

Volkswagen Collision Repair Standards



Volkswagen

POSITION STATEMENT

IMMEDIATE RELEASE

SUBJECT: VEHICLE BODY SECTIONING APPLICABLE TO ALL VOLKSWAGEN MODELS

HERNDON, VA - To promote and maintain its rigorous standards of quality and safety, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("VWoA") provides collision repair centers with critical information pertaining to collision repair and parts replacement on Volkswagen vehicles.

Full body sectioning (sometimes referred to as "clipping") is a method of repairing vehicles that have been involved in severe rear collisions. The repair is performed by welding the rear portion of a salvage vehicle to the vehicle which sustained the damage.

NOTE: Full body sectioning is not an acceptable method of repair on any Volkswagen vehicle. This is based on the following information pertaining to full body sectioning:

- Presents repair issues with regard to fit, finish, vehicle alignment, functionality, and reliability.
- Does not meet Volkswagen standards for corrosion protection and construction.
- Decreases the strength and safety of the original vehicle design.
- Increases vehicle noise, vibration, and harshness and the risk of water leaks.
- Raises concerns about warranty and quality and may depreciate the value of the vehicle.
- Not covered under Volkswagen's new vehicle limited warranty.
- Damage to or failure of a Volkswagen part caused by this repair procedure or improper performance is not covered under Volkswagen's new vehicle limited warranty.

This Volkswagen repair statement is not limited to body sectioning but also includes the use of salvaged frame rails for repair of damaged vehicles.

Full body sectioning is not a procedure approved by Volkswagen and therefore does not meet Volkswagen's safety specifications, putting the vehicle occupants and other drivers at risk in the event of a future collision.

The only proper method of repair is to use genuine Volkswagen sheet metal replacement parts for severely damaged unitized metal frame constructed vehicles.

Contact: collision@vw.com

Go to <http://media.vw.com/> for news releases

Collision Repair Note: Recycled, salvaged, aftermarket and reconditioned parts (including body parts, wheels and safety restraint components) are not authorized by VWoA. Departure from the instructions provided in the erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety. Failure to follow

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these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

PLEASE DISTRIBUTE THIS DOCUMENT TO THE FOLLOWING: COLLISION REPAIR CENTER MANAGERS, ESTIMATORS, AND TECHNICIANS.