recoat. Scuff entire surface before applying topcoat. Spray entire part with topcoat and dry in oven.

### Refinishing S4:

Paint system over the entire surface is unusable. Remove topcoat with substrate over the entire body part, apply body filler, recoat completely, spray entire part with topcoat and dry in oven.

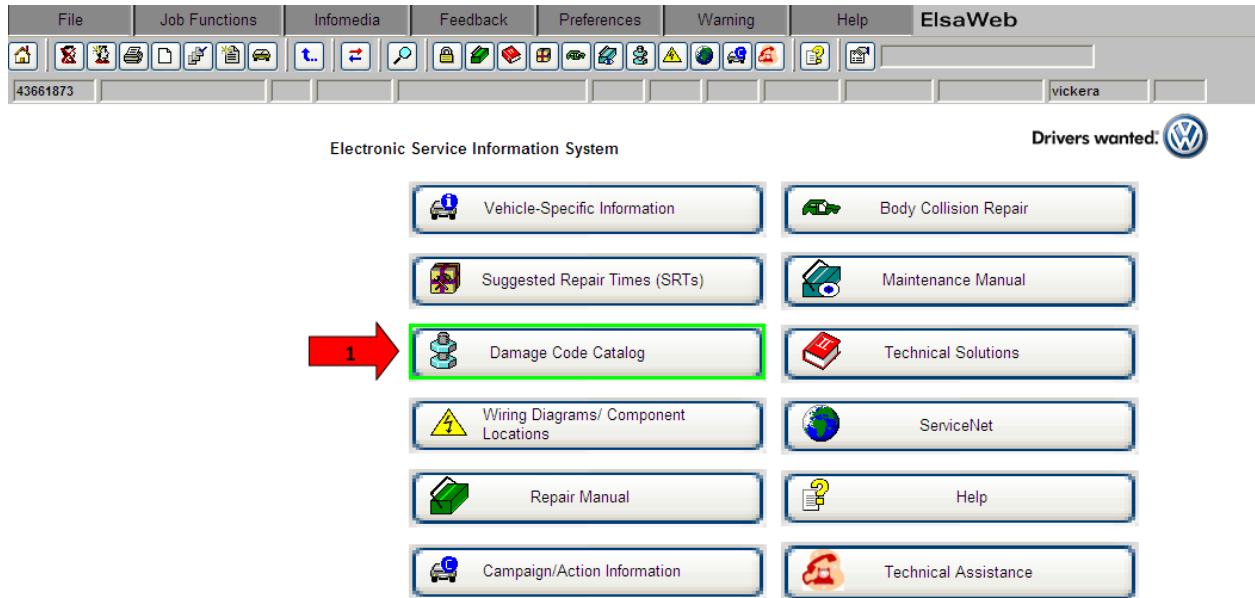
**Determining Service Numbers  
(All Models)**





## Determining the Applicable Service Numbers (All Models)

1) From the ElsaWeb homepage, click on the **Damage Code Catalog** choice:



2) Enter the Vehicle Identification Number (VIN), and click on the **Submit** button:

**Vehicle Selection**

VIN \*

Make \*   Sales Model

Model Year \*   Engine

Transmission

Final Drive

Color Code  Production Date

Delivery Date  Ordering Dealer

Delivering Dealer  Leasing Code

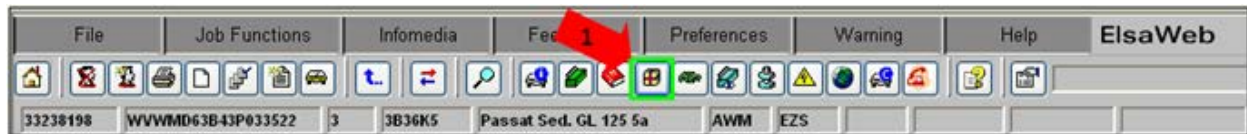
3) After the information for the VIN populates, click on the **OK** button.

**Determining Labor Operations  
(Excluding Routan)**

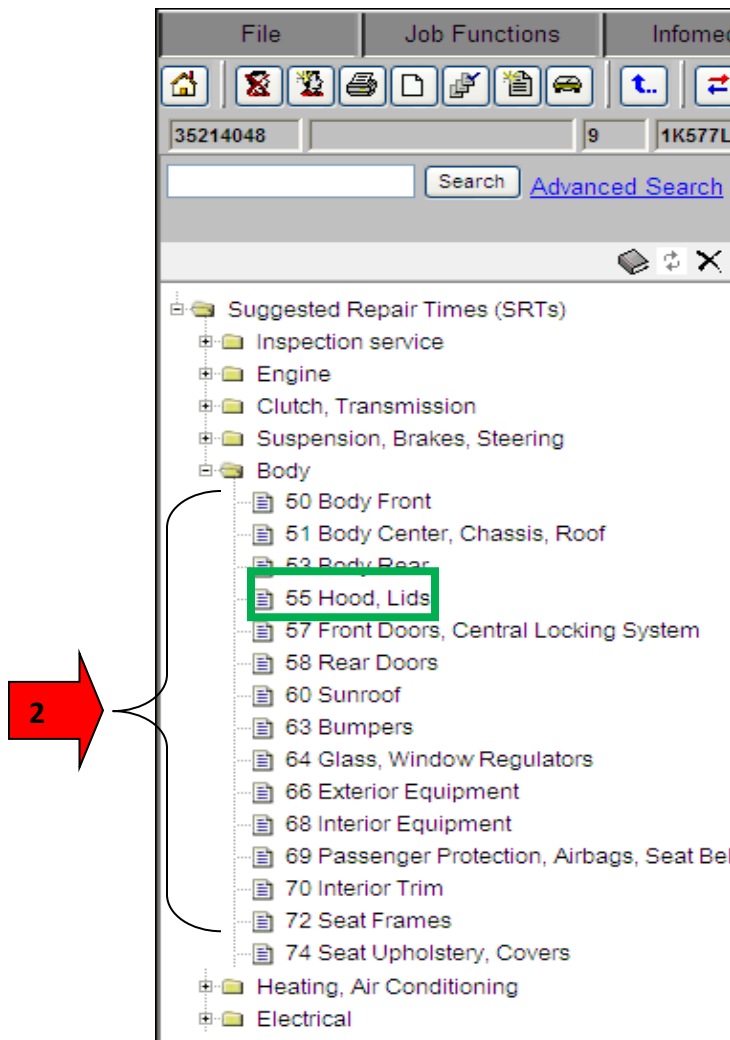


## Determining the Applicable Labor Operations (Excluding Routan)

1) Click on the Suggested Repair Times (SRT) button:



2) Choose the Body Category that applies to the panel being repaired:





In this example, the applicable Service Number for **Hoods, Lids** is **55**.

**3) Choose applicable labor operations for required repairs:**

- Detachable body components, which are bumped out or straightened while on the vehicle, should, whenever possible, not be removed for the subsequent refinish operation.
- In cases of all new parts, which are to be refinished in the installed position, areas which cannot be reached later must be painted prior to their installation.
- Chose body labor operations for the removal of components (when applicable).

The screenshot shows the ElsaWeb software interface for a Volkswagen Passat. The left pane displays a tree view of repair categories, with 'Body' expanded to show '55 Hood, Lids'. The right pane shows a detailed labor operation tree for '55 22 19 00: 50 2 Hood remove+reinstall'. Red circles highlight three specific operations: '55 22 19 00: 50 2 Hood remove+reinstall', '55 22 55 50: 50 2 Hood replace', and '55 22 63 00: . 3 Hood planish'. A red arrow labeled '3' points to the right side of the interface.

**Notes:**

- Planish means to smooth by rolling or hammering. This labor operation is used if additional time is needed on a repair with a valid paint labor operation (i.e. dents, creases, rust...)
- Items which require removal during the repair process do not always link in ElsaWeb. Determination of additional time required is based on the extent and location of damage. For example, a repair to the rear quarter panel with paint damage around the tail light may require remove and reinstall tail light labor operation to perform proper repair.



4) Choose the paint refinish labor operations based upon the Damage Severity Reference Information on page 3, as determined during the inspection process.

The screenshot displays a software interface for vehicle repair operations. The left pane shows a tree view of repair categories, with '55 Hood, Lids' selected. The right pane shows a list of repair operations with their respective material codes circled in red. A red arrow labeled '4' points to the list of operations.

Operation Code	Description	Material Code
55 22 61 00	Hood paint new part	S1
55 22 61 50	Hood paint new part	S2
55 22 63 00	Hood planish	S3
55 22 79 02	Hood paint	S4
55 22 79 03	Hood paint	S2
55 22 79 04	Hood paint	S3
55 22 79 52	Hood paint	S4





**Refinishing labor operations include time for the following procedures:**

	Part(s) removed				Part(s) installed			
	NT-S1	S2	S3	S4	NT-S1	S2	S3	S4
Clean part	X	X	X	X	X	X	X	X
Sand (hand)	X	X	X	X	X	X	X	X
Sand (machine)	X		X	X	X		X	X
Move part	X	X	X	X				
Correct surface defects	X				X			
Apply body filler	X		X	X	X		X	X
Apply and remove masking					X	X	X	X
Spray primer-surfacer	X		X	X	X		X	X
Spray exterior topcoat	X	X	X	X	X	X	X	X
Spray interior topcoat	X				X			
Spray clear coat	X	X	X	X	X	X	X	X
Blend seam areas					X			

**Notes:**

- NT = New Part
- Labor rate S2 applies to new non-metallic materials (NMW)

**Definitions:**

**Clean parts:** Remove service part sticker, remove silicone, wash, chamois and blow dry.

**Move part:** Moving the part into the spray booth for spraying body filler and back to the sanding station, moving the part into the spray booth to spray primer-surfacer and back to the sanding station (applies to removed parts only).

**Correct surface defects:** Bring scratches and dents up to 30 mm in diameter and 2 mm deep back to surface contour.

**Apply and remove masking:** Replace detail masking around the part(s) to be sprayed using tape and paper masking after applying body filler and primer-surfacer.

**Blend seam areas:** Blend seam areas.



- 5) Choose the paint preparation labor operation.
- **Only one labor operation is chosen for paint preparation.**
  - Always choose the highest paying operation based on the most severely damaged panel per Repair Order.
  - The labor operation group is 51 in ElsaWeb.

The screenshot shows the ElsaWeb software interface for a repair order. The top menu bar includes File, Job Functions, Infomedia, Feedback, Preferences, Warning, and Help. The main window displays a tree view of repair operations. The 'Body' category is expanded, showing various operations. A red arrow points to the '51' labor operation group, which is highlighted in the screenshot. The operations listed include 'Body prepare painting', 'Double-coat painting', 'Part installed', and 'S2, non-met new pts S1,non-met S2'. The '51' group is circled in red, and a red arrow points to it from the right side of the screen.



Preparation labor operations include time for the following procedures:

	Part(s) removed				Part(s) installed			
	NT-S1	S2	S3	S4	NT-S1	S2	S3	S4
Spray test pattern	X	X	X	X	X	X	X	X
Match hue	X	X	X	X	X	X	X	X
Secondary operations	X	X	X	X	X	X	X	X
Prepare body filler	X		X	X	X		X	X
Set up equipment	X		X	X	X		X	X
Extra time for equipment set-up				X				X
Move vehicle					X	X	X	X
Put on protective clothing	X	X	X	X	X	X	X	X
Flash times	X	X	X	X	X	X	X	X
Applicable extra time for 2 stage refinishing	X	X	X	X	X	X	X	X
Rework on vehicle					X		X	X
Cleaning of vehicle					X	X	X	X

**Notes:**

- NT = New Part
- Labor rate S2 applies to new non-metallic materials (NMW)



## Definitions:

### **Spray test pattern:**

Spray color on test panel, twice.

### **Match color:**

Compare test panel with color on vehicle, tint if necessary.

### **Secondary operations:**

Fetch, spread, remove, fold and put away masking sheet, prepare primer-surfacer, fill and clean spray gun, fetch bucket with water, sandpaper, sponge, chamois, fetch paint and hardener from paint room, prepare paint, fill and clean spray gun. Seal areas sanded to bare metal with corrosion-protection primer.

### **Prepare body filler:**

Fetch body filler and hardener, prepare body filler, fill and clean spray gun.

### **Set up equipment:**

Set up and break down orbital sander, fetch and return sandpaper.

### **Extra time for equipment set-up:**

Set up and break down extra sanders, fetch and return sandpaper.

### **Move vehicle:**

Move vehicle into the spray booth for spraying body filler and back to sanding station; move vehicle into spray booth for spraying primer-surfacer and back to sanding station; move vehicle into prep booth to prepare for refinishing, move vehicle into spray booth, move vehicle into bake booth, move the vehicle from the bake booth.

### **Put on protective clothing:**

Put on and remove protective suit, mask and gloves.

### **Flash times:**

Flash times between spraying primer-surfacer, topcoat or basecoat for 2-stage refinishing.

### **Extra time for 2-stage refinishing:**

Prepare clear coat, fill and clean spray gun. Flash time between spraying basecoat and clear coat for 2-stage finish.

### **Rework on vehicle:**

Rework inner edges and seams which were not reached during application of topcoat with brush or aerosol can.

### **Cleaning vehicle:**

Remove overspray, marks from sanding water.

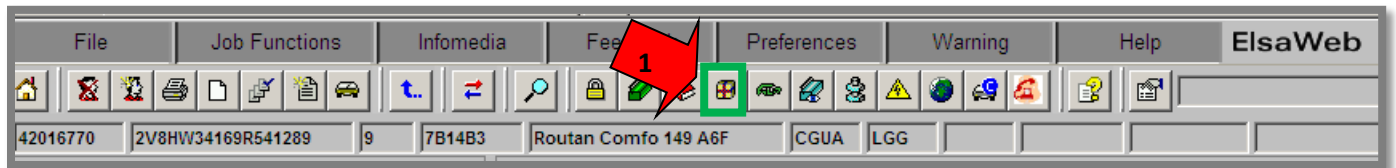
**Determining Labor Operations  
(Routan Only)**



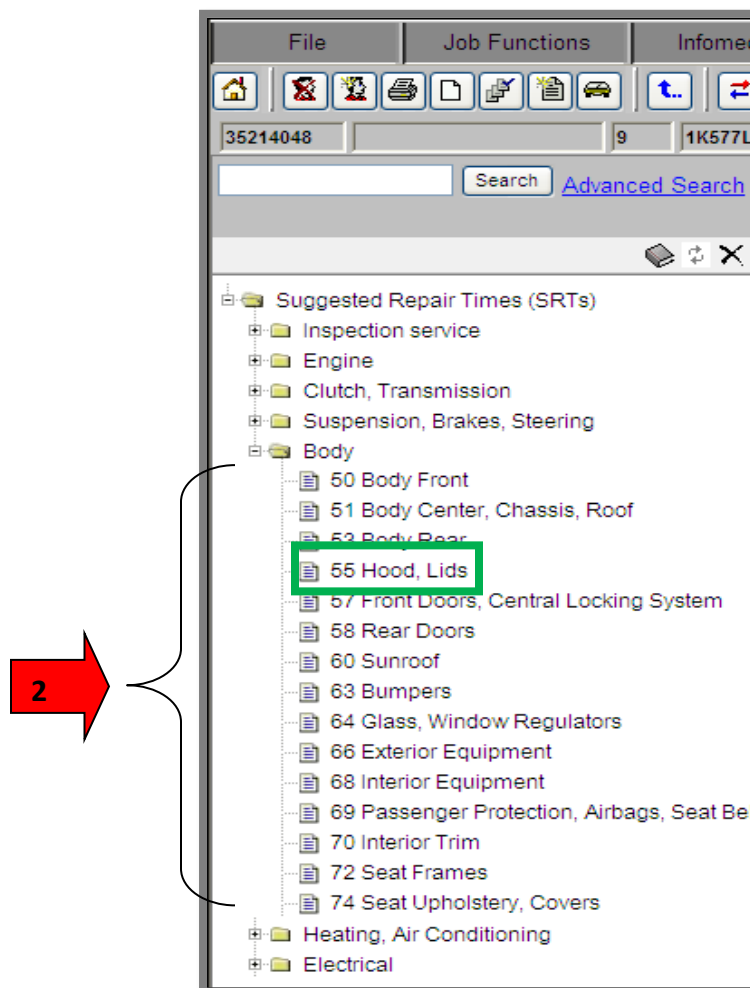


## Determining the Applicable Labor Operations (Routan Only)

1) Click on the Suggested Repair Times (SRT) button:



2) Choose the **Body** category that applies to the panel being repaired:

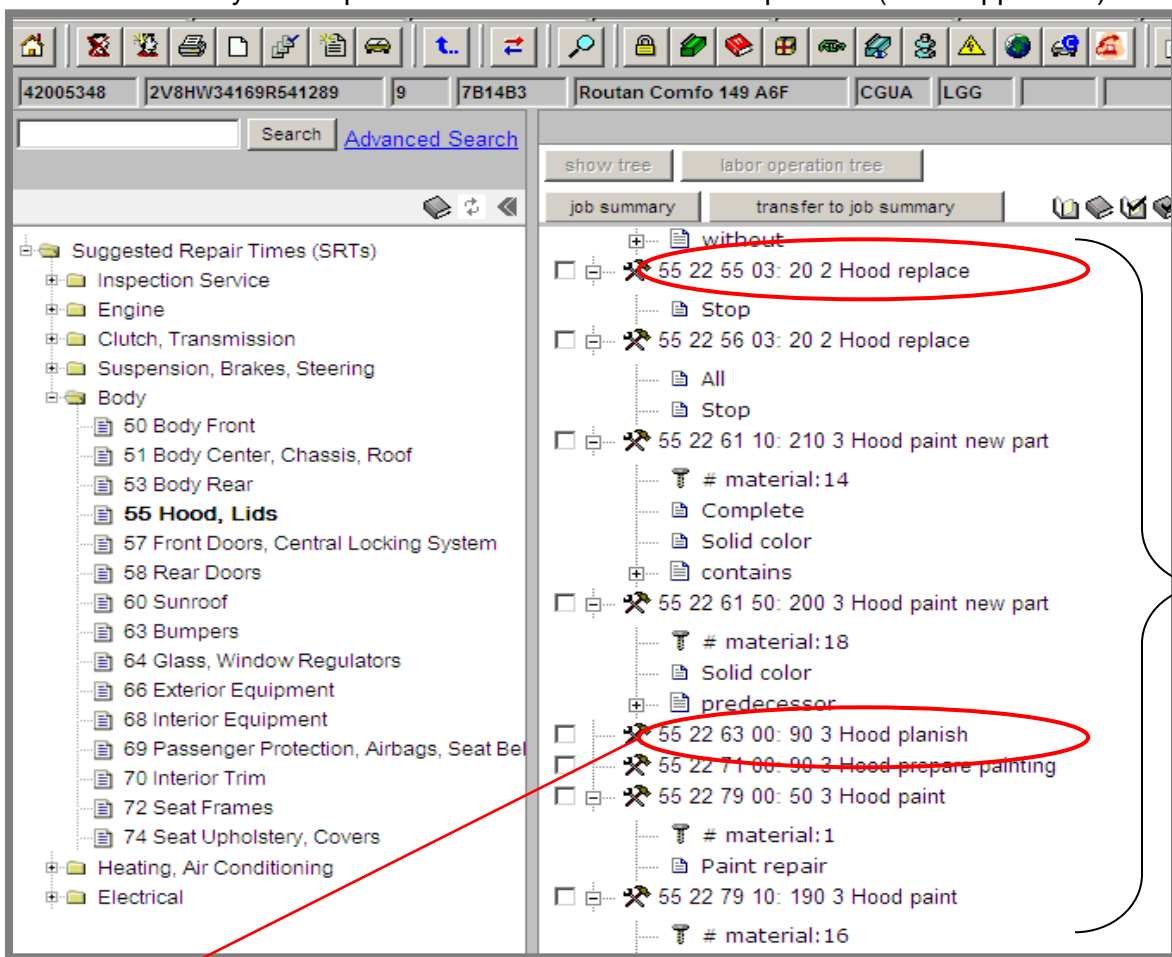


In this example, the applicable Service Number for **Hoods, Lids** is **55**.



### 3) Choose applicable labor operations for required repairs:

- Detachable body components, which are bumped out or straightened while on the vehicle, should, whenever possible, not be removed for the subsequent refinish operation.
- In cases of all new parts, which are to be refinished in the installed position, areas which cannot be reached later must be painted prior to their installation.
- Choose body labor operations for the removal of components (when applicable).



#### Notes:

- Planish means to smooth by rolling or hammering. This labor operation is used if additional time is needed on a repair with a valid paint labor operation (i.e. dents, creases, rust...)
- Items which require removal during the repair process do not always link in ElsaWeb. Determination of additional time required is based on the extent and location of damage. For example, a repair to the rear quarter panel with paint damage around the tail light may require remove and reinstall tail light labor operation to perform proper repair.



4) Choose the paint refinish labor operations based upon the severity determined during the inspection process. Multiple labor operations may be required when there are multiple components.

The screenshot displays a software interface for vehicle repair operations. The top bar shows vehicle identification numbers: 42016770, 2V8HW34169R541289, 9, 7B14B3, and the model name Routan Comfo 149 A6F. Below this are tabs for CGUA and LGG. The interface is divided into two main panes. The left pane, titled 'Suggested Repair Times (SRTs)', shows a hierarchical tree of vehicle components. The right pane, titled 'labor operation tree', shows a list of labor operations for the selected component. A red arrow points to the operation '55 22 79 00: 50 3 Hood paint' in the right pane. The interface also includes a search bar, a 'job summary' tab, and various icons for navigation and actions.

Search [Advanced Search](#)

show tree labor operation tree

job summary transfer to job summary

Suggested Repair Times (SRTs)

- Inspection Service
- Engine
- Clutch, Transmission
- Suspension, Brakes, Steering
- Body
  - 50 Body Front
  - 51 Body Center, Chassis, Roof
  - 53 Body Rear
  - 55 Hood, Lids**
  - 57 Front Doors, Central Locking System
  - 58 Rear Doors
  - 60 Sunroof
  - 63 Bumpers
  - 64 Glass, Window Regulators
  - 66 Exterior Equipment
  - 68 Interior Equipment
  - 69 Passenger Protection, Airbags, Seat Belts
  - 70 Interior Trim
  - 72 Seat Frames
  - 74 Seat Upholstery, Covers
- Heating, Air Conditioning
- Electrical

labor operation tree

- All
- Stop
- 55 22 61 10: 210 3 Hood paint new part
  - # material: 14
  - Complete
  - Solid color
  - contains
- 55 22 61 50: 200 3 Hood paint new part
  - # material: 18
  - Solid color
  - predecessor
- 55 22 63 00: 90 3 Hood planish
- 55 22 71 00: 90 3 Hood prepare painting
- 55 22 79 00: 50 3 Hood paint
  - # material: 1
  - Paint repair
- 55 22 79 10: 190 3 Hood paint
  - # material: 16
  - Complete
  - Paint rework
  - Solid color



## Refinishing labor operations include time for the following procedures:

	Part(s) removed		Part(s) installed	
	New	Repair	New	Repair
Clean part	X	X	X	X
Sand (hand)	X	X	X	X
Sand (machine)	X	X	X	X
Move part	X	X		
Correct surface defects	X		X	
Apply body filler	X	X	X	X
Apply and remove masking			X	X
Spray primer-surfacer	X	X	X	X
Spray exterior topcoat	X	X	X	X
Spray interior topcoat	X		X	
Spray clear coat	x	X	X	X
Blend seam areas			X	

### Definitions:

**Clean parts:** Remove service part sticker, remove silicone, wash, chamois and blow dry.

**Move part:** Moving the part into the spray booth for spraying body filler and back to the sanding station, moving the part into the spray booth to spray primer-surfacer and back to the sanding station (applies to removed parts only).

**Correct surface defects:** Bring scratches and dents up to 30 mm in diameter and 2 mm deep back to surface contour.

**Apply and remove masking:** Replace detail masking around the part(s) to be sprayed using tape and paper masking after applying body filler and primer-surfacer.

**Blend seam areas:** Blend seam areas.



- 5) Choose the paint preparation labor operation.
- **Only one labor operation is chosen for paint preparation.**
  - Always choose the highest paying operation based on the most severely damaged panel.
  - The labor operation group is 55 in ElsaWeb.

The screenshot displays the ElsaWeb software interface. The top toolbar contains various icons for navigation and actions. Below the toolbar, the vehicle information is shown: 42005348, 2V8HW34169R541289, 9, 7B14B3, Routan Comfo 149 A6F, CGUA, LGG. The main interface is divided into two panes. The left pane shows a tree view of repair categories, with '55 Hood, Lids' selected. The right pane shows a list of labor operations for the hood. The operation '55 22 71 00: 90 3 Hood prepare painting' is highlighted with a red oval and a red arrow labeled '5'. Other operations include '55 22 55 03: 20 2 Hood replace', '55 22 56 03: 20 2 Hood replace', '55 22 61 10: 210 3 Hood paint new part', '55 22 61 50: 200 3 Hood paint new part', '55 22 63 00: 90 3 Hood planish', and '55 22 79 00: 50 3 Hood paint'.



Preparation labor operations include time for the following procedures:

	Part(s) removed		Part(s) installed	
	New	Repair	New	Repair
Spray test pattern	X	X	X	X
Match hue	X	X	X	X
Secondary operations	X	X	X	X
Prepare body filler	X	X	X	X
Set up equipment	X	X	X	X
Extra time for equipment set-up		X		X
Move vehicle			X	X
Put on protective clothing	X	X	X	X
Flash times	X	X	X	X
Applicable extra time for 2 stage refinishing	X	X	X	X
Rework on vehicle			X	X
Cleaning of vehicle			X	X





## Definitions:

### **Spray test pattern:**

Spray color on test panel, twice.

### **Match color:**

Compare test panel with color on vehicle, tint if necessary.

### **Secondary operations:**

Fetch, spread, remove, fold and put away masking sheet, prepare primer-surfacer, fill and clean spray gun, fetch bucket with water, sandpaper, sponge, chamois, fetch paint and hardener from paint room, prepare paint, fill and clean spray gun. Seal areas sanded to bare metal with corrosion-protection primer.

### **Prepare body filler:**

Fetch body filler and hardener, prepare body filler, fill and clean spray gun.

### **Set up equipment:**

Set up and break down orbital sander, fetch and return sandpaper.

### **Extra time for equipment set-up:**

Set up and break down extra sanders, fetch and return sandpaper.

### **Move vehicle:**

Move vehicle into the spray booth for spraying body filler and back to sanding station; move vehicle into spray booth for spraying primer-surfacer and back to sanding station; move vehicle into prep booth to prepare for refinishing, move vehicle into spray booth, move vehicle into bake booth, move the vehicle from the bake booth.

### **Put on protective clothing:**

Put on and remove protective suit, mask and gloves.

### **Flash times:**

Flash times between spraying primer-surfacer, topcoat or basecoat for 2-stage refinishing.

### **Extra time for 2-stage refinishing:**

Prepare clear coat, fill and clean spray gun. Flash time between spraying basecoat and clear coat for 2-stage finish.

### **Rework on vehicle:**

Rework inner edges and seams which were not reached during application of topcoat with brush or aerosol can.

### **Cleaning vehicle:**

Remove overspray, marks from sanding water.

**Determining Material Charges  
(All Models)**



## Determining the Material Charges (All Models)

- 1) Genuine Volkswagen parts replaced must be claimed on the repair order and not through sublet invoice.
- 2) Paint and Materials:
  - o Material quantity is located below the paint labor operation
  - o Each quantity of 1 is equal to .1 liter of material
  - o Outside Material part number is LACKMATF

The screenshot displays a software interface for a repair order. The top menu bar includes 'File', 'Job Functions', 'Infomedia', 'Feedback', 'Preferences', and 'Warning'. Below the menu is a toolbar with various icons. The main window shows a search bar and a tree view on the left. The tree view is expanded to 'Body' > '55 Hood, Lids'. The right pane shows a labor operation tree for '55 22 61 00: 190 3 Hood paint new part'. A red circle highlights the entry '# material:15' under this operation, with a red arrow pointing to it and the number '2' next to the arrow.



- 3) The material allowance price is located on [www.vw-wise.com](http://www.vw-wise.com).
- o Resource Center>Claim Input Assistance>Claim Coding Assistance>Outside Part Numbers for Common Fluids and Lubricants

The screenshot shows the Volkswagen Resource Center website. The top navigation bar includes 'Das Auto.', 'News | Policy Manual | Bulletins & Communications | Resource Center | Performance Administration', and a search box. The left sidebar contains various navigation links, with 'Claim Input Assistance' highlighted. The main content area is titled 'Claim Coding Assistance' and features a table of links. A red arrow with the number '3' points to the link 'SAGA - Outside Part Numbers for Common Fluids and Lubricants'.

Information	Favorites
<a href="#">SAGA - Activity Codes</a>	
<a href="#">SAGA - Claim Edit Assistance</a>	
<a href="#">SAGA - Claim Types</a>	
<a href="#">SAGA - Entering Material Number (PN)</a>	
<a href="#">SAGA - Guided Fault Finding - 0150 and Self Diagnosis</a>	
<a href="#">SAGA - Missing Standard Equipment Before Delivery</a>	
<a href="#">SAGA - Oil Claiming Instructions</a>	
<a href="#">SAGA - Outside Labor Operations</a>	
<a href="#">SAGA - Outside Part Numbers for Common Fluids and Lubricants</a>	
<a href="#">SAGA - Vendor Codes - Identifying</a>	

Information	Favorites
<a href="#">ElsaWeb - Warranty Keys</a>	

## **Negotiating with a Body Shop**



## Negotiating with a Body Shop

Once you have estimated the total cost of the repair, it is time to meet with the repair facility to verify that the work can be performed at a cost that falls within your warranty allowance. Take the vehicle with a breakdown of the warranty allowance to the body shop. The body shop should then take the allowance provided and break the figures down by their rates to determine repair times.

### Example 1: Replacement of hood (non-Routan)

#### STEP 1: Determine the applicable Service Numbers

55 Hoods, Lids

#### STEP 2: Determine the applicable Labor Operations

Body Labor to R&R hood:	55221900	70 time units
x Dealer's warranty labor rate		x \$100.00
		= \$ 70.00

Divide by body shop labor rate                      \$70.00/ \$45.00 = **156 time units**

Paint labor to prep and paint:	55226150	160 time units
	51017153	+160 time units
		= 320 time units
x Dealer's warranty labor rate		x \$100.00
		= \$320.00

Divided by body shop labor rate                      \$320.00/ \$45.00 = **711 time units**

#### STEP 3: Determine the applicable Material charges

Paint and materials:	Material 14	14
		x \$ 9.30
		= <b>\$130.20 LACKMATF</b>

#### Notes:

- When selecting a severity of S3, if the panel is damaged less than 40% (which is the maximum amount damage for S3) the total labor should correspond to the level of damage. The maximum time units should only be claimed if the damage to that panel is fully 40%.
- Material allowance should also be reduced corresponding to the level of damage.
- Prep time allowance would remain the full allowance.





## Example 2: Repair rust on hood

### STEP 1: Determine the applicable Service Numbers

55 Hoods, Lids

### STEP 2: Determine the applicable Labor Operations

Body Labor to repair rust: **55226300** = An A-time operation, so labor allowance available, Straight time is figured at body shop labor rate.

$$\begin{aligned} & 250 \text{ time units to repair rust} \\ & \times \$45.00 \text{ body shop labor rate} \\ & = \$112.50 \text{ repair allowance} \end{aligned}$$

#### Note:

"If the parts and/or labor required for a repair are within 80% of the replacement cost of the unit, a complete new or remanufactured unit should be installed, unless written Volkswagen policy states otherwise. It is the Dealer's responsibility to determine the most economical method of repair." (P&P section 3.50)

Repair hours multiplied by body shop labor rate:

$$\begin{aligned} \text{Paint labor to prep and paint: } & \mathbf{55227903} && 250 \text{ time units} \\ & \mathbf{51017133} && +190 \text{ time units} \\ & && = 440 \text{ time units} \\ \times \text{ Dealer's warranty labor rate} & && \times \$100.00 \\ & && = \$440.00 \end{aligned}$$

$$\text{Divided by body shop labor rate} \quad \$440.00 / \$45.00 = \mathbf{978 \text{ time units}}$$

### STEP 3: Determine the applicable Material charges

$$\begin{aligned} \text{Paint and materials:} & \quad \mathbf{\text{Material 16}} && 16 \\ & && \times \$ \quad 9.30 \\ & && = \mathbf{\$ 148.80 \text{ LACKMATF}} \end{aligned}$$

#### Notes:

- When selecting a severity of S3, if the panel is damaged less than 40% (which is the maximum amount damage for S3) the total labor should correspond to the level of damage. The maximum time units should only be claimed if the damage to that panel is fully 40%.
- Material allowance should also be reduced corresponding to the level of damage.
- Prep time allowance would remain the full allowance.

**Claim Submission**



## Claim Submission

### Claim Type

- 950: Paint warranty before delivery
- 150: Paint warranty
- 160: Warranty against through-corrosion
- 210: Goodwill Customer Assistance

### Vendor Code

- The Vendor Code for a 950, 150, 160 or 210 claim type is always the same as the damage location

### Outside Labor

For outside (sublet) services, use the following labor/repair operations:

- L0010000: External painting - straight color
- L0020000: External painting - metallic/2-layer
- L0030000: External painting - pearl color
- A0041000: Body Shop repair (no paint)
- A0061000: Glass (replacement or R&R)
- A0000000: General Sublet Repairs

### Outside Materials

- LACKMATF: Paint and Materials

### Claim Comments

Warranty Policies and Procedures 2.2 Claim Comments (U.S. 06/12 version):

- A brief and accurate description of customer concern (such as "paint is peeling on front bumper")
- Reason the part was replaced/defect found (such as "found paint peeling") or the part that was repaired (such as "removed and replaced front bumper, repainted")
- A brief and accurate description of diagnosis time, A-time, or any repairs other than replacement of a part
- Technical Bulletin Number, if applicable

As well as:

- Labor Operations, referencing repair performed and associated time units
- Authorization from VW representative

### **Example of Claim Comments:**

*"Customer complained that paint was peeling on front bumper. Found paint peeling. R&R front bumper, repainted. Outside tab A0041000 for R&R Bumper (63291900), L00X0000 for paint and prep (63297953, 51017173). LACKMATF for paint/materials (qty. 5). Repair was authorized by VW representative (name) on (date)."*



## Incorrect Submission of Sublet Repair

V	LO number	AZ	Text/description	Technician	Claimed TU	Calculated TU	Amount	Calculated amount
<input type="checkbox"/>	55 59 71 99	<input checked="" type="checkbox"/>	Liftgate painting prepared	596	127	127	143.89	143.89
<input checked="" type="checkbox"/>	55 59 79 99	<input checked="" type="checkbox"/>	Liftgate painted	596	153	153	173.35	173.35

## Correct Submission of Sublet Repair

V	Outside LO number	Text/description	Amount	Calculated amount
<input type="checkbox"/>	A0 04 10 00	bodyshop repair (no paint) Volkswagen .	96.00	96.00
<input checked="" type="checkbox"/>	L0 01 00 00		153.60	153.60

V	Outside SP number	Description	Attribute	Quantity	Unit	Amount	Calculated amount
<input type="checkbox"/>	LACKMATF	paint/material		1.00	Each	67.20	67.20

Commentary text found paint pitted & peeling under undisturbed wrap guard - repaired & refinished lift gate- FOM inspected and authorized. A0041000 for body labor to repair panel (reference operation 55596300) L0010000 for paint and prep labor (reference operations 55597903 (paint) and 51017133 (prep- allowed only once per repair order if multiple panels repaired) and outside material LACKMATF for paint/materials



## Incorrect Submission of Sublet Repair

Vehicle information   Claim Control   Damage information   Labour/Material   *Outside labour/material   Claim values   Credit Note Information   *Comment   Claim state   Changes   *Criteria   Driver information									
Labour									
V	LO number	AZ	Text/description	Technician	Claimed TU	Calculated TU	Amount	Calculated amount	
<input type="checkbox"/>	53 05 79 02	<input type="checkbox"/>	Rear apron painted	999	50	50	49.50	49.50	49.50
<input type="checkbox"/>	53 55 75 99	<input checked="" type="checkbox"/>	Rear side panel cavity sealcoated	999	70	70	69.30	69.30	69.30
<input checked="" type="checkbox"/>	53 55 79 04	<input type="checkbox"/>	Rear side panel painted	999	290	290	287.10	287.10	287.10
<input type="checkbox"/>	63 69 19 50	<input type="checkbox"/>	Rear bumper cover removed+reinstalled	999	40	40	39.60	39.60	39.60
<input type="checkbox"/>	66 58 19 10	<input type="checkbox"/>	Rear spoiler removed+reinstalled	999	90	90	89.10	89.10	89.10
<input type="checkbox"/>	66 58 79 52	<input type="checkbox"/>	Rear spoiler painted	999	50	50	49.50	49.50	49.50
Material									
V	SP number	Description	Attribute	Quantity	Unit	Amount	Calculated amount		
<input type="checkbox"/>	1K6 945 096 AD	TAILLIGHT		1.00	Each	92.92	92.92		92.92

Vehicle information   Claim Control   Damage information   Labour/Material   *Outside labour/material   Claim values   Credit Note Information   *Comment   Claim state   Changes   *Criteria   Driver information									
Outside labour									
V	Outside LO number	Text/description	Amount	Calculated amount					
Outside material									
V	Outside SP number	Description	Attribute	Quantity	Unit	Amount	Calculated amount		
<input type="checkbox"/>	PAINT	PAINT & MATERIALS		1.00	Each	141.50	141.50		141.50

## Correct Submission of Sublet Repair

Vehicle information   Claim Control   Damage information   Labour/Material   *Outside labour/material   Claim values   Credit Note Information   *Comment   Claim state   Changes   *Criteria   Driver information									
Outside labour									
V	Outside LO number	Text/description	Amount	Calculated amount					
<input type="checkbox"/>	A0 04 10 00	bodyshop repair (no paint) Volkswagen .	162.00	162.00					162.00
<input type="checkbox"/>	A0 06 10 00	glass replacement (outsouce) Volkswagen .	81.00	81.00					81.00
<input type="checkbox"/>	L0 01 00 00		207.00	207.00					207.00
Outside material									
V	Outside SP number	Description	Attribute	Quantity	Unit	Amount	Calculated amount		
<input type="checkbox"/>	LACKM1TF	paint/material		1.00	Each	140.60	140.60		140.60

## Reference Materials





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## Explanations of Paint Damage Codes

### **001 Extensive rust penetration**

Local, more or less extensive, mainly closed rust penetration of the paint structure.

### **002 Rust on edges/folds**

Locally limited open rust on edges and folds.

### **003 Through-corrosion/perforation**

More or less big, mainly round perforation of the body panel, with progressive paint flaking-off on the adjacent components.

### **067 Original paint: Insufficient adhesion**

The original top coat has insufficient adhesion to the priming filler or overall structure to the panel.

### **068 Repainting: Insufficient adhesion**

The top coat on repainted surfaces has insufficient adhesion because of poor preparation of application.

### **069 Top coat too soft**

The scratch resistance of the top coat is insufficient.

### **070 Masking edges**

Noticeable color edges because of repainting on a limited surface.

### **071 Overspray**

Finely dispersed, no longer homogenously embedded, drip-shaped paint particles on the surface

### **072 Spots/scuff marks**

Spots: Noticeable change of the hue and the structure of the top coat in the various forms, more or less over a large area, mainly on horizontal surfaces.

Scuff marks: Noticeable surfaces with reduced degree of brilliance and structural changes of the top coat, mainly ring-shaped in different sizes.

### **073 Color off shade**

Hue deviation of a surface in the comparison to the surrounding areas.

### **074 Trim loose/torn**

A bonded trim foil has insufficient adhesion, is loose or torn.

### **075 Paint cracks because of alignment**

Paint cracks of different length, occasionally related to flaking-off paint down to the panel in the cracked area, caused by poor alignment or assembly work, e.g. in the area of door locking pins or window frame/door skin.



## **076 Impression on soft finish**

Relief-type impression in the paint, caused by touching the wet paint film before drying/burning, e. g. on door and cover edges/sections.

## **077 PVC irregular, cracks**

Noticeable manufacturing defects of the PVC material on parting lines, such as: Material not applied and cracks which can lead to corrosion or unacceptable surface irregularities.

## **078 Missing anti-corrosion treatment**

The anti-corrosion treatment does not cover the complete surface or flakes off in some places.

## **079 Wax stains**

In some places cavity conservation wax has dripped on the outer body, where it provides no anti-corrosion protection but a stain.

## **080 Scratches**

Scratch marks in the paint which are discovered at PDI and not caused by transit damage.

## **081 Dents**

Noticeable metal deformation of a surface which is discovered at PDI and not caused by transit damage. Normally, the deformation is from inside to outside.

## **082 Thin paint areas**

In some places the priming filler glimmers through the top coat.

## **083 Clouding**

Noticeable partial light-dark areas in Metallic paint.

## **084 Paint inclusions**

Impurities included in the paint film such as dust and fluff, etc.

## **085 Cratering**

Circular depressions in the top coat or in the intermediate layers.

## **086 Chafing/scoring marks**

Frequent scoring or grinding marks in the panel or paint structure.

## **087 Runs, drops**

Noticeable runs in the top coat or in the intermediate layers.

## **065 If damage codes 67 to 87 are not applicable**

Describe the problem in the column remarks, e.g. orange peel effect.



## Paint / Corrosion Damage Location Table

010	Roof	130	Right Side Member
016	Right Roof Seam	131	Left Side Member
017	Left Roof Seam	132	Left Roof Bar
018	Right Roof Trim Strip	133	Right Roof Bar
019	Left Roof Trim Strip	138	Rear Right Wheel Arch Cover
020	Bonnet, Outer Wall	139	Rear Left Wheel Arch Cover
021	Bonnet, Inner Wall	140	Rear Right Wing
030	Outer Boot Lid / Tailgate	141	Rear Left Wing
031	Inner Boot Lid / Tailgate	150	Rear End Panel
032	Cabriolet Soft Top Storage Box Cover	156	Right Sill Panel
033	Outer Rear Right Wing Door	157	Left Sill Panel
034	Inner Rear Right Wing Door	158	Rear Right Lower Door Trim
035	Upper Rear Spoiler	159	Rear Left Lower Door Trim
038	Outer Rear Left Wing Door	160	Rear Right Door Outer Sliding Door
039	Inner Rear Left Wing Door	161	Rear Right Door Inner Sliding Door
040	Front Right Wing	162	Rear Left Door Outer Sliding Door
041	Front Left Wing	163	Rear Left Door Inner Sliding Door
042	Right Wing Cover	164	Rear Right Middle Door Trim
043	Left Wing Cover	165	Rear Left Middle Door Trim
044	Right Door Step	166	Rear Right Door Handle/Sliding Door
045	Left Door Step	167	Rear Left Door Handle/Sliding Door
055	Front Trim	169	Rear Left Side Panel
056	Grille	170	Rear Right Side Panel
060	Front Right Outer Door	171	Front Left Side Panel (CV)
061	Front Right Inner Door	172	Front Right Side Panel (CV)
062	Front Left Outer Door	180	Tailboard
063	Front Left Inner Door	190	Right Dropside
064	Front Right Center Door Trim	191	Left Dropside
065	Front Left Center Door Trim	200	Underbody
066	Front Right Door Handle	240	Sunroof Cover
067	Front Left Door Handle	260	Fuel Filler Flap
068	Front Right Lower Door Trim/Cover	272	Right A Pillar
069	Front Left Lower Door Trim/Cover	273	Left A Pillar
080	Right Rain Channel	274	Right B Pillar
081	Left Rain Channel	275	Left B Pillar
090	Cowl	276	Right C Pillar
110	Front Bumper/Spoiler/Parking Sensor	277	Left C Pillar
111	Rear Bumper/Spoiler/Parking Sensor	278	Right D Pillar
112	Front Trim	279	Left D Pillar
113	Rear Bumper Trim Strip	290	Boot
120	Interior Paint	430	Door Mirror



## Paint/Corrosion Claim Form



Dealer No.		VIN (17-Digits)	
Repair Order No.		Color No. (4-digit ElsaWeb Paint No.)	
		Dealer Labor Rate	
		Paint material price per unit	9.30
		Dealer-owned paint shop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Original paint material?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If repeat repair, provide explanation in box below:

Service No.	Damage Code	On g Loc	Part manufacturer (Vendor Code)		Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair

The vehicle history must be checked for any previous damage. Digital photographs must be included with the repair order per VW/A instructions. If there is a submit quote for painting, the quote amount must be split between outside & inside labor and outside & inside material.

Subtotal	0	0
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Part Number	Part Description	Quantity	Total Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units	Mat'l Units
Total Paint Material Amount		\$	-				
Total Parts Amount		\$	-				
Total TUMU						0	0

VW Representative \_\_\_\_\_ Authorization No. \_\_\_\_\_

Authorization Date \_\_\_\_\_

Authorization valid until: \_\_\_\_\_

Labor: \$ -

Material: \$ -

Total: \$ -

Approved Amount: \_\_\_\_\_

VW Representative Name (printed) \_\_\_\_\_

VW Representative Signature \_\_\_\_\_



## PAINT AND CORROSION REPAIR CLAIM REQUIREMENTS CHECKLIST

- All documentation such as email, repair order, estimate(s) must contain the following information:
  - Dealer Number
  - Full VIN
  - Customer Name
  - Area(s) of concern, e.g. fender, door, trunk lid
  
- A complete and detailed repair estimate which includes the part number(s) for any parts being replaced.
  
- A fully completed *Paint/Corrosion Claim Form*.
  
- A clear digital photo of the VIN plate from the base of the windshield.
  
- A clear digital photo of the odometer showing the vehicle mileage at the time of the estimate.
  
- Clear digital photos of the affected area(s).
  
- Clear digital photos of the entire vehicle to show the overall condition. The vehicle must be clean and dry.
  
- Each component repaired must be claimed on a separate line (for example, the hood and hatch must be claimed separately even if repaired at the same time).
  
- Repairs must be undertaken no later than 30 days after having received authorization.
  
- Additional damage found during the repair requires re-authorization by the appropriate Volkswagen representative (FOM, QTM or RCM).
  
- Compliance with all Warranty Policies and Procedures relative to warranty paint and corrosion repairs.

*Failure to provide any/all of the required photos and/or documents may result in delay or denial of claim payment.*