



Service Circular

Warranty

**Subject: One-Time Wheel Alignment Payment on Touareg
Vehicles Up to VIN 4D025443**

**Number: VWA-04-12
Date: May 4, 2004**

For a customer concern that a wheel alignment be performed on a vehicle, Volkswagen will pay for a one-time wheel alignment on Touareg vehicles with a VIN up to **4D025443**. Premature tire wear, for **front tires only**, will also be reimbursed as consequential damage, if applicable.

In cases where a wheel alignment was previously performed on those vehicles falling within the VIN break, but never claimed, Volkswagen will also accept a claim for a one-time wheel alignment, along with premature tire wear, for **front tires only**, if applicable.

Claim Processing:

Claim Type: W2
Damage Code: 4485 11 000 1
Labor Operation: Claim Appropriate Labor Operations:
44 95 03 00 - Check Front & Rear Wheel Alignment - 90 Time Units
44 89 15 50 - Adjust Front Wheel Camber - 50 Time Units (If Adjusted)
44 94 15 50 - Adjust Rear Wheel Camber - 20 Time Units (If Adjusted)
44 87 15 50 - Adjust Toe-In - 30 Time Units (If Adjusted)

If front tires are replaced due to consequential, premature wear, claim the cost of the front two tires in sublet parts and use the appropriate labor operations for front tire replacement.

The wheel alignment time must be punched on and off separately, and a copy of the wheel alignment printouts must be attached to the repair order hard copy.

Retain the prematurely worn tires, in case inspection is necessary, until the claim has paid (SY1 status). After the claim has paid, scrap and destroy these tires so that they cannot be used again for their intended purpose.