



Volkswagen Collision Repair Standards Position Statement

Recycled Parts Applicable to All Volkswagen Models

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.

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 that 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.

Official VW Repair Procedures

All vehicle repairs should be made following VW repair procedures obtained directly from erWin (erwin.vw.com) or ElsaPro (for VW dealers).

erWin and ElsaPro are online applications that contain the most up-to-date VW repair and service information developed and provided by Volkswagen Group of America.

Using VW Repair Procedures

Departure from VW 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.

Parts

Recycled, salvaged, aftermarket, and reconditioned parts (including body parts, wheels, and safety restraint components) are not authorized by VWoA.

Contact

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