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| **Independent Dealer Technical Escalation**  We hope you understand that our preconditions are that you have the literature required (see erWin website), a sufficiently trained technician and the necessary tools and measurement equipment. Please ensure the form is completed in full and an up to date diagnostic log is submitted, where required. Failure to do so may lead to delays in assistance. | |
| Please insert your email address |  |
| Title: |  |
| First name/Surname: |  |
| Business name: |  |
| Authorized Dealer number (if applicable): |  |
| Address: |  |
| Postcode: |  |
| Telephone number: |  |
| Email address: |  |
| Vehicle Brand: |  |
| Vehicle identification number: |  |
| Vehicle mileage: |  |
| What is the customer complaint? |  |
| Has the vehicle previously been to the workshop with the same complaint before? | Yes No |
| When did the complaint start? |  |
| Has a comparable vehicle been tested? | Yes No |
| Have you performed guided fault finding? Please ensure current diagnostic log has been sent to productsupport@volkswagen.co.kr (if sent online please state in comments box). | Yes No |
| Are there any fault codes recorded? If yes please list (or state 'on log'). |  |
| What diagnostic machine are you using (please note if you are not using current VW equipment we may not be able to assist)? |  |
| If using a VW diagnostic machine or laptop based software, please list the current software level you are running. |  |
| Has the vehicle had any performance enhancement’s (ECU mapping, exhaust modifications etc....)? | Yes No |
| If 'Yes' what modifications have been made? |  |
| Has the vehicle had any none VW approved accessories fitted (towbars, Bluetooth kits etc....)? | Yes No |
| If 'Yes' please list what accessories have been fitted. |  |
| What work has been carried out in the workshop (please list the results of all checks)? |  |
| Please state what Technical assistance you require. |  |
| Please list parts & part numbers fitted, if applicable (please be aware that we cannot advise on the fitment/use of none VW parts): |  |