

Volkswagen Collision Repair Standards



Volkswagen

POSITION STATEMENT

SUBJECT: VEHICLE STRUCTURAL/UNIBODY COMPONENT REPLACEMENT 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.

This Volkswagen repair position statement refers to unibody/structural components including frame rails, apron assemblies, quarter panels, floor structures, bumpers, bumper reinforcement bars, A-pillars, B-pillars, and body panels. These structural components are specifically designed to work in conjunction to provide maximum passenger safety in the event of a future collision. Concessions to any of these individual structural components may negatively impact the complete vehicle structure in the event of a future collision.

Therefore, Volkswagen does not support the use of aftermarket, alternative, reverse-engineered, or remanufactured collision parts for the repair of structural components of any Volkswagen vehicle involved in an accident.

Additionally, Volkswagen does not support the use of parts that have been removed or salvaged from another vehicle that was previously involved in a collision. These parts are compromised by being exposed to weathering, rust, environmental damage, and heat damage from welders used to remove the parts from vehicles that were previously involved in a collision. These elements can cause Volkswagen's high-strength steel vehicle unibody parts to lose their structural integrity, which can cause the vehicle to not perform properly if involved in a future collision.

Volkswagen requires the use of new Genuine Volkswagen collision parts in the repair of Volkswagen vehicles. These parts are factory tested to provide maximum passenger safety should the vehicle be involved in a future collision.

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

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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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