

Volkswagen Collision Repair Standards



Volkswagen

POSITION STATEMENT

SUBJECT: RECYCLED PARTS 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 important information regarding collision repair and parts replacement on Volkswagen vehicles.

VWoA does not support the repair of Volkswagen vehicles with recycled vehicle parts or assemblies. This is of particular concern for any parts and assemblies which are welded, riveted, or bonded to or part of the vehicle structure during the manufacturing process. VWoA does not approve the replacement of structural panels, members, or assemblies on Volkswagen vehicles (e.g., clipping or partial clipping) with recycled parts.

Body sectioning of any type is not an acceptable method of repair on any Volkswagen vehicle, for the following reasons:

- The process presents repair issues with regard to fit, finish, vehicle alignment, functionality, and reliability.
- The process does not meet Volkswagen standards for corrosion protection and construction.
- Body sectioning modifies the strength and safety of the original vehicle design.
- The process increases vehicle noise, vibration, harshness, and the risk of water leaks.
- Body sectioning raises warranty and quality issues and may depreciate the value of the vehicle.
- Body sectioning is not covered under the Volkswagen new vehicle limited warranty.
- Damage to or failure of a Volkswagen part caused by body sectioning or improper repair is not covered under the Volkswagen new vehicle limited warranty.

All vehicle repairs should be made following VWoA repair procedures obtained directly from erWin (<https://erwin.vw.com/>) or ElsaPro (for VW dealers), an online application which contains the most up-to-date VW repair and service information developed and provided by Volkswagen Group of America.

Collision Repair Note: Recycled, salvaged, aftermarket and reconditioned parts (including body parts, wheels and safety restraint components) are not authorized by VWoA. Departure from VWoA instructions provided in erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety. Failure to follow these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

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