



Volkswagen of America, Inc.

Warranty Policies and Procedures Manual



FOREWORD

This document regulates handling and processing of warranty liabilities between authorized Volkswagen dealers and Volkswagen of America, Inc. It is part of the Dealer Agreement Standard Provisions, and should be used as a reference guide for Warranty Administrators and Service Managers in their daily decision-making.

Any and all rights and obligations of Volkswagen and its authorized dealers are subject to any applicable state or federal law or regulation.

The manual contains the following chapters:

- What's New
- Definitions and Abbreviations
- Commonly Used Phone Numbers
- 1 General Warranty Guidelines
- 2 Warranty Administration
 - Warranty Coverage Verification
 - Warranty Claims
 - Repair Order Documentation
 - Reimbursement Policy
 - Warranty Parts Handling
 - Warranty Audits
- 3 Policy Application from A to Z
- 4 Vehicle Receipt, Storage and Customer Delivery
- 5 WorldAuto Certified Pre-Owned Limited Warranty Administration
- 6 Appendix: Warranty statements
- Index

From time to time *Warranty Bulletins* will be published to modify existing warranty policies or add new policies to the ones published in this manual. The *Warranty Bulletin's* policy will be incorporated into the next scheduled revision of this manual.

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WHAT'S NEW

Listed below are the sections from the manual which contain important updated information and a brief description of the policy topic or change. Please read and become familiar with the updated information in these sections.

WARRANTY BULLETINS INTEGRATED INTO THE MANUAL

- ▶ The following Warranty Bulletins have been integrated into this edition of the manual.

WARRANTY BULLETIN		SECTION NUMBER
WVP-12-08	<i>Correction to Hybrid System Limited Warranty Covered Components</i>	1.2.3 6.3
WVP-12-09	<i>Routan Front Wheel Bearings Limited Warranty Extension</i>	1.2.7 3.69.1.24
WVP-12-10	<i>Technical Diagnosis Now Available for Routan Vehicles AND Consolidation of Technical Diagnosis Labor Operations</i>	2.4.2.1.2
WVP-12-11	<i>Modification of Paint and Corrosion Policies</i>	2.3.3 3.19 3.41 2.4.1.1
WVP-12-12	<i>Remanufactured Parts Terminology Clarification</i>	3.8 3.45 3.47.3
WVP-12-13	<i>Campaign Claim Consequential Damage Repair Authorization Requests</i>	3.16
WVP-12-14	<i>Vehicle In-Service Date Change Procedure</i>	2.1.1
WVP-12-15	<i>Changes to the Carefree Maintenance Program for the Volkswagen DoubleCheck</i>	3.32.2

CONTENT UPDATES

- ▶ Section [2.5.1.2.2 Hazardous Materials \(HAZMAT\) Shipping Instructions](#) and Section [3.7 Airbags](#): Added the statement "It is the dealer's responsibility to properly handle and dispose of hazardous parts/materials not specifically requested by the WPRC. All such handling and disposal of hazardous waste should be done in accordance with the dealers' local and state laws, as well as all federal laws and regulations relative to hazardous waste."
- ▶ Section [2.5.1.2.2 Hazardous Materials \(HAZMAT\) Shipping Instructions](#): Deleted the section entitled "Procedures for Airbags, Pyrotechnic Seatbelts, Fuel Tanks, and Hydraulic/Pneumatic Parts"
- ▶ Section [3.7 Airbags](#): Deleted the statement "When deploying any airbag for disposal purposes, follow the instructions provided in the Instruction booklet for the J-44210 Airbag and Safety Belt

With Pretensioner Deployment Device (available on ElsaWeb/ServiceNet or by calling Equipment Solutions at 1-800-892-9650, part number J-44210-5A)."

- ▶ *Section [5.1 Vehicle Eligibility](#)*: Added "Be no older than current or previous six (6) model years (the oldest model year will drop off on December 31st of each year)"

GENERAL EDITING UPDATES

- ▶ All references to "Required Vehicle Update Technical Bulletins" were changed to "UPDATE Technical Bulletins"
- ▶ All references to "Volkswagen Certified Pre-Owned" were changed to "WorldAuto Certified Pre-Owned"
- ▶ The revision date in the footer of the manual was updated to "12/12"

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DEFINITIONS AND ABBREVIATIONS

DEFINITIONS AND ABBREVIATIONS

BBB	Better Business Bureau
CAMVAP	Canadian Motor Vehicle Arbitration Plan
CARB	California Air Resources Board
CFR	Code of Federal Regulations (U.S.)
CPO	Certified Pre-Owned
Customer/Owner	Volkswagen product owner
Dealer(ship)	Authorized Volkswagen Dealer or Authorized Service Center
ECM	Electronic Control Module
EPA	Environmental Protection Agency
ERO	Electronic Repair Order
FOM	Fixed Operations Manager
GF	Guided Functions
GFF	Guided Fault Finding
HAZMAT	Hazardous Material
MAT	Minimum Allowed Thickness
MIL	Malfunction Indicator Lamp
MVMA	Motor Vehicle Manufacturing Association
MY	Model Year
NHTSA	National Highway Traffic Safety Administration
NVLW	New Vehicle Limited Warranty
PDC	Parts Distribution Center
PDI	Perfect Delivery Inspection
QTM	Quality Technical Manager
R.O.	Repair Order
SRT	Suggested Repair Times
STI	Subject to Inspection
TCM	Transmission Control Module
U.S.	United States of America and its territories
VCOP	Volkswagen Castrol Oil Program
VIM	Volkswagen Inventory Management
VIN	Vehicle Identification Number
Volkswagen	Volkswagen of America, Inc. an operating unit of Volkswagen Group of America, Inc. ("Volkswagen of America, Inc.")
VWoA	Volkswagen of America, Inc.
VWGoA	Volkswagen Group of America, Inc.
WFS	Warranty Field Specialist
WISE	Warranty Information and Service Evaluation website
WPRC	Warranty Parts Return Center
WPSP	Warranty Parts Shipping Portal

COMMONLY USED PHONE NUMBERS

COMMONLY USED PHONE NUMBERS	
Accounts Receivable:	1-905-428-6700
Automotive Warranty Services: (formerly Ryan Warranty Services)	1-800-909-7926
Customer CARE Center:	1-800-822-8987
NAVTEQ	1-888-628-6277
Roadside Assistance:	1-800-411-6688
Systems Help Desk:	1-866-892-3375
Technical Assistance:	1-800-678-2389
Tools and Equipment Programs: (Equipment Solutions)	1-800-892-9650
Volkswagen Transportation Damage Claims Department:	1-877-365-0343
Archway (formerly Resolve): [For Volkswagen Warranty Quick Reference Guide Ordering]	1-800-544-8021
Volkswagen Warranty	1-866-306-8447
Winnebago Warranty Help Desk:	1-800-628-7692

1 GENERAL WARRANTY GUIDELINES

1.1 OVERVIEW OF NEW VEHICLE WARRANTIES

OVERVIEW OF WARRANTIES MODEL YEAR 2004 – 2013 ¹				
New Vehicle Limited Warranty MY 2009 - 2013	original equipment battery 2/24	3/36 ²		
New Vehicle Limited Warranty MY 2004 - 2008	4/50			
Powertrain Limited Warranty MY 2011 - 2013	All models except Touareg 5/60		Touareg 10/100	
Powertrain Limited Warranty MY 2004 - 2010	5/60			
Hybrid System Limited Warranty	certain hybrid system parts 8/100			
Limited Warranty Against Corrosion Perforation	12/unlimited ³			
Federal Emissions Warranty	certain emission parts 2/24	catalytic converter, E.C.M, onboard emission diagnostic device 8/80		
California Emissions Warranty	any emission related part 3/50	specific control devices 7/70	specific control devices 8/100 ⁴	PZEV/ AT-PZEV 15/150 ⁵
Extension Warranties	--- various coverage ---			
Parts and Accessories Limited Warranty	1/12			

¹ excludes Winnebago Rialta, Winnebago Vista, Itasca Sunstar

² 3/36... 3 years or 36,000 mi, whichever occurs first

³ excludes Routan which is covered for 3/unlimited for all sheet metal panels and 5/100 for outer-body sheet metal panels

⁴ 2009, 2010, 2012 Routan only

⁵ 10/150 for High-Voltage batteries in PZEV/AT-PZEV Hybrid models

1.2 WARRANTIES AT A GLANCE

1.2.1 NEW VEHICLE LIMITED WARRANTY

NEW VEHICLE LIMITED WARRANTY	MODEL YEAR	MODEL	DURATION*	
			YEARS	MILES
USA	2009 - 2013	All models except Winnebago Rialta, Winnebago Vista, Itasca Sunstar	3	36,000 mi**
USA	2002 - 2008	All models except Winnebago Rialta, Winnebago Vista, Itasca Sunstar	4	50,000 mi
USA	2002 - 2005 2002 - 2003 2002 - 2003	Winnebago Rialta Winnebago Vista Itasca Sunstar	2	24,000 mi

*whichever occurs first

** Original equipment battery covered 2 years/24,000 miles, whichever occurs first

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

COVERAGE

Defects in material or workmanship, except as noted under exclusions.

WARRANTY OBLIGATION

Repair of the defect or replacement of defective parts.

EXCLUSIONS

- ▶ As stated in [1.4 General Exclusions from Coverage](#).
- ▶ MY 2009 - 2013: Original equipment battery after 2 years or 24,000 miles, whichever occurs first, see [3.9.1 Policy for Original Equipment Battery](#).
- ▶ Wheel alignment, except for Touareg vehicles. Wheel alignment on all model year Touareg vehicles will be allowed once between 1,000 miles and 6,000 miles in-service if supported by a customer concern.
- ▶ Tire balance and the repair or replacement of tires. Tires are warranted by the tire manufacturer.
- ▶ Unwired headphones (Routan). Unwired headphones are warranted by the headphone manufacturer.
- ▶ The cost of parts and labor in performing scheduled maintenance described in the *Owner's Manual* or the maintenance section of the *Warranty and Maintenance* booklet.
- ▶ Glass breakage, unless due to a defect in material or workmanship.

- ▶ Service adjustments not usually involving replacement of parts after 1 year or 12,000 miles, whichever occurs first.
- ▶ Normal wear and exposure: Applies to various items such as paint, metal or plastic trim, appearance and wear and tear items. Imperfections are normally apparent during or shortly after delivery. Certain wear and tear components have limited coverage, see [1.2.1.1 Wear and Tear Covered Components - NVLW](#).

For further information refer to [Appendix: Warranty Statements](#).

1.2.1.1 WEAR AND TEAR COVERED COMPONENTS - NVLW

NVLW: The wear and tear components identified in tables *2013 MY WEAR AND TEAR COVERED COMPONENTS* and *2007 – 2012 MY WEAR AND TEAR COVERED COMPONENTS*, are covered for wear and tear for 1 year or 12,000 miles, whichever occurs first, unless stated otherwise. Listed wear and tear components are covered for defects in material or workmanship for the entire NVLW period.

2013 MY WEAR AND TEAR COVERED COMPONENTS			
SERVICE NUMBER	COMPONENT	SERVICE NUMBER	COMPONENT
4623	rear brake shoes	4650	front brake discs
4636	front brake pads	4653	rear brake discs
4638	rear brake pads	9227	front wiper blade*
4646	rear brake drums	9243	rear wiper blade*

* covered for 6 months/6,000 miles, whichever occurs first

2007 – 2012 MY WEAR AND TEAR COVERED COMPONENTS			
SERVICE NUMBER	COMPONENT	SERVICE NUMBER	COMPONENT
4623	rear brake shoes	9437	brake light bulb
4636	front brake pads	9467	fog light halogen bulb
4638	rear brake pads	9469	rear fog light bulb
4646	rear brake drums	9475	back-up light bulb
4650	front brake discs	9622	dome light bulb
4653	rear brake discs	9632	air jet bulb
9227	front wiper blade*	9641	luggage compartment bulb
9243	rear wiper blade*	9647	map light bulb
9429	license plate bulb	9654	fresh air/heater regulator bulb
9433	tail light bulb	9659	glove compartment light bulb
9435	rear turn bulb		

All other light bulbs, with the exception of Halogen/Xenon headlights. Halogen/Xenon headlights, replaced for wear, are covered for the entire NVLW period.

* covered for 6 months/6,000 miles, whichever occurs first

BRAKE PADS/SHOES AND DISCS/DRUMS

(Also see section [3.11 Brake Disc/Drums, Machining.](#))

MY 2007 – 2013

- ▶ Brake pads/shoes and discs/drums worn beyond published wear limits are covered for wear and tear for one year or 12,000 miles, whichever occurs first. Wear specifications must be documented. Refer to ElsaWeb Repair Manual for published brake pad/shoe and disc/drum wear limits.
- ▶ Brake pads/shoes and brake discs/drums are covered for defects in material or workmanship for the entire NVLW period.

CONDITIONS FOR REPLACEMENT OF BRAKE DISCS/DRUMS UNDER WARRANTY	
COVERED BY NEW VEHICLE LIMITED WARRANTY	NOT COVERED BY NEW VEHICLE LIMITED WARRANTY
Defects in material and/or workmanship for the entire NVLW period	Customer/Dealer cause Outside influence
<u>Brake discs/drums are considered defective if they exhibit:</u> Cracks Breaks Porous casting Or if: <u>DISCS:</u> Measure below minimum thickness (from MY 2007: less than 1 year/12,000 miles, whichever occurs first) (Refer to ElsaWeb for specifications) Exceed runout specification (refer to Technical Bulletin 2015173 for specifications) <u>DRUMS:</u> Exceed maximum diameter	<u>Brake disc/drum conditions that are not covered include, but are not limited to:</u> Corrosion Localized overheating/hotspots Damage due to improper removal of components Damage to brake disc/drum due to exceeding wear limits (e.g., metal to metal friction) Damage due to improper operation of the vehicle
The <i>Brake Disc Measurement Form</i> must be filled out whenever brake discs are replaced, and attached to the repair order for the vehicle. A copy of the completed form must also be sent together with replaced discs if they have been requested by the Warranty Parts Return Center.	

WIPER BLADES**MY 2007 – 2013**

- ▶ Covered for 6 months/6,000 miles, whichever occurs first, for wear and tear. Covered for defects in material or workmanship for the entire NVLW period.

1.2.2 POWERTRAIN LIMITED WARRANTY

POWERTRAIN LIMITED WARRANTY	MODEL YEAR	MODEL	DURATION*	
			YEARS	MILES
USA	2011 - 2013	All models except Touareg	5	60,000 mi
	2011 - 2013	Touareg	10	100,000 mi
USA	2002 - 2010	All models except Winnebago Rialta, Winnebago Vista, Itasca Sunstar	5	60,000 mi
	2002 - 2005	Winnebago Rialta	5	50,000 mi
	2002 - 2003	Winnebago Vista		
	2002 - 2003	Itasca Sunstar		
USA	1994 - 2001**	All models except Eurovan, Eurovan Camper, Rialta	10	100,000 mi
	1994 - 2001	Eurovan, Eurovan Camper, Rialta	5	50,000 mi
	1993**	Golf III, Jetta III	10	100,000 mi

*whichever occurs first

**For subsequent owners, other than original purchaser's/lessee's immediate family (i.e. wife, husband, son or daughter), coverage will be 5 years or 50,000 miles, whichever occurs first. Proof of original ownership must be provided before the start of a covered repair.

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

COVERAGE

- ▶ **Engine:** cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, intake manifold, related seals and gaskets.
- ▶ **Transmission:** case and all internal parts, torque converter, seals and gaskets, transmission E.C.M.
- ▶ **Drivetrain:** differential and all internal parts, driveshaft and constant velocity (C.V.) joints.

A listing of covered components (including service numbers) can be found on WISE under Resource Center/Powertrain Service Numbers.

WARRANTY OBLIGATION

Repair of the defect or replacement of defective parts.

EXCLUSIONS

- ▶ As stated in [1.4 General Exclusions from Coverage](#).
- ▶ Vehicles sold for commercial use, e.g. taxi, courier or delivery service or limousine. This includes vehicles that were originally used for commercial purposes and later sold to a non-commercial owner.
- ▶ Parts requiring repair or replacement due to normal wear and tear.
- ▶ Mechanical adjustments due to normal use such as idle speed adjustments, etc.

POWERTRAIN LIMITED WARRANTY COMPONENT COVERAGE CHART

Item (Refer to ElsaWeb for Service Number)	Covered?		Details
	Yes	No	
Engine: Cylinder Block	●		Cylinder block and cylinder head includes all internal parts.
Flywheel	●		Repairs resulting from an outside influence such as damaged teeth due to a defective starter or clutch wear are not covered.
Cylinder Head	●		For defects in material or workmanship.
Valve Train	●		Includes valves, camshaft, timing gears, timing chains, and spur belt.
Oil Pump	●		For defects in material or workmanship.
Water Pump	●		For defects in material or workmanship. Note, slight seepage is normal and is not considered a defect.
Water Pump Pulley		●	Not covered.
G-Charger (Turbocharger)	●		This item may also be covered as an emission warranty component. See California emission component coverage section
Fuel System Controls		●	Not covered.
Injection Pump	●		For defects in material or workmanship.
Intake Manifold	●		For defects in material or workmanship.
Exhaust Manifold		●	This item may be covered as an emission warranty component. See emission component coverage sections Federal and California. The Exhaust Manifold gasket (2609) is covered.
Engine Seals and Gaskets	●		Leaking or related to covered components. Seeping is normal, and is not a warranty concern.
Clutch Components		●	Not covered.
Torque Converter	●		For defects in material or workmanship.
Transmission	●		Includes case and all internal parts.
Transmission Seals and Gaskets	●		Related to covered components.
Transmission Controls		●	Not covered.
Transmission ECM	●		Requires VAS diagnostic tools/GFF/GF printout attached to the R.O.
Transmission Oil Cooler	●		For defects in material and workmanship.
Differential	●		Includes all internal parts.
Driveshafts	●		For defects in material or workmanship.
C.V. Joints	●		For defects in material or workmanship.
C.V. Joint Boots		●	Not covered.
Wheel Bearings		●	Not covered.

1.2.3 HYBRID SYSTEM LIMITED WARRANTY

HYBRID SYSTEM LIMITED WARRANTY	MODEL YEAR	MODEL	DURATION*	
			YEARS	MILES
USA	2011 – 2013 2013	Touareg Hybrid Jetta Hybrid	8	100,000 mi

*whichever occurs first

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

COVERAGE

- ▶ High-voltage battery (including protective box)
- ▶ Battery energy control module
- ▶ Battery cooling system (including battery fans, housing, and air induction vents)
- ▶ Hybrid electric motor
- ▶ Hybrid electric motor clutch
- ▶ Hybrid electric motor clutch actuator
- ▶ Power electronics (inverter and converter)
- ▶ High-voltage cables (including connection boxes, safety plugs and pilot line cable system)
- ▶ Electronic control module (ECM)
- ▶ Electric A/C compressor¹
- ▶ Power steering system (including pump and control module)
- ▶ Electric transmission oil pump (including control module)

¹Touareg Hybrid vehicles only

Hybrid components can only be serviced by a certified Volkswagen Hybrid Specialist.

WARRANTY OBLIGATION

Repair of the defect or replacement of defective parts.

EXCLUSIONS

- ▶ As stated in [1.4 General Exclusions from Coverage](#).
- ▶ Vehicles sold for commercial use, e.g. taxi, courier or delivery service or limousine. This includes vehicles that were originally used for commercial purposes and later sold to a non-commercial owner.
- ▶ Parts requiring repair or replacement due to normal wear and tear.

1.2.4 LIMITED WARRANTY AGAINST CORROSION PERFORATION

MODEL YEAR		MODEL	DURATION*	
			YEARS	MILES
2009 - 2012	Routan	All Sheet Metal Panels	3	unlimited
		Outer-Body Sheet Metal Panels – one that is finish-painted and that someone can see when walking around the vehicle	5	100,000 mi
2009 - 2013	Tiguan		12	unlimited
2007 - 2013	Eos		12	unlimited
2006 - 2013	Passat, CC, GTI ,Rabbit, Golf		12	unlimited
2005 - 2013	Jetta (A5), (A6)		12	unlimited
2004 - 2013	Touareg		12	unlimited
2004 - 2006	Phaeton		12	unlimited
1998 - 2013	Beetle, Beetle Convertible		12	unlimited
1999 - 2009	Golf (A4), Jetta (A4)		12	unlimited
1998 - 2005	Passat (B5)		12	unlimited
2000 - 2003	Eurovan		8	unlimited
1999 - 2002	Cabrio		6	unlimited
1997 - 1999	Golf (A3), Jetta (A3)		6	unlimited
1995 - 1997	Passat (B4)		6	unlimited
1995 - 2005	Winnebago Rialta	N/A	N/A	
2002 - 2003	Winnebago Vista			
2002 - 2003	Itasca Sunstar			

*whichever occurs first

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

COVERED REPAIRS

- ▶ Body sheet metal panels that have been perforated by rust except as noted under exclusions.
Dealers must obtain FOM approval prior to starting a corrosion repair.

EXCLUSIONS

- ▶ As stated in [1.4 General Exclusions from Coverage](#).
- ▶ Surface corrosion.
- ▶ Corrosion perforation resulting from failure to promptly repair paint damage, damaged undercoating or surface corrosion.

- ▶ Corrosion perforation due to failure to wash or otherwise regularly care for the vehicle as described in the *Owner's Manual*.
- ▶ Corrosion perforation caused by unrepaired collision damage or improper collision repair.
- ▶ Corrosion perforation caused by the use of inferior rust proofing agents or methods.
- ▶ Corrosion resulting from damage caused by fallout, sandblasting, salt, foreign material deposits (bird droppings, tree sap, etc.), stone chips, or car wash chemicals.

Use damage code 0003. For corrosion claims within the NVLW period or for corrosion claims outside of the NVLW period use claim type 160.

1.2.5 FEDERAL EMISSIONS WARRANTY

FEDERAL EMISSIONS WARRANTY	MODEL YEAR	MODEL	DURATION*	
			YEARS	MILES
Certain Emission Parts	1996 - 2013	all models	2	24,000 mi
Catalytic Converter, E.C.M. (Powertrain Control Module – Routan), Onboard Emission Diagnostic Device	1996 - 2013	all models	8	80,000 mi

*whichever occurs first

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

FEDERAL EMISSION WARRANTIES

- ▶ Emissions Control System Defect Warranty: Emission related parts that fail to conform with EPA regulations due to a defect in material or workmanship (coverage period is 2 years or 24,000 miles), whichever occurs first for any emission related part and 8 years or 80,000 miles, whichever occurs first for specific control devices).
- ▶ Emissions Control System Performance Warranty: Emission related parts that fail to pass an Inspection and Maintenance Test (I/M) (coverage period is 2 years or 24,000 miles, whichever occurs first for any emission related part and 8 years or 80,000 miles, whichever occurs first for specific control devices).
- ▶ For detailed information refer to [3.25 Emissions Warranties](#) and [6.5 Federal Emissions Warranties](#).

1.2.6 CALIFORNIA EMISSIONS WARRANTY

CALIFORNIA EMISSION WARRANTIES	MODEL YEAR	DURATION*	
		YEARS	MILES
Any emission related part	1994 - 2013	3	50,000 mi
Specific control devices	1994 - 2013	7	70,000 mi
Specific control devices (Routan only)	2009, 2010, 2012	8	100,000 mi
California Partial Zero Emissions Vehicles (PZEV)/Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV): any emission related part**	2003 - 2013	15	150,000 mi

*whichever occurs first

**10/150 for High-Voltage batteries in PZEV/AT-PZEV Hybrid models

START OF WARRANTY PERIOD

As stated in [1.3 General Guidelines](#).

CALIFORNIA EMISSION WARRANTIES

- ▶ Emissions Control System Defect Warranty: Emission related parts that fail to conform with CARB regulations due to a defect in material or workmanship
- ▶ Emissions Control System Performance Warranty: Emission related parts that fail to pass an emission Smog Check inspection

For detailed information refer to sections [3.25 Emissions Warranties](#) and [3.25.2 California Emissions Warranties Tables](#) and [6.6 California Emissions Warranties](#).

1.2.7 VOLKSWAGEN LIMITED EXTENSION WARRANTIES

For detailed information on Volkswagen Limited Extension Warranties see [3.69 Warranty Extensions](#).

VOLKSWAGEN LIMITED EXTENSION WARRANTIES	COUNTRY	MODEL YEAR	MODEL	ENGINE	YRS (WHICHEVER OCCURS FIRST)	MILES
Driver and passenger door front window regulator mechanical malfunction limited warranty extension	USA	1999 - 2005	Golf, GTI, R32	All	7	unlimited
		1999 - 2005	Jetta*	All		
		1999 - 2005	*For MY 2005 Jetta vehicles, only the A4 Jetta (model code 9M or 1J) is covered	All		
Ignition switch limited warranty extension	USA	1998 - 2005	New Beetle Sedan	All	8	100,000 mi
		1996 - 1997	Passat, Jetta	All		
		1999 - 2001	Golf Jetta	2.0L, 1.9L TDI 2.0L, 1.9L TDI, VR6 2.8L		
Mass air flow sensor emissions control system limited warranty extension	USA	1999 - 2001	New Beetle	1.8T, 2.0L, 1.9L TDI	7	70,000 mi
			Passat	1.8T		
			GTI	VR6 2.8L		
Oil sludge limited warranty extension	USA	2000 - 2001	Golf Jetta	1.8T 1.8T	8	unlimited
		1998 - 2004	Passat	1.8T		
		2001 - 2004	Passat	1.8T		
Enhanced oil sludge limited warranty extension	USA	1996 - 1999	Cabrio	All	10	unlimited
		2001 - 2003	Passat	1.8T		
		2001	New Beetle Golf GTI Jetta	1.8T AWW or AWW 1.8T AWW or AWW 1.8T AWW or AWW 1.8T AWW or AWW		
Cabrio vehicles with original beige or white leatherette rooftop limited warranty extension (100% first 5 Years, 50% between 5 and 10 years)	USA	2004	GTI Jetta GLI	2.8L 2.8L	10	100,000 mi

VOLKSWAGEN LIMITED EXTENSION WARRANTIES	COUNTRY	MODEL YEAR	MODEL	ENGINE	Yrs (WHICHEVER OCCURS FIRST)	MILES
Vehicles equipped with "Comfort Seat" limited warranty extension (VV/VZ)	USA	2002 - 2004	Jetta Sedan	All	05/25/05 thru 06/30/10	unlimited
		2003 - 2005	Golf, GTI	All		
		2002 - 2005	Jetta Wagon	All		
Catalytic converter limited warranty extension	USA	1999 - 2001	Golf	2.0L AEG	10	120,000 mi
			Jetta	2.0L AEG		
			New Beetle	2.0L AEG		
		1999 - 2000	GTI	2.0L AEG		
Catalytic converter limited warranty extension	USA	2001 - 2002	Golf	2.0L AVH or AZG	10	100,000 mi
			Jetta	2.0L AVH or AZG		
			New Beetle	2.0L AVH or AZG		
		2002	Cabrio	2.0L		
		2003	Golf	2.0L AVH		
			Jetta	2.0L AVH		
			New Beetle Sedan	2.0L AVH		
2003	New Beetle Convertible	2.0L (BDC)				
Vehicles equipped with seat heater limited warranty extension (M2/M3)	USA	2002 - 2003	Passat	All	12/19/05 thru 06/30/10	unlimited
Vehicles equipped with seat heater limited warranty extension (R2/R3)	USA	2003 - 2004	Passat	All	09/28/07 thru 09/30/10	unlimited
Timing belt limited warranty extension	USA	1999	Passat	1.8T	unlimited	105,000 mi
Center high-mounted stoplight LEDs limited warranty extension	USA	2006 - 2009	GTI	All	10	unlimited
▶ Less than 7 years: Applicable if any CHMSL LED stops working						
▶ 7 - 10 years: Applicable if any of the CHMSL LED groups completely stops working or within all 4 LED groups 6 or more individual LEDs stop working						
		2008	R32	All		

VOLKSWAGEN LIMITED EXTENSION WARRANTIES	COUNTRY	MODEL YEAR	MODEL	ENGINE	YRS (WHICHEVER OCCURS FIRST)	MILES
DSG gearbox transmission limited warranty extension ▶ All covered vehicles must be equipped with a DSG transmission AND have a production date from 02/19/07 thru 08/06/09	USA	2007 - 2010	Eos, GTI, R32, Jetta, Jetta SportWagen, Passat Wagon, CC	All	10	100,000 mi
Catalytic converter limited warranty extension	USA	2004	New Beetle Convertible	2.0L BGD	10	120,000 mi
		2004 - 2005	Golf Jetta New Beetle Sedan	2.0L BEV 2.0L BEV 2.0L BEV		
		2006	Golf	2.0L BEV		
Window regulator cable limited warranty extension	USA	2007 - 2011	Eos	All	5	unlimited
Glow plug limited warranty extension	USA	2004 – 2006	Certain vehicles previously repaired under emissions service action 28E6/R8	Diesel	Expires 10/31/12	unlimited
Transmission valve body limited warranty extension	USA	2003 – 2006	New Beetle/ New Beetle Convertible	All with AQ-250 automatic transmission	7	100,000 mi
		2005 – 2008	Jetta/Rabbit	All with AQ-250 automatic transmission		
		2006 – 2008	Passat Sedan/ Wagon	All with AQ-250 automatic transmission		
Intake camshaft, camshaft follower and high pressure fuel pump limited warranty extension	USA	2006 – 2007	Jetta / Jetta Wagon	2.0L BPY	10	120,000 mi
			GTI	2.0L BPY		
			Eos	2.0L BPY		
			Passat Sedan / Wagon	2.0L BPY		
Fuel pressure sensor limited warranty extension	USA	2007 – 2008	Jetta	2.0L TFSI BPY	10	120,000 mi
			GTI	2.0L TFSI BPY		
			Eos	2.0LTFSI BPY		
			Passat Sedan / Wagon	2.0L TFSI BPY		
Intake manifold runner control motor limited warranty extension	USA	2006 – 2008	Jetta	2.0L TFSI BPY	10	120,000 mi
			GTI	2.0L TFSI BPY		
			Eos	2.0L TFSI BPY		
			Passat Sedan / Wagon	2.0L TFSI BPY		

VOLKSWAGEN LIMITED EXTENSION WARRANTIES	COUNTRY	MODEL YEAR	MODEL	ENGINE	YRS (WHICHEVER OCCURS FIRST)	MILES
Positive crankcase ventilation (PCV) valve limited warranty extension	USA	2006 – 2008	Jetta	2.0L TFSI BPY	10	120,000 mi
			GTI	2.0L TFSI BPY		
			Eos	2.0L TFSI BPY		
			Passat Sedan / Wagon	2.0L TFSI BPY		
Front wheel bearings limited warranty extension	USA	2009 – 2010	Routan	All	5	90,000 mi

1.2.8 VOLKSWAGEN PARTS AND ACCESSORIES LIMITED WARRANTY

- ▶ Warranty replacement parts within the remaining portion of the NVLW or within 1 year or 12,000 miles, whichever is greater.
- ▶ Customer purchased parts within 1 year or 12,000 miles, whichever occurs first, beginning at the date of sale to the retail customer. If the part is installed, the installation date is considered the retail date.
- ▶ New or remanufactured parts installed during the warranty period are covered for any unused portion of the New Vehicle, Powertrain, or Emissions Warranties, or for the time and mileage limits of the VW Parts Warranties, whichever is greater.
- ▶ Accessories (e.g., roof rack, MDI box, alloy wheels) installed prior to New Vehicle delivery, are covered for the New Vehicle Limited Warranty period.
- ▶ Accessories installed by a Volkswagen authorized dealer, during the NVLW period, are covered for the greater of, the remainder of the NVLW period; or 12 months or 12,000 miles, whichever occurs first.

For detailed information refer to [6.7 Volkswagen Parts and Accessories Limited Warranty](#).

1.3 GENERAL GUIDELINES

START OF WARRANTY PERIOD

The warranty period begins with the in-service date, which is the date of delivery to the original purchaser or the original lessee (including original fleet purchases), or the date the vehicle is first placed in service as a demonstrator or company vehicle, whichever comes first. If not stated otherwise the warranties are applicable for original purchaser/lessee and subsequent owners.

END OF WARRANTY PERIOD

The warranty period ends at the earliest one of these two events (i.e., whichever occurs first):

- ▶ When the vehicle reaches the specific warranty's exact stated mileage limit (e.g., for the 3 years / 36,000 miles New Vehicle Limited Warranty [NVLW], the warranty ends at precisely 36,000 miles – not 36,001 miles), or
- ▶ On midnight of the day before the given "anniversary" of the in-service date (e.g., for the 3 years / 36,000 miles NVLW, if the vehicle's in-service date is December 1, 2009, the warranty ends at midnight on November 30, 2012 – not December 1, 2012)

Repair orders must be opened prior to the end of the warranty to be eligible for warranty reimbursement.

WARRANTY OBLIGATION

Repair of the defect or replacement of the defective part.

Only authorized Volkswagen dealers may perform warranty work. They must ensure that covered repairs/replacements for all eligible Volkswagen customers are performed free of charge and in compliance with these guidelines. An exception may be made in the case of an emergency repair (see [3.23 Emergency Repairs](#)).

- ▶ **Defects in material or workmanship**
Damages to the vehicle may be caused by the way its components are composed or processed during manufacturing. These types of damages are the manufacturer's responsibility and are eligible for warranty reimbursement.
- ▶ **Normal wear**
All mechanical parts of the automobile are subject to wear. Repairs may become necessary that do not result from defects in material and workmanship. Damages resulting from normal wear are the customer's responsibility and are not eligible for warranty reimbursement with the exception of covered wear items. See [1.2.1.1 Wear and Tear Covered Components - NVLW](#).
- ▶ **Customer cause, outside influence, and inappropriate repairs**
Damages resulting from negligence, customer driving habits, or outside influences are beyond the control of Volkswagen. It is the customer's responsibility to operate the vehicle in accordance with the *Owner's Manual* and to perform all regular scheduled maintenances as detailed in the maintenance section of the *Warranty and Maintenance* booklet. These types of damages are not eligible for warranty reimbursement.

▶ **Dealer caused repairs/replacements**

Damages resulting from misdiagnosing or improper repair, dismantling, or installation are the dealer's responsibility and are not eligible for warranty reimbursement.

CANADIAN CUSTOMERS WHO REQUIRE WARRANTY REPAIRS WHILE TRAVELING IN THE UNITED STATES

Canadian customers who require warranty repairs while traveling in the United States should have repairs performed by an authorized Volkswagen dealer. If the vehicle is within a Volkswagen Group Canada, Inc. warranty, United States dealers can submit a warranty claim. As of MY09, proof of Canadian residence is required. If a United States dealer cannot submit a warranty claim, the customer may be asked to pay for the repair. On the customer's return to Canada, they should present the invoice to a Canadian Volkswagen dealer, who should submit a warranty claim on the customer's behalf and obtain reimbursement for them.

UNITED STATES CUSTOMERS WHO REQUIRE WARRANTY REPAIRS WHILE TRAVELING IN CANADA

United States customers who require warranty repairs while traveling in Canada should have repairs performed by an authorized Volkswagen dealer. If the vehicle is within a VWoA warranty, Canadian dealers can submit a warranty claim. As of MY09, proof of United States residence is required. If the Canadian dealer cannot submit a warranty claim, the customer may be asked to pay for the repair. On the customer's return to the United States, they should present the invoice to a United States Volkswagen dealer, who should submit a warranty claim on the customer's behalf and obtain reimbursement for them.

USE OF VOLKSWAGEN GENUINE PARTS

Genuine Volkswagen parts are required to be used for all repairs done at Volkswagen's expense and pursuant to Volkswagen's warranties covering the vehicle and Volkswagen's warranties covering replacement parts, accessories and optional equipment supplied by and purchased from VWoA. Non-Genuine parts may be used for warranty repairs only if the warranty work is eligible for sublet to an independent repair facility and the required parts are not in the Volkswagen parts program. Except as noted above, VWoA will not reimburse the cost of non-genuine parts used for Volkswagen warranty repairs.

VAS DIAGNOSTIC SOFTWARE AND TOOLS

The prompt upload by VW Dealers of current Base and/or Brand diagnostic software updates is important to the success of the service business for both Volkswagen and our Dealers. It helps to ensure a consistent customer service experience, optimizes technical repair assistance offered by Volkswagen and improves the accuracy of SAGA claim submission. It is Volkswagen's expectation that all applicable VAS diagnostic tools be updated with the most current release Base and/or Brand software within 14 calendar days of the release of a Special Tools and Equipment Service Information Bulletin which announces the software version update.

Beginning with repair date January 1, 2011, SAGA claims submitted that include diagnostic labor time must be supported with a diagnosis log produced from an appropriate VAS diagnostic tool loaded with Base and/or Brand software that is no more than one release behind the current version. SAGA claim submissions that do not meet this requirement are subject to denial or charge back.

VOLKSWAGEN ENGINE OIL QUALITY STANDARDS**Engine oil requirement for all Volkswagen vehicles:**

When performing repairs, scheduled maintenance or other service to Volkswagen vehicles that require the addition of engine oil, whether topping off or doing a complete oil change, dealers must use engine oil that meets Volkswagen oil quality standards. Lists of these oils appear in Technical Bulletin Instance Number 2012855 on ElsaWeb.

DATA QUALITY OF WARRANTY CLAIMS

Dealers must ensure a high quality of warranty data by submitting claims that are correct, complete, and on time. Correct claim types, causal parts, part manufacturer codes, and damage codes, along with short claim submission times enable Volkswagen to identify quality improvement potential without delay.

1.4 GENERAL EXCLUSIONS FROM COVERAGE

There are general exclusions and restrictions for all warranties. For subject-specific exclusions or exceptions please refer to section [1.2 Warranties at a Glance](#) and chapter [3 Policy Application from A to Z](#)

EXCLUSIONS INCLUDE BUT ARE NOT LIMITED TO:

DAMAGE CAUSED BY ACCIDENT, ALTERATION, MISUSE, AND NEGLIGENCE OF THE VEHICLE INCLUDING BUT NOT LIMITED TO:

- ▶ Collision (see [3.2 Accidents/Fire Damages/Safety Concerns](#))
- ▶ Modification of the vehicle that alters the original engineering and/or operating specifications such as chip tuning or other modifications of factory installed engine management systems that would alter the vehicle performance specifications from those set by the vehicle manufacturer, suspension modification (see [3.67 Tuning and Modifications of the Vehicle](#)), use of high performance parts, improper installation of accessories such as alarm systems or other communications equipment
- ▶ Misuse of the vehicle, such as driving over curbs or racing
- ▶ Intentional or unintentional use of contaminated or improper fuel
- ▶ Malfunctions caused by lack of maintenance, improper maintenance or failure to comply with maintenance requirements described in the maintenance section of the Warranty and Maintenance booklet or Owner's Manual. The owner must be able to furnish proof in the form of service R.O.'s that all scheduled maintenance on 1999 and newer model year vehicles was performed in a timely manner. A record must be kept, along with dated bills, of all maintenance performed by facilities other than authorized VW dealers as proof that the maintenance was performed when required
- ▶ Failure to take the vehicle to an authorized Volkswagen dealer upon discovery of a defect in material or workmanship

DAMAGE CAUSED BY IMPROPER MAINTENANCE/REPAIR AND FAILURE TO COMPLY WITH VOLKSWAGEN STANDARDS INCLUDING BUT NOT LIMITED TO:

- ▶ Improper tools or maintenance/repair procedures including consequential damage
- ▶ Repeat repairs/replacements due to incorrect diagnosis or improper repair/ installation
- ▶ Damage due to failure to follow Volkswagen's procedures for the maintenance of vehicles in storage.

DAMAGE CAUSED BY THE ENVIRONMENT INCLUDING BUT NOT LIMITED TO:

- ▶ Bird droppings, tree sap
- ▶ Stone chips, scratches, dings or dents, objects striking the vehicle
- ▶ Hail damage, wind storm, lightning, earthquake, fire, flood or other similar occurrences
- ▶ Airborne industrial pollutants (e.g. acid rain)

ALL WARRANTIES ARE VOIDED UNDER THE FOLLOWING CIRCUMSTANCES

(See [2.1.2 Voided Warranty](#)):

- ▶ The vehicle identification number (VIN) has been altered or removed
- ▶ The odometer has been altered or the actual mileage cannot be determined
- ▶ The vehicle is reported as dismantled, fire/flood damaged, junk, rebuilt, reconstructed, salvaged, severely damaged and/or declared a total loss by an insurer or vehicles substantially reassembled from or repaired with parts obtained from another used vehicle.

NO WARRANTY COVERAGE/REIMBURSEMENT EXISTS FOR ITEMS/CONDITIONS INCLUDING BUT NOT LIMITED TO:

- ▶ Tires (see [3.64 Tires](#))
- ▶ Damage due to use of non-genuine Volkswagen parts and accessories (and any subsequent damage including damage or malfunctions to associated parts or systems)
- ▶ Damage due to used parts (except factory remanufactured parts)
- ▶ Filters, oil, lubricants, or fluids, unless their replacement is a necessary part of warranty service (see [2.4.1.2 Fluids and Lubricants](#)). As of MY 2007 also spark plugs and clutch discs, unless defective
- ▶ Fuel system cleaning (i.e. carbon deposits/coking)
- ▶ Unnecessary replacement of parts/units, unless written Volkswagen policy states otherwise, such as replacement of an entire multi-piece kit when only specific components require replacement
- ▶ Part found to be damaged upon removing the packaging and prior to installation on a vehicle (see [3.42 Parts – Damaged Parts](#))
- ▶ Shop supplies, including but not limited to rags, lubricants, cleaning solvents, adhesives, wire, brake cleaner or any other solvents/cleaners
- ▶ Cost of towing

GENERAL TERMS

Incidental damage is not covered, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, will continue in force only during the warranty period of the limited warranties. Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf. Some states do not permit a limitation on how long an implied warranty lasts, or on the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to the owner. The warranties give owners specific legal rights, and they may also have other rights that vary from state to state.

Volkswagen Warranty reserves the right to charge back or deny claims that are not in compliance with the policies and procedures outlined in this manual and other Volkswagen Warranty publications.

2 WARRANTY ADMINISTRATION

Volkswagen requires all reimbursements under warranty to be correct, complete, and verified at all times. All repair work under warranty must be submitted for payment according to the *Volkswagen Warranty Policies and Procedures Manual*. This chapter describes the required information and documentation to substantiate claims submitted for reimbursement under warranty. Volkswagen reserves the right to adjust or charge back warranty claims in cases of non-compliance.

2.1 WARRANTY COVERAGE VERIFICATION

Dealers must check ElsaWeb every time a vehicle is serviced to identify open campaigns, "Required Vehicle Updates", and warranty eligibility prior to repair work.

- ▶ The Vehicle Identification Number (VIN) entered for inquiry must be a vehicle imported by Volkswagen.
- ▶ Always verify that the vehicle has a United States *Warranty and Maintenance* booklet, that an Authorized Volkswagen dealer validated the *Warranty and Maintenance* booklet, and that all required maintenances have been performed.
- ▶ Verify that the vehicle is covered by a Volkswagen warranty; also see [2.1.2 Voided Warranty](#).

For the United States 10-year/100,000 mile Powertrain Warranty applicable to all MY 1994 – MY 2001 Volkswagen vehicles and to MY 1993 Golf III and Jetta III vehicles, also verify eligible owner information in ElsaWeb. Confirm the customer's name (vehicle registration) and address. If the customer's name does not match the first owner data on the screen, the customer is not eligible for the 10/100 Powertrain Warranty. For information pertaining to transferring the 10/100 Powertrain Warranty to an immediate family member, or from a demonstrator, driver education, or daily rental vehicle, see the *10/100 Powertrain Warranty Transfer Form* available on WISE under Resource Center/Forms/Powertrain Warranty.

- ▶ **Note:** The 10-year/100,000 mile Powertrain Warranty applicable to Model Year 2011 – 2013 Touareg vehicles is applicable to original and subsequent owners and is automatically transferred if the ownership of the vehicle changes within the Warranty period.

2.1.1 DELIVERY DATE DISCREPANCIES

In all cases, **unregistered vehicles that have accumulated more than 1,000 miles will be considered in-service**. The in-service date is defined in [4.3.2 Warranty Activation](#). Claims will be denied if no in-service date is recorded and mileage exceeds 1,000 miles.

The in-service date must be entered on the Warranty Voucher in the maintenance section of the *Warranty and Maintenance* booklet and be the same date reported to Volkswagen. **These dates cannot be different**. Dealers are expected to perform warranty repairs on vehicles based upon the in-service date in ElsaWeb.

CHANGE OF VEHICLE IN-SERVICE DATE

Any in-service dates erroneously reported to Volkswagen must be handled exclusively by the Incentive Help Desk. The services of the Incentive Help Desk may be utilized by submitting a manager-signed Volkswagen Change Request to Reported Sale form to IHD@VW.com or by faxing it to 248-754-6572. The Volkswagen Change Request to Reported Sale form is available through the Incentive Help Desk or the VWHub under the Vehicle Sales tab.

2.1.2 VOIDED WARRANTY

Warranty is void and will not be reinstated on any vehicle if:

- ▶ The VIN plate has been altered or removed.
- ▶ The odometer has been altered or the actual mileage cannot be determined.
- ▶ An insurer reports the vehicle as dismantled, fire/flood damaged, junk, re-built, reconstructed, salvaged, or declared a total loss.
- ▶ The vehicle has been stolen.

EXCEPTIONS FOR TOTAL LOSS VEHICLES

If a vehicle is identified with a "T" (total loss) status in ElsaWeb, the vehicle's warranty is invalid with the exception of campaign and emissions claims, which can still be processed. Contact Campaign Administration to claim a campaign for a vehicle with a "T" status. Contact your Warranty Claims Specialist for Emission claims on vehicles that have a "T" status. No Charge Scheduled Maintenance (the *Volkswagen Carefree Maintenance Program* and the *Volkswagen Protection Plus Program*) is not applicable on total loss vehicles.

2.1.3 WARRANTY REINSTATEMENT

The warranty may be reinstated for recovered stolen vehicles.

- ▶ Volkswagen will consider warranty reinstatement upon submission by the dealer of a request for reinstatement, which must include a copy of the police report verifying recovery and a statement by the dealer Service Manager indicating that the vehicle should be considered for warranty reinstatement.
- ▶ Verification that repairs meet Volkswagen standards will be required following inspection of the vehicle by a Volkswagen FOM. A copy of the original repair estimate, together with a copy of the repair invoice and material issue must be produced for evaluation and verification.
- ▶ Based on the FOM's inspection report, a decision will be made.

2.2 WARRANTY CLAIMS

Warranty claims are considered invoices to Volkswagen for repair work performed under warranty. All warranty claims must validate the work performed, date, and monetary amount due. It is the responsibility of the authorized dealer to substantiate every warranty claim.

REPAIR DATE

The date of the last punched repair time must be used as the repair date for all warranty claims unless the vehicle meets specific criteria outlined in the [3.50 Repairs Completed at or Near Warranty Expiration](#).

MILEAGE

For all warranty claims, the exact mileage on the warranty or maintenance claim must be the "out" mileage (mileage on the odometer when the vehicle leaves the dealership). Warranty claims with false odometer readings will be charged back.

PART MANUFACTURER CODE

The part manufacturer code identifies the manufacturer of the part. Valid part manufacturer codes must be used on all claim submissions where there is a replaced part. Enter the actual part manufacturer code from the defective part on each warranty repair order.

In unusual circumstances, use K21 if the part manufacturer code is unknown/not accepted by the system, cannot be recognized, or is missing from the part. Include in the claim comments field the reason why K21 was used and include any part manufacturer code information available on the part.

CAUSAL PART/LABOR

Each causal part/defect requires a separate claim. Consequential damage is not a separate defect, so it is claimed on the same line as the causal part. For example, a water pump leak soaks the timing belt with coolant causing it to fail. The belt is considered consequential damage in this case and submitted on the same claim line as the water pump.

If complaints are received for the same component on both the left and right sides of the vehicle, the causal parts must be entered on separate claim lines. For example, when claiming the left and right lower control arms, one side cannot cause the other side to fail. Each side is a causal part, and the parts must be entered on separate claim lines.

LABOR OPERATION

A labor operation is an 8-character code that describes the kind of repair performed. Labor operations are published on ElsaWeb. Shown after the codes are the applicable time units allotted for each repair operation. All repairs must be substantiated with punch times, technician notes, and any other supporting documentation necessary to verify that the technician performed the claimed repairs at the time punched.

Positions 7 and 8 of a labor operation make the following distinction:

- ▶ 00-49: The labor operation is for a main item, which is completed and carried out alone.

- ▶ 50-96: Indicates a combined item, which can only be carried out with the main item(s) that goes with it.

CLAIM COMMENTS

Completed claim comments supply additional information to help substantiate and process claims.

Claim comments fields should contain as much of the following information as possible:

- ▶ A brief and accurate description of customer concern (such as "MIL on", or "rough idle")
- ▶ Why the part was replaced/defect found (such as "solenoid does not click") or what part was repaired (such as "repaired hose at N112 solenoid: cracked under clamp")
- ▶ A brief and accurate description of diagnosis time, A-time, or any repairs other than replacement of a part
- ▶ Detailed emissions related warranty data is imperative in order for Volkswagen to meet expanding regulations to government agencies, such as U.S. EPA and CARB
- ▶ Technical Bulletin number followed for repair
- ▶ Technician Helpline case number
- ▶ All relevant fault codes that pertain to the claim Service Number (such as "DTC P1200").
- ▶ For wear items covered by the NVLW, indicate the dimensions of the worn part in relation to the specification. See [1.2.1.1 Wear and Tear Covered Components - NVLW](#).
- ▶ **IMPORTANT:** For claims with parts requested the claim "comments" must provide adequate supporting information in the "COMMENTS" field of the SAGA claim at the time of claim entry/submission. Any blank or inadequate "comments" will result in a delay in the review of the claim. Do not use vague terminology such as "inop", "broken", or "performed diag".

2.2.1 TIME LIMITS TO FILE A CLAIM

Properly completed repair orders for justified warranty, campaign or No Charge Scheduled Maintenance services must be transmitted no later than 30 days from the date of repair (last punched repair date).

Claims received after one year from the date of repair cannot be processed. Some states may not allow this limitation. Check state law for further information.

2.2.2 PERSONNEL AUTHORIZED TO CODE/ENTER WARRANTY CLAIMS

Authorized dealers must restrict access to repair orders to prevent unauthorized personnel from adding repairs or labor operations to the repair order and/or warranty claim.

Only certified Warranty Administrators, Service Consultants, and Shop Foremen or Dispatchers are approved to enter labor operations to warranty claims. If the employee's formal job description does not list the responsibility of assigning technician repair times to the repair order and/or warranty claims, then such repair times claimed will be charged back.

2.3 REPAIR ORDER DOCUMENTATION

Repair order documentation is the basis to verify the repair work performed under warranty and must be correct and complete.

2.3.1 REQUIRED INFORMATION ON REPAIR ORDER

ACCURATE CUSTOMER AND VEHICLE DATA

Customer and vehicle data listed on a manual or electronic repair order (ERO) must be accurate. The repair order must show the correct customer data including the customer's name, address, telephone number, and signature authorizing the repair. The repair order must also record correct vehicle data including the actual "in" and "out" dates and mileage of repair. In case of a road test the repair order must clearly show the vehicle mileage "before" and "after" the road test.

SERVICE CONSULTANT VERIFICATION OF CUSTOMER CONCERN

Service Consultants must verify that a customer concern is about an actual failure by questioning the customer thoroughly, inspecting the vehicle, and asking for a demonstration of the condition.

CUSTOMER SIGNATURE

The customer signature must appear on all repair order copies acknowledging the work to be performed on his/her vehicle. If it is not possible to obtain the customer signature, the Service Consultant must document the reason the customer signature is missing and sign (legible full signature) the repair order.

CUSTOMER NOTES AND NIGHT DROP ENVELOPES

Signed night drop envelopes and separate customer notes must be cross-referenced and attached to the working repair order.

TECHNICIAN NOTES

Technician notes must include but are not limited to, customer complaint, cause of the problem, and details for the correction of the customer complaint. They must be clearly written by the technician on the back of the repair order hard copy (next to the tear-off time flag that shows the "on" and "off" punch times for the repair). For ERO dealers, the technician notes are to be entered on the ERO next to the SRT for the repair.

DOCUMENTATION NOTED ON THE REPAIR ORDER

Documentation to be noted on the repair order includes but is not limited to measurements or test procedures. Brake replacement, (pads/shoes and rotors/drums) if covered by warranty, (including warping) must include wear specifications. If a vehicle was towed to the dealership, note on the repair order (next to the appropriate customer concern) that the vehicle was towed, and also identify the part which caused the vehicle to be towed.

Information such as pressure test readings or any other information that will justify a warranty repair must be clearly written on the repair order hard copy by the technician. For ERO dealers, the technician must enter the specification on the ERO for that repair. The ERO system used must enable VWoA to identify the technician who accessed the system and entered the specific notes.

- ▶ Note: Brake wear and other specifications can be found in the repair manual on ElsaWeb.
- ▶ A new claim line is to be added to the repair order for a loaner vehicle.

DOCUMENTATION REQUIREMENT FOR VOLKSWAGEN SHUTTLE SERVICE, PICK-UP AND DELIVERY SERVICE OR PUBLIC TRANSPORTATION

- ▶ A new claim line is to be added to the repair order describing the alternate transportation received by the customer.
 - The following statements are a suggestion of what should appear on the repair order:
 - "Customer received VW shuttle service: One-way ____ Round-trip ____"
 - "Customer vehicle was: Picked-Up ____ Delivered ____"
 - "Customer received public transportation compensation: One-way \$ ____ Round-trip \$ ____"
- ▶ The customer must sign the repair order acknowledging that they received an alternate transportation service.
 - If the alternate transportation service is not documented on the repair order, the customer must sign the Volkswagen Alternate Transportation Form acknowledging that they received an alternate transportation service.
 - The form is located in WISE > Resource Center > Forms > Alternate Transportation.

PARTS MATERIAL ISSUE

The parts material issue must show the quantity, part number, and part description for every part used for a warranty repair. Parts used from the wiring harness repair kit, VAG 1978, must be listed by part number on the repair order's parts material issue to substantiate the payment for wiring repairs claimed under warranty.

SUPPORT FOR A-TIME AND DIAGNOSIS TIME

Volkswagen Warranty must be able to reconstruct why A-time/diagnosis time has been claimed. Any A-time/diagnosis time claimed must be fair, realistic, and have a technically sound explanation. The technician must provide written detail of the diagnosis procedures used on the back of the repair order hard copy.

A-time/diagnosis time must also be supported by the technician's punch time. A-time and diagnosis time require a separate "on" and "off" punch time unless used in combination with a SRT operation, in which case punch "on" when the repair is started and "off" when completed. The technician may also punch individually for A-time and/or diagnosis time if used in combination with a SRT operation in order to preserve the technician's efficiency on the SRT operation.

When claiming a road test, the repair order must clearly show the vehicle mileage "before" and "after" the road test.

The time while being on hold with the Technician Helpline is not reimbursable. The Technician Helpline recommendations, date of contact and case number must appear on the repair order. The Technician Helpline case number must be entered in the claim comments. All supporting printouts and other documentation such as VAS diagnostic tool printouts must be attached to the repair order hard copy and be available for review.

CROSS-REFERENCING INFORMATION

All supporting documentation for a warranty repair must be cross-referenced to the original repair order, for example, record the repair order number(s) and VIN on the supporting documentation.

2.3.2 REQUIRED DOCUMENTATION WITH REPAIR ORDER

Also see section [3.56 Service Xpress \(VW Brand Approved\)](#).

All checklists, worksheets, and test printouts

Documentation to be attached to the repair order includes but is not limited to all "before" and "after" adjustments or specifications, i.e. "before" and "after" wheel alignment measurements, a copy of the PDI checklist, all diagnostic worksheets, test sheets, or printouts such as the Audio Diagnostic Worksheet, Transmission Diagnosis Worksheet, Brake Disc Measurement Form, Midtronics® Battery Tester printout, Robinair ROB134APF Air Conditioning Service Unit printout, sublet invoices, loaner agreements, alternate transportation form if the alternate transportation service is not documented on the repair order, and VAS diagnostic tools' data printouts.

- ▶ Note: VAS diagnostic tools' data printouts are required for No Charge Scheduled Maintenance claims if the maintenance service mandated the use of a VAS diagnostic tool.

AUTHORIZATION FORMS

This includes, but is not limited to: All authorization forms such as the *Warranty Parts Release Authorization Form*.

Forms are available on WISE under Resource Center/Forms.

INVOICES, LOANER AGREEMENTS, ALTERNATE TRANSPORTATION FORM

All sublet invoices and loaner agreements must be included with the repair order. Invoices are not considered repair order copies. An alternate transportation form must be included with the repair order if the alternate transportation service is not documented on the repair order.

ELECTRONIC REPAIR ORDER (ERO) DOCUMENTATION

Dealers using an ERO system must print a copy of the ERO following the initial write-up, including customer concerns, VIN, mileage and other required information. The dealer must have the customer sign the ERO copy and retain it along with all other supporting documentation needed for the warranty repair.

DOCUMENT ALTERATIONS

Dealers using manual repair orders or an electronic repair order (ERO) system containing alterations made to Suggested Repair Times (SRTs), customer complaint, technician repair order time control records and/or material issues must retain both pre-modified and modified documents for review by VWoA. Paid warranty claims resulting from unjustified documentation alterations will be charged back.

DAILY TIME AND PAYROLL RECORD AND TEAR-OFF STUB (TIME FLAG)

The technician's Daily Time and Payroll Record and tear-off stub (time flag) must list the repair order number with notation to which line the time punch is designated (line code), technician number, time punched in hundredths of an hour (not minutes), and month and date the individual repairs were performed. The tear-off stub must be permanently affixed to the back of the repair order hard copy. In the event of a time clock failure, or if a technician forgets to punch "on" or "off" a repair, the Service Manager or a designated administrative employee approved by the Area Team can authorize the estimated actual time by signing the repair order hard copy next to the tear-off stub. The authorized administrative employee must document all hand-written times and ensure that technicians always punch "on" and "off" the time clock correctly. All time clocks in the dealership (including computer time clocks for all test equipment and wheel alignment time clocks) must be synchronized. If the time clocks are not synchronized, the corresponding warranty repair(s) may be charged back. A broken time clock must be repaired or replaced immediately. In the event of a time clock discrepancy in an electronic repair order (ERO) system, the authorized administrative employee must write a reasonable explanation for the actual time discrepancy on the electronic repair order.

The initial start time for a repair is when the vehicle is in the repair bay ready to be worked on by the technician. The time entries (starting and finishing times of each repair on a repair order) must be performed with a time clock or an ERO system that records the time a technician enters by month, date, and 100 units per hour and must conform to the Volkswagen suggested Repair Time System. Each repair identified on the repair order (such as A, B, C) must be punched separately, or will be subject to charge-back. The tear-off stub must be permanently affixed to the back of the repair order hard copy.

The Daily Time and Payroll Record must provide a record of the technician's repairs and the time used to complete the repairs each day whether customer pay, warranty, or internal. It must contain a breakdown of time by Productive Time capacity, or "W" Time (non-productive time) for shop repairs, training, lunch, coffee breaks, etc. It must also show how much time the technician had available and how it was utilized.

If it is found during a warranty Audit that time clock entries were not made on a technician's Daily Time and Payroll Record attached to the repair order, or a Daily Time and Payroll record is not available, the corresponding warranty claim(s) may be charged back.

Multiple time punches: If two technicians are working together on the same vehicle repair at the same time, (for example, an apprentice or less experienced technician working with an experienced technician), the time clock flags for **both** technicians must be affixed to the same vehicle repair order hard copy. Credit and responsibility for the time spent on the repair must be given to the experienced technician. The less experienced technician time is to be charged out as training.

DAILY TIME AND PAYROLL EXAMPLE

Each tear-off section (flag) consists of the following seven pieces of information for a single repair.

Repair order number with line code

- 1 This is the number and line that identifies the document on which the technician spent time in either a productive capacity or in a work time category.

2 Employee number

The technician's payroll identification number.

3 Technician pay \$ (optional)

The dollar amount the employee will receive for performing the individual repairs on the repair order.

4 Flat rate time

The flat rate time, in hours, derived from the appropriate SRT in ElsaWeb for a single repair.


5 Actual time

The amount of clocked productive time for a single repair.

6 Punch "on" and "off" time for a single repair

The individual time clock punches that determine the actual time spent on the assigned single repair or W-time assignment and the total time spent on a repair order.

Note: Each repair line item on a repair order must contain a detailed written explanation by the technician who performed the repair, with reasons for the cause of the failure and how the failure was corrected to support warranty payment for the repair.

		Regular time		Over time		Other time	
		Out	In	Out	In	Out	In
 Daily time and payroll record							
Repair order number & line	Empl. no.	Technician pay \$	Flat rate time	Actual time	VW	A	
1							Off
							On
2							Off
							On
3							Off
							On
4							Off
							On
5							Off
							On
6							Off
							On

**Example Time Flag for Replace Rear Window Seal –
Labor Operation 6123 19 00 for 30 Time Units**

Repair order number & line	Empl. no.	Technician pay \$	Flat rate time	Actual time	VW	A	
13685-A	123		.30	.27	Off		May 8 11.62
					On		May 8 11.35

The line code designation can be either alpha or numeric¹

¹**BEST PRACTICE RECOMMENDATION:** While not required by Volkswagen, it is a best practice recommendation to also include a notation for the type of work performed (e.g. Diagnosis, A-Time, Normal Repair Time, etc.). While Volkswagen does not mandate the usage of specific notation for the type of work performed, it is recommended that the notation used by the Dealer be consistently applied throughout the Service Department.

2.3.3 DOCUMENTATION FOR PAINT AND CORROSION CLAIMS

The following items are mandatory warranty claim documentation requirements for all paint and/or corrosion claims. In addition to retaining these items with the repair order documentation, they must also be emailed to groupwarrantydocuments@vw.com.

- ▶ A complete and detailed repair estimate, including part numbers for all parts being replaced
- ▶ A fully completed *Paint/Corrosion Claim Form* (available in the WISE Resource Center under Forms > Paint/Corrosion)
- ▶ Digital photographs, with the following specifications:
 - Clear digital photograph of the VIN plate (from the base of the windshield)
 - Clear digital photograph of the odometer, showing the mileage at the time of the estimate
 - Clear digital photographs of the entire vehicle to show the overall condition. Vehicle must be clean and dry
 - Clear digital photographs of the affected area(s)

2.3.4 DOCUMENTATION FOR PARTS WARRANTY CLAIMS

When an item covered under the Volkswagen Parts and Accessories Limited Warranty or the Volkswagen Limited Lifetime Warranty for Volkswagen Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts is claimed defective, its eligibility must be documented by the previous repair order. "Previous repair order" is defined as the repair order with which the eligible item was installed in the vehicle by an authorized Volkswagen dealer.

Minimum information included must be the customer name, VIN, date, and mileage at installation.

A parts counter sales ticket will take the place of the previous repair order if an authorized dealer did not install the item. Minimum information on the parts counter sales ticket must include the date of sale, the customer name, and part quantity and part number. Each elapsed month in service equals 1,000 miles for purposes of coverage eligibility.

2.3.5 DOCUMENT RETENTION

All documentation supporting warranty and non-warranty repairs must be retained for a minimum of 2 years after the claims have been paid. All records must be available for periodic review by a Volkswagen representative.

Documentation that must be retained includes but is not limited to:

- ▶ All dealer copies of repair orders and their material issues
- ▶ All dealer copies of parts orders and purged invoices

- ▶ Technician payroll records including daily, weekly, and monthly time control records, corresponding summary reports, and employment records
- ▶ Invoices supporting each warranty, recall, No Charge Scheduled Maintenance, or any other type of repair submitted to Volkswagen for processing and payment
- ▶ Work distribution control forms or schedules, customer service appointment scheduling documents, and technician repair work distribution forms
- ▶ Original invoices for outside purchases of parts or repair services (sublet), and records of charges and payment for such services
- ▶ All dated shipping records for part(s) requested through SAGA that identify the individual repair order (claim), VIN, shipper, and shipped-to destination
- ▶ Parts ordering records that support the need for a loaner vehicle, such as back-order records to verify that Volkswagen could not supply parts for the vehicle when needed
- ▶ Any and all documentation supporting a dealer's request for reimbursement for claimed warranty service and repair work
- ▶ All loaner agreements
- ▶ **Note:** There may be legal requirements for the retention of documents in excess of 2 years. Dealers are advised to verify such requirements with their legal/financial advisors and government agencies.

2.3.6 STORAGE, ACCESS TO, AND REPRODUCTION OF DEALER RECORDS

Volkswagen representatives must be able to verify repair order documentation consisting of legible, detailed records of both warranty and non-warranty service work performed. The dealer is responsible to assure that the information is properly documented, legible, and accessible.

A system of document security must be in place that protects against the information being altered or destroyed once a repair order is finally closed. Precautionary measures must also be taken to ensure document legibility, for example, photocopies of Midtronics® Battery Tester printouts to keep the heat-sensitive paper from fading.

Dealers using electronic or hybrid repair order systems must print a copy of the electronic repair order following initial write-up including the customer concerns, VIN, and other required information. The dealer must then have the customer sign the electronic or hybrid repair order copy and file in VIN sequence in a separate file set up for the purpose of retaining the customer signature.

All records (customer pay, warranty and internal) must be retrievable by VIN sequence. Retrieval of repair order documents by VIN sequence allows the dealer the flexibility to meet individual dealer service department needs as well as enhance customer satisfaction, and assure that all records relating to a vehicle's service and repair are in the VIN folder.

SCANNED SUPPORTING DOCUMENTATION

Volkswagen will accept scanned electronic/digital reproductions of the original repair order and supporting documentation provided the documentation is clearly legible for review and available when requested. Original documents may be discarded only if there is a way to retrieve acceptable electronically stored documents, and the dealer must have a back-up recovery plan to replace electronically stored documents in the event of disaster.

All scanned documentation must:

- ▶ Be complete and retained as outlined in section [2.3 Repair Order Documentation](#) in effect at the time of the repair.
- ▶ Be easily retrievable by VIN sequence.
- ▶ Prohibit changes to the document after it has been imaged. If modification is necessary, both original and modified copies must be available, with proper explanation signed and approved by dealership management.
- ▶ **Note:** The customer's signature, service management signatures, and technicians' time flags may be provided electronically with no traditional paper time flags attached to any document when this feature is part of the ERO system used in the dealership.

2.4 REIMBURSEMENT POLICY

Volkswagen reimburses authorized dealers for labor and parts used for repair work performed under warranty. If the parts and/or labor required for a repair exceed 80% of the cost of the unit, a complete new or remanufactured unit should be installed, unless written Volkswagen policy states otherwise. It is the dealer's responsibility to determine the most economical method of repair in order to control warranty costs. It is expected that dealers will follow the Volkswagen Dealer Agreement Standard Provisions, applicable state law, and generally accepted accounting practices (GAAP) in all warranty related transactions or finance record keeping related to warranty.

2.4.1 REIMBURSEMENT OF PARTS

2.4.1.1 PARTS

Parts purchased from Volkswagen will be reimbursed based on the parts' reimbursement rate effective with each vehicle model year. If remanufactured parts are available*, only the value of the remanufactured part will be reimbursed. Parts not purchased from Volkswagen are reimbursed under the sublet policy (see [2.4.3 Reimbursement of Sublet Repairs](#)). The costs for shop supplies and dealer handling are not separately reimbursable because they are included in the parts reimbursement.

*When the term "available" is used in regards to remanufactured parts, it means that a remanufactured part exists and may be ordered. When a remanufactured part is not "available", it does not mean that a remanufactured part is not in stock at the Dealership or Parts Distribution Center.

2.4.1.2 FLUIDS AND LUBRICANTS

Only those fluids and lubricants listed in section [2.4.1.2.1 Part Numbers for Common Fluids and Lubricants](#), lost due to a warranty-related failure, will be reimbursed. Only that portion of a fluid or lubricant required and quantifiable for the repair/replacement is reimbursable. Disposal allowance is already included in warranty reimbursement allowances. Refer to the applicable Technical Bulletin for proper fluid capacity and filling procedures.

GASOLINE ENGINE OIL REIMBURSEMENT POLICY

Beginning with claims submitted January 9, 2010, Volkswagen has implemented a new gasoline engine oil reimbursement policy based on the Dealer's status in the Volkswagen Castrol Oil Program (VCOP).

Volkswagen Dealers are separated into two groups: Participating and Non-Participating, based on the Dealer's status in the VCOP.

Note: Diesel (TDI) engine claims are not affected by the new oil reimbursement policy until a bulk oil purchase quantity is available.

▶ VCOP Participating Dealers' Engine Oil Reimbursement (Effective June 1, 2010)

Participating Dealers in the VCOP are reimbursed for gasoline engine oil at the higher of

- Dealer Cost for a single quart bottle or
- Weighted-average retail price of applicable quart/drum/bulk national purchase quantity percentages

Participating Dealers in the VCOP are reimbursed for diesel (TDI) engine oil at retail price.

Both gasoline and diesel (TDI) engine oils are claimed using the SAGA "Spare Part Number" field. Applicable reimbursement amounts are automatically populated based on the claim quantity entered.

▶ VCOP Non-Participating Dealers' Engine Oil Reimbursement

Non-Participating Dealers in the VCOP are reimbursed for gasoline engine oil at weighted-average dealer cost and diesel (TDI) engine oil at retail price. Gasoline engine oil is claimed using the SAGA "Outside Spare Part Number" field and diesel (TDI) engine oil using the SAGA "Spare Part Number" field.

▶ VCOP Participation Qualifications

To qualify as a Participating Dealer in the VCOP, a Dealer's total volume of oil purchases from Volkswagen (including oils not reimbursed by VW under warranty or Carefree Maintenance) must exceed the total volume of oil claimed over the previous twelve (12) months. In cases where a dealer does not have a 12-month purchase history, a participation notification email from the VW Fixed Operations Manager to vwoapricing@vw.com will be accepted for dealer qualification.

VCOP participation status will be updated quarterly to ensure that Dealers are correctly reimbursed based upon program qualifications.

2.4.1.2.1 PART NUMBERS FOR COMMON FLUIDS AND LUBRICANTS

PART NUMBERS FOR COMMON FLUIDS AND LUBRICANTS VCOP PARTICIPATING DEALERS' ENGINE OILS					
Description	Part Number	Quantity	Equals	Reimbursement	In SAGA, Claim as:
Mineral Oil 5W20	G 052107S0	1	0.1 quart	As calculated	Spare parts
Mineral Oil 5W30	G 052530S0	1	0.1 quart	As calculated	Spare parts
Mineral Oil 10W30 + Misc. Oil	G 052108S0	1	0.1 quart	As calculated	Spare parts
Synthetic Oil 5W40 VW 502 00	G 052167S0	1	0.1 quart	As calculated	Spare parts
Synthetic Oil (TDI) VW 504 00 VW 507 00	G 0521951L	1	1.0 liter	As calculated	Spare parts
Synthetic Oil (TDI) VW 505 01	G 052167M2	1	1.0 liter	As calculated	Spare parts

PART NUMBERS FOR COMMON FLUIDS AND LUBRICANTS VCOP NON-PARTICIPATING DEALERS' ENGINE OILS					
Description	Part Number	Quantity	Equals	Reimbursement	In SAGA, Claim as:
Mineral Oil 5W20	MINOIL	1	0.1 quart	Enter value ¹	Outside spare parts
Mineral Oil 5W30	MINOIL	1	0.1 quart	Enter value ¹	Outside spare parts
Mineral Oil 10W30 + Misc. Oil	MINOIL	1	0.1 quart	Enter value ¹	Outside spare parts
Synthetic Oil 5W40 VW 502 00	SYNGOIL	1	0.1 quart	Enter value ¹	Outside spare parts
Synthetic Oil (TDI) VW 504 00 VW 507 00	G 0521951L	1	1.0 liter	As calculated	Spare parts
Synthetic Oil (TDI) VW 505 01	G 052167M2	1	1.0 liter	As calculated	Spare parts

¹Reimbursement values may be found in WISE under Resource Center > Claim Input Assistance > Claim Coding Assistance > Outside Part Numbers for Common Fluids and Lubricants

**PART NUMBERS FOR COMMON FLUIDS AND LUBRICANTS
EXCLUDING ENGINE OILS**

Description	Part Number	Quantity	Equals	Reimbursement	In SAGA, Claim as:
Manual Transmission Oil	Use appropriate part number	1	1 lt(qt)	As calculated	Spare parts
Automatic Transmission Oil	Use appropriate part number	1	1 lt(qt)	As calculated	Spare parts
AdBlue® (Urea) [For Carefree Maintenance Claims only]	GUS052910A3	1	9.5 lt or 2.5 gal	As calculated	Spare parts
AdBlue® (Urea) [For Warranty Claims Only]	G 052910A2	1	1.89 lt or .5 gal	As calculated	Spare parts
Power Steering Fluid ¹	G 002000	1	1 lt(qt)	As calculated	Spare parts
Power Steering Fluid ¹	G 002012	1	354.8 ml	As calculated	Spare parts
Brake Fluid	B 000750M2	1	250 ml or .25 qt	As calculated	Spare parts
A/C Refrigerant- R134A ²	ZVP000134	0.01	28.4g or 1 oz	Enter value ⁶	Outside spare parts
PAG Oil ³	G 052154A2	0.5	125 ml or .130 qt	As calculated	Spare parts
Coolant (except Routan)	ZVP000200	1	1 lt(qt)	Enter value ⁶	Outside spare parts
Coolant (Routan only)	GUS012001G1	1	1 gallon	As calculated	Spare parts
Sealant for Auto Trans	AKD45600002	1	14 ml tube	As calculated	Spare parts
Sealant Compound	AMV17400401	0.5	83 ml tube	As calculated	Spare parts
Sealant Compound	AMV18800102	0.5	100 g tube	As calculated	Spare parts
Sealant for Manual Trans ⁴	AMV18820003	0.5	100 g tube	As calculated	Spare parts
Sealant Compound Oil Pan ⁴	D 176404A2	0.5	93 g tube	As calculated	Spare parts
Top Off Fluid ⁵ (For Protection Plus Program Only)	ZVP000600	1		Enter value ⁶	Outside spare parts

¹ Use appropriate quantity while topping up by using the decimal point, i.e., '.50'

² Up to 454 g will be reimbursed for testing purposes

³ 50% of 1 can of PAG oil can be used when replacing R134A, use part number 'G 052154A2'

⁴ These Sealing Compounds include enough compound to repair at least two vehicles. Claim the appropriate amount by using the decimal point, i.e., '.50'

⁵ When performing manufacturer's scheduled maintenance services, and you need to add any fluids listed in the Maintenance Schedule, use part number ZVP000600 (Top Off) (For Protection Plus Program Only)

⁶ Reimbursement values may be found in WISE under Resource Center > Claim Input Assistance > Claim Coding Assistance > Outside Part Numbers for Common Fluids and Lubricants

2.4.2 REIMBURSEMENT OF LABOR

The labor reimbursement is based on the dealer's approved labor rate in effect on the date of the repair and the time associated with the repair/replacement. For most repair operations, Volkswagen has specified flat rate times for labor operations published on ElsaWeb, which must be used, except where otherwise stated in written Volkswagen policy. For exceptional conditions, the actual punched time (A-time) may be used.

REIMBURSEMENT OF LABOR

$$\text{Reimbursed labor} = \text{Repair time} \times \text{Labor rate}$$

2.4.2.1 REPAIR TIME

2.4.2.1.1 FLAT RATE TIMES FOR LABOR OPERATIONS

Flat rate times for labor operations are based on the repair procedures approved by Volkswagen and are provided for each model on ElsaWeb. They determine the labor portion of a repair and contain the average time for set-up, standard diagnosis, and repair procedures.

Claimed labor operations must be consistent with the customer concern and repair work performed. Dealers are allowed the flat rate times that are current at the time the repair/replacement is performed.

Re-evaluation and establishment of a labor operation: Dealers may request re-evaluation of an existing labor operation perceived as incorrect. Dealers may also request the establishment of a new labor operation if the labor operation is warrantable but not listed on ElsaWeb.

- ▶ **Note:** All concerns or requests regarding SRT discrepancies or revision requests, must be submitted by using the ElsaWeb Feedback Button. When submitting feedback, the dealer must follow-up the request by checking the ElsaWeb Feedback Button for a response. To read a response, choose the View option. A response will be provided when the status of your original Feedback Form is Closed.

2.4.2.1.2 ACTUAL CLOCKED TIME (A-TIME) AND DIAGNOSIS TIME

A-TIME

A-time is the total clocked time a technician works on a repair. It must be realistic and fair. Examples of conditions when A-time may apply are listed in the table *Actual clocked time*.

ACTUAL CLOCKED TIME

Additional repair steps	Necessary repair steps are not included in labor operation, e.g. a stud breaks while removing a water pump.
Missing labor operation	The labor operation for the repair is not published in ElsaWeb.
Less time needed than labor operation	The repair is not carried out to the full extent or requires less time than described in labor operation
Overlapping labor operations	The repair shows common procedures with one or more repairs being performed on the same vehicle
Diagnosis time	Diagnostic procedures are required to investigate the source of the problem and there is no diagnosis labor operation

DIAGNOSIS TIME ASSOCIATED WITH A REPAIR FOR A DEFECT IN MATERIAL AND/OR WORKMANSHIP

Diagnosis time may be required to substantiate a customer complaint or to verify that a repair corrected the failure. Diagnosis time is not included in repair SRTs with the exception of visual diagnosis.

The following diagnostic labor operations must be utilized:

- ▶ 01500000: Guided Fault Finding or Guided Functions (applicable to MY 2004 and newer models unless otherwise instructed in Volkswagen publications such as Technical Bulletins, Required Vehicle Updates, Campaign Circulars, etc. In some cases the procedures in these documents may instruct the technician to specifically use Self Diagnosis.)
- ▶ 01320000: Technical Diagnosis

Diagnosis time may be claimed starting after the vehicle is brought into the work bay and before any repairs or services are performed.

DIAGNOSIS TIME WITH MIL ON AND NO REPAIR REQUIRED

When there is a MIL on and there is no defect associated, only the time to interrogate the control modules and clear DTC codes will be reimbursed (based on the time expenditure identified on the GFF diagnosis log). The GFF time should be claimed using labor operation 01500000.

A-TIME OR DIAGNOSIS TIME OVER 1 HOUR

The service manager is responsible for repairs requiring A-time or diagnosis time over 1 hour and must approve the extra time by:

- ▶ signing and dating the approval on the repair order
- ▶ clearly and legibly recording any technical information on the repair order to validate the extra time, including a road test

DIAGNOSIS TO IMPROVE THE CUSTOMER EXPERIENCE (DICE)

Under certain conditions and criteria, the DICE warranty policy will allow dealers to claim up to 50 time units (1/2 hour) of technical diagnosis when a customer concern cannot be duplicated and/or when the vehicle is found to be operating normally when compared to the same or a similar vehicle.

Actual DICE time expenditure (maximum 50 time units) may be utilized once per customer visit (repair order). All DICE claims must be substantiated with appropriate documentation. All DICE time requires the full signature of the Service Manager or designate. The authorization signature must be placed next to the technician notes describing the diagnosis steps on the repair order hard copy.

Only diagnosis time which can be influenced at the technician level is included in this policy such as:

- ▶ time used to investigate customer concerns, such as noises, fluid leaks, etc.
- ▶ Guided Functions or scan tool diagnosis when no MIL is on
- ▶ road test
- ▶ time used when a customer concern cannot be duplicated or when the vehicle is found to be operating normally when compared to the same or a similar type vehicle

The DICE warranty policy is only applicable while the vehicle is covered under the New Vehicle Limited Warranty or the Powertrain Limited Warranty.

The DICE labor operation (01329599) is the only line item allowable on a DICE claim.

The DICE claim comments must include the following:

- ▶ The statement: "DICE: Vehicle is found to be operating normally when compared to same or similar type vehicle"
- ▶ The customer concern
- ▶ Applicable technician notes

DICE time is not claimable for customer concerns involving simple visual inspections or when basic component function may be verified by the Service Consultant during write-up and does not involve technical diagnosis (e.g. wiper blades are streaking or right rear speaker is inoperable).

Every Volkswagen dealer is eligible to participate in the DICE policy; however, Volkswagen of America, Inc. reserves the right to cancel participation for any dealer if the policy is not used appropriately for the purpose intended.

DIAGNOSIS REQUIRING ROAD TESTS

The repair order must clearly show the vehicle mileage "before" and "after" the road test as well as detailed technician notes explaining the customer complaint, cause, and correction to justify and support the claim. Road tests may not be claimed more than one time per repair order.

PUNCH TIME/DOCUMENTATION REQUIREMENTS FOR A-TIME AND DIAGNOSIS TIME

Detailed technician notes (including Dealer Technician Helpline recommendations, date of contact and case number, when applicable) must be recorded on the repair order to support the A-time and/or diagnosis time. The Dealer Technician Helpline case number (when applicable) must be entered in the claim comments. (See section [3.62 Technician Helpline/MTA Case Number](#) for conditions when a Technician Helpline case number is required.)

A-time and diagnosis time must be supported with actual punch time (do not round up or down, if the punch time is 27 time units, then enter 27 time units, not 25 or 30).

A-time and diagnosis time require a separate "on" and "off" punch time unless used in combination with a SRT operation, in which case punch "on" when the repair is started and "off" when completed.

The technician may also punch individually for A-time and/or diagnosis time if used in combination with a SRT operation in order to preserve the technician's efficiency on the SRT operation.

DIAGNOSIS EXCLUSIONS/RESTRICTIONS

- ▶ Diagnosis time may not be claimed when the technician does not have sufficient technical training or experience for the system or model of vehicle being repaired. The service manager is responsible to assign work based on the technician's training and experience.
- ▶ Do not claim diagnosis time while on hold or obtaining information from the Volkswagen Technician's Helpline.

2.4.2.2 LABOR RATE INCREASE OPTIONS

Two options are available for dealership warranty labor rate increase requests

- ▶ **Option 1** is an automatic increase process based on changes in the U.S. Consumer Price Index (CPI).
- ▶ **Option 2** compensates dealerships at an individual labor rate that takes into consideration the rate the dealership is charging their retail customers as well as the competitive market situation.

The warranty labor rate reimbursement does not relieve dealerships from the obligation to comply with applicable Federal, State or local laws. All Warranty Labor Rate Increase forms are available on WISE under Resource Center/Forms/Labor Rate. Mail completed forms and supporting documentation to the following address:

Volkswagen of America, Inc.
Attn: Warranty Process and Labor Rate Specialist
3800 Hamlin Road
Auburn Hills, MI 48326

CHANGING THE WARRANTY LABOR RATE

Common to both options below:

A sign with the following inscription must be prominently displayed in the customer reception area, stating the posted hourly labor rate: "Customer labor charges are based on a rate of \$... per hour (or flat rate hour) based on ... (identify the system chosen by the dealership)". The sign must not be less than 20"x20" with 1¼" high letters in dark bold print on a suitable light background. Contact State/Local Agencies to determine if this requirement complies with your local requirements.

OPTION 1 (CONSUMER PRICE INDEX BASED RATE)

This option is a three-year enrollment commitment, which provides an automatic warranty labor rate increase based on the change in the U.S. Consumer Price Index for the previous 12 month period ending in February. Note: The official CPI will be determined from the US Government website www.bls.gov (CPI-U).

Guidelines

- ▶ A dealership can choose the Option 1 program by completing and submitting an enrollment form to the Warranty Process and Labor Rate Specialist from March 15th through April 30th.
- ▶ When enrolling under this option, the increase may be prorated based on the number of months since the dealership's last increase.

- ▶ While enrolled in the Option 1 plan, the dealership will receive a Warranty Labor Rate Increase each June 1, during the three-year enrollment period. Once enrolled, you cannot go back to Option 2 until the three year term ends.
- ▶ Once the three year enrollment term ends, dealership must re-enroll if they choose to continue in the CPI program.
- ▶ The amount of the annual CPI increase will be capped at 4%. If the CPI change is negative, the dealership's warranty labor rate will not decrease and the rate will continue at the current warranty rate.
- ▶ For new dealerships, please refer to the procedure outlined on page [60](#) of this Policy.

OPTION 2 (EFFECTIVE RETAIL/MARKET RATE)

The dealership may make a written request to the Volkswagen Warranty Process and Labor Rate Specialist for a re-evaluation of the labor rate based on the dealership's current retail rate charged to customers as well as the competitive labor rate survey, except where otherwise specified by State law. Changes to the dealership's labor rate are effective for repairs made on or after the effective date. Repairs made prior to the effective date of the new labor rate will be reimbursed at the previous warranty labor rate.

Guidelines

- ▶ Requests for re-evaluation are limited to once per 12-month period from the effective date of the last warranty labor rate increase.
- ▶ Increase requests will be limited to the months of June through March.
- ▶ The requested warranty rate may not exceed the effective retail rate. In the event the retail rate for customer-pay is reduced, the Volkswagen Warranty Labor Rate Specialist must be notified within 10 days.
- ▶ Volkswagen may deny a labor rate increase request if documentation submitted does not support amount requested. In case of a denial, no further request may be made within a 90-day period from the date the original request was denied.
- ▶ Volkswagen reserves the right to request additional supporting information at any time. If the dealership is not in compliance with Volkswagen Warranty policies for labor rate increase requests, the former rate will be re-implemented, and the dealership will be debited retroactively for any warranty over-payment.
- ▶ The *Dealer Request for Warranty Labor Rate Increase* form must be completed concurrently, signed by the Dealer Principal, and forwarded to the Volkswagen Warranty Labor Rate Specialist together with all required documentation.
- ▶ The increase amount offered to Dealers under this option will be derived by using the calculated effective labor rate not to exceed the average market labor rate.
- ▶ Volkswagen may or may not grant the request for change based on the information provided.
- ▶ To appeal the warranty labor rate increase decision, please submit your calculation concerns in writing. Submit your letter, along with a copy of the decision letter received from the Warranty Process and Labor Rate Specialist to the following address:

Volkswagen of America, Inc.
 Attn: Volkswagen Warranty Compliance and Cost Manager
 3800 Hamlin Road
 Auburn Hills, MI 48326

Instructions for Completing the Warranty Labor Rate Increase Request Forms

► Repair Order Analysis

1. Enter dealership name, dealer number, address, and survey completion date.
2. Dealerships may use labor operations published on ElsaWeb or use their own customer labor time charges. Whichever system is used, it must be used consistently.
3. Obtain a sufficient quantity of numerically consecutive repair orders from the past 12 months of business to provide 30 Volkswagen customer-pay repair orders for use in completing the Repair Order Analysis. Repair orders that are not eligible for calculation must also be listed. Do not include time units and labor from these repair orders.

Assign consecutive numbers starting with 1 to customer-pay repair orders and fill in the number in column "#" until 30 Volkswagen customer-pay repair orders are listed. For non-eligible repair orders, assign the abbreviations below from the list Non-eligible repair orders for labor rate calculation in column "#".

NON-ELIGIBLE REPAIR ORDERS FOR LABOR RATE CALCULATION			
ABBREVIATION	REPAIR	ABBREVIATION	REPAIR
B	Body	O	Other Make
C	Campaign	P	Paint
F	No Charge Scheduled Maintenance	V	Void
I	Internal	W	Warranty
S	State Inspection	EM	Exempt Menu Items*

* Exempt Menu Items are limited to the following: Lube, Oil & Filter Changes, Battery Replacement, Brake Replacement (pads, rotors, shoes and drums), Wheel/ Tire repair or replacement (including Alignment, Balancing, and Rotation) and Scheduled Manufacturer Maintenances. This does not include Dealer suggested services that are not consistent with the Owner's Manual.

4. Fill in other columns with
 - Repair orders in numerical sequence
 - Labor operation (from repair order), indicate type of work
 - Time units charged (from repair order)
 - Labor charged in \$ after any discounts (from repair order)
5. Add the "time units charged" and the "labor charged" from each repair order and list in the appropriate column.
6. Highlight the eligible 30 Volkswagen customer-pay repair orders and the corresponding time units charged, labor charged, including applicable discounts.

7. To calculate the "average labor rate" for the analysis, divide the "total labor charged" by the "total time units charged".

Photocopies of all Volkswagen repair orders listed in the analysis must be included with the request. Repair orders must include the time units and dollars charged listed in the analysis. Handwritten changes to repair orders will not be accepted.

▶ **Labor Rate Survey**

1. Survey local dealerships of competitive makes listed on the Labor Rate Survey form by telephone and enter the dealership's name, address, telephone number, warranty and retail labor rates. This survey may not include information from any dealership in which the Volkswagen Dealer Principal holds a business interest.
2. The dealership should list competitive dealers within a "Geographical Area". The dealership may select any/all manufacturers listed on the Labor Rate Survey within 10 miles. If the dealership does not have at least 8 of the listed manufacturers on the Labor Rate Survey within 10 miles, then the dealership must select the closest manufacturer listed, within 25 miles of the Dealer. When manufacturers listed on the Labor Rate Survey form are not in the Geographical Area, please leave the line blank and indicate "not in area".
3. Total the "warranty labor rates" and divide by the number of surveyed dealerships to determine the "average market warranty labor rate".
4. Total the "retail labor rates" and divide by the number of surveyed dealerships to determine the "average market retail labor rate".

▶ **Request for Reimbursement of Warranty Labor at Retail Rate**

Note: Applicable only in States where law requires reimbursement of warranty labor at retail rate.

1. Enter the following labor rates in the correct lines and their effective dates:
 - "Effective retail labor rate" (from the Repair Order Analysis)
 - "Average market warranty labor rate" (from Market Labor Rate Survey)
 - "Average market retail labor rate" (from Market Labor Rate Survey)
 - "Current Volkswagen warranty labor rate"
 - "Requested Volkswagen warranty labor rate"
2. In case the dealership disclosed its retail labor rate to any governmental agency or entity, such as the State Division of Motor Vehicles, a copy of the document disclosing such rate must be attached to the Dealer Request for Warranty Labor Rate Increase form.
3. The Dealer Principal/General Manager must sign and date the form.

Establishing a Warranty Labor Rate for New Dealerships**▶ Opening a New Dealership**

The Volkswagen Warranty Labor Rate Specialist will complete a new dealership labor rate evaluation and deliver the rate to the Field Representative for presentation to the Dealer.

Factors taken into consideration when establishing the warranty labor rate for a new dealership include, but are not limited to, the labor rates of existing authorized Volkswagen Dealers and competitive makes in proximity of the new dealership as well as prevailing market conditions.

A Warranty Labor Rate Increase request may be submitted for review once the guidelines under Option 1 or Option 2 are met.

▶ Taking Over an Existing Dealership

The new dealership will assume the warranty labor rate of the outgoing dealership. When able to comply with the conditions in section *Changing the Warranty Labor Rate* the dealership may submit a request for a labor rate increase.

Establishing a Warranty Labor Rate for New Owners of an Existing Dealership

- ▶ New dealerships will assume the warranty labor rate of the previous dealership. If the outgoing dealership is currently enrolled in the Option 1 program, the new dealership can continue for the remainder of the three-year agreement. If the new dealership requests to be removed from the Option 1 program, they must indicate this in writing within 30 days. The new dealership will be eligible to apply for a warranty labor rate increase once a full 12 month period has passed since the last increase.

2.4.3 REIMBURSEMENT OF SUBLET REPAIRS

Certain repairs may require specialized tools, parts, equipment, and skills not directly available to an authorized Volkswagen repair facility. These repairs can be delegated to an external business location having the certified expertise to perform such repairs. Examples include, but are not limited to welding, painting, repairing defective seat covers and/or installing convertible tops. The dealer must ensure that the sublet repair meets Volkswagen quality and safety standards. Only Volkswagen Genuine Parts are to be used except when a special part not offered through VWoA's Parts Program is required. A part not offered in the VWoA Parts Program is one that is obtained from an outside vendor that meets all Volkswagen standards of quality and safety and is approved by your FOM/QTM.

REIMBURSEMENT

It is the dealer's responsibility to determine the most economical method of sublet repair meeting Volkswagen's quality and safety standards. Reimbursement for sublet labor repairs will be made at dealer cost only without any additional markup. The labor charge must not exceed the ElsaWeb SRT multiplied by the dealer's warranty labor rate in effect on the date of the sublet repair.

The following are the reimbursable amounts on the sublet invoice:

- ▶ If the part is a genuine Volkswagen part and supplied to the sublet shop by the Dealer, reimbursement will be at normal warranty parts prices.
- ▶ If the part is bought from an outside supplier and is not in the Volkswagen Parts Program, reimbursement will be at actual Dealer cost with no handling reimbursement.
- ▶ If the part is bought from an outside supplier and the part is in the Volkswagen Parts Program, then no parts reimbursement will be made.

Documentation of the sublet parts purchase must be retained and made available upon request.

- ▶ The supplier's repair invoice must be cross-referenced to the customer's repair order and VIN, have a full description of the customer complaint, technician's written notes explaining the cause for a sublet warranty repair, and why an outside service was required to correct the defect.

All copies of sublet invoices must be filed with and attached to the warranty repair order.

2.5 WARRANTY PARTS RETURN CENTER REQUIREMENTS

This section of the manual describes the policy requirements applicable to the Warranty Parts Return Center (WPRC).

2.5.1 WARRANTY PARTS SHIPMENT

It is the dealer's responsibility to ensure that requested warranty parts are shipped to the WPRC at the appropriate time, using the Warranty Parts Shipping Portal (WPSP). Parts should be shipped within the "order date" and "expiry date" for the shipment displayed in the WPSP.

Warranty will not reimburse any shipping costs incurred by dealers.

2.5.1.1 SHIPPING ADDRESS

The shipping address for requested warranty parts will automatically be populated on the shipping label generated from the WPSP.

PARTS NOT AVAILABLE FOR SHIPMENT

For requested warranty parts that are not available for shipment to the WPRC, such as a part that has been lost on the highway or a part that was not installed during production, the following procedure applies:

- ▶ For parts not available for shipment by the dealer or for parts that have already been picked up by an authorized Volkswagen Factory Representative or VWoA employee, **DO NOT PRINT THE FREE SHIPPING LABEL AVAILABLE FROM THE WPSP**. Use the email link for the requested part in the WPSP to notify the WPRC of the situation and to provide an explanation of why the part was not available to ship.

2.5.1.2 SHIPPING COSTS

2.5.1.2.1 FREE SHIPPING FOR REQUESTED WARRANTY PARTS PROGRAM

Effective February 1, 2009, the cost to ship requested warranty parts to the WPRC is paid by Volkswagen. As of February 14, 2011, free FedEx return shipping labels are provided through the WPSP for all requested warranty parts. For additional information, refer to the WPRC document entitled *Warranty Parts Return Center User's Guide* available on WISE under Resource Center > Dealer Processes & Guides > Warranty Parts Return Center (WPRC).

PARTICIPATION IN THE FREE SHIPPING FOR REQUESTED WARRANTY PARTS PROGRAM [NEW DEALER SETUP]

Inclusion in the *Free Shipping for Requested Warranty Parts Program* through the Warranty Parts Shipping Portal (WPSP) requires that new Dealers:

1. Have a separate FedEx account established. To initiate the process of establishing a separate FedEx account, dealers must contact the Warranty Parts Return Center at vwoawprc@vw.com.
2. Complete U.S. Department of Transportation (DOT) Hazardous Material Training.
3. Fax or email the WPRC the following documents which are required to become a FedEx qualified Hazardous Material Shipper (for the return of HAZMAT requested parts).
 - a. Completed FedEx OP910
 - b. Completed FedEx OP950
 - c. Current DOT Hazardous Materials Training Certificate

Note: The above FedEx forms can be obtained through Volkswagen Warranty by calling 1-866-306-8447 or by emailing warranty.helpline@vw.com.

2.5.1.2.2 HAZARDOUS MATERIALS (HAZMAT) SHIPPING INSTRUCTIONS

- ▶ This policy is applicable to United States dealers in the 48 contiguous states only.

HAZARDOUS MATERIALS (HAZMAT) PART RETURN PROCESS

A hazardous material (HAZMAT) is a material that, in any quantity, poses a threat to life, health or property. Some automotive parts contain such materials (referred to as "HAZMAT parts"). As a result, HAZMAT parts will not be requested through the SAGA warranty system and will not receive a SAGA barcode. HAZMAT part requests will be made available directly in the WPSP, identified by red highlighting. Dealers who have their FedEx account certified by FedEx as a qualified Hazardous Material Shipper will be able to retrieve the shipping label from the WPSP. Dealers who are not qualified Hazardous Material Shippers will not be able to retrieve the label from the WPSP.

Effective July 1, 2010, Volkswagen will, when necessary, dispatch a third party vendor to pack and ship any requested HAZMAT warranty parts from those dealers whose FedEx account is not identified as a qualified Hazardous Material Shipper.

- A handling fee of \$450 per part will be charged to the dealer's parts account for this service.
- If the requested HAZMAT part is not available when the representative from the third party vendor arrives at the dealership, the associated warranty claim will also be debited.

EXAMPLES OF HAZMAT PARTS THAT REQUIRE HAZMAT-CERTIFIED PERSONNEL FOR SHIPMENT

A generic list of common automotive-related HAZMAT parts or categories of parts is provided below for reference. HAZMAT parts include, but are not limited to, these items. Always refer to the most current government regulations to determine if a part is considered HAZMAT.

USA: United States Department of Transportation's (DOT's)
Hazardous Materials Regulations (HMR) (49 CFR)

- ▶ Air bag modules
- ▶ Air bags, side airbags, or any other airbag inflators that have not been deployed
- ▶ Batteries (primarily lithium and acid-filled, even if drained)
- ▶ Dampers (hood, trunk or lift-gate struts, steering dampers)
- ▶ Filters, oil or fuel (used)
- ▶ Fire extinguishers
- ▶ Fuel injectors
- ▶ Fuel or oil samples
- ▶ Fuel pumps
- ▶ Fuel tanks (after they have been used)
- ▶ Magnetic speakers
- ▶ Pressurized pneumatic parts
- ▶ Seat belt pre-tensioners
- ▶ Shocks
- ▶ Struts

No person, individual, or company may offer or accept a hazardous material for transportation in commerce, unless the shipment complies with Hazardous Materials Regulations, including training requirements.

DISPOSAL OF HAZMAT PARTS NOT REQUESTED BY THE WPRC

It is the dealer's responsibility to properly handle and dispose of hazardous parts/materials not specifically requested by the WPRC. All such handling and disposal of hazardous waste should be done in accordance with the dealers' local and state laws, as well as all federal laws and regulations relative to hazardous waste.

2.5.1.3 PARTS DAMAGED DURING HANDLING, SHIPPING, OR STORAGE

All parts are to be shipped in the same condition as they were when the vehicle came to the dealership for repair. Parts damaged due to improper repair, handling, or improper packaging for shipment will not be reimbursed. Parts damaged due to accidents, shipping, and handling are not warranty matters.

If a discrepancy claim arises from shipping loss or damage once the package is handed over to FedEx (in conjunction with the *Free Shipping for Requested Warranty Parts Program*), Volkswagen will handle the discrepancy claim arising from the shipping loss or damage. However, if the loss or damage is the result of improper packaging by the dealership, the WPRC will work with the dealer

involved to resolve the issue. For proper packaging of warranty requested parts, see section [2.5.4 Packing Parts Requested by the Warranty Parts Return Center](#).

Parts damaged during storage or where individual components are missing from the original container are not warranty matters. These claims should be referred to the facing PDC. (Also see [3.42 Parts – Damaged Parts](#))

2.5.2 WARRANTY PARTS RETENTION, STORAGE AND CLAIM FOLLOW-UP AT THE DEALERSHIP

2.5.2.1 WARRANTY PARTS STORAGE

All parts must have a part's tag attached to the part(s) during storage identifying the repair order number and date of repair. These items must be stored in a secure area within the dealership, accessible only by authorized personnel. Stored warranty parts must be organized for easy retrieval when parts are requested for submission to the WPRC or requested for inspection by Volkswagen.

A 10-bin system is required for parts storage and retention, using the last digits of the repair order for filing. Volkswagen representatives must have access to the workshop tools and testing equipment for parts' inspection and function testing.

2.5.2.2 WARRANTY PARTS RETENTION

All warranty part(s) must be retained at the dealership until they appear on the weekly *Parts Destruction/Core Disposition Report* (unless notified of a pending audit).

EXCEPTIONS:

- ▶ **Carefree Maintenance claim parts:** Parts replaced under Carefree Maintenance such as engine oil, washer fluid, and oil filters, are considered consumable parts and can be disposed of immediately.
- ▶ **Transportation claim parts:** See policy [Salvage Parts](#) in section *4.1 New Vehicle Receipt*
- ▶ **Parts retention period for warranty audits:** If a warranty audit is scheduled, the dealership must retain all warranty parts, including parts for paid claims and parts listed on the *Part Destruction and Core Disposition Report* from the date the dealership management is advised of the scheduled audit until the Warranty Auditor/Warranty Field Specialist informs the dealership management to scrap all retained warranty parts*. Any part(s) requested by the WPRC must always be shipped to the WPRC immediately and not be retained by the dealership.
 - *To the extent that an applicable state statute requires a shorter parts' retention period, the state law applies

2.5.2.3 WARRANTY PARTS CLAIM FOLLOW-UP

If a claim is cancelled because a part was not received at the WPRC, supporting documentation was not supplied, or after part evaluation, the dealer has 14 calendar days to respond to the claim cancellation. If the claim cancellation is "Confirmed", the dealer has 7 calendar days from the date of the audit trail displaying the claim debit to request the part be returned.

Effective June 1, 2010, Volkswagen will process the "acceptance" of "cancelled" SAGA claims that remain in the Dealership's *Process/Confirm* tab for over 14 calendar days. These claims will transfer from the Dealership's *Process/Confirm* tab to the *Cancelled* tab in SAGA and will appear as a debit on the next audit trail following the transfer. Cancelled claims are not eligible for resubmission without prior approval obtained from the Warranty Parts Return Center (WPRC). Use the email functionality available through the WPSP to request the claim submission approval.

When a warranty part with a core value is requested by the WPRC through SAGA, dealers will be reimbursed the core value at the time of SAGA claim payment through the weekly audit trail. The WPRC will automatically return all denied parts with core values to the dealer, however, the dealer may be charged for the shipping costs incurred for returning the part to the dealership via FedEx third party billing.

2.5.3 DOCUMENTATION FOR PARTS REQUESTED BY THE WARRANTY PARTS RETURN CENTER

The WPRC must receive the following required documentation with all requested parts, when applicable. This information is required to meet government reporting and supplier recovery requirements. Any claim received without the required documentation may be denied warranty payment.

SAGA BARCODE PRINTOUT

The SAGA Barcode Printout must be attached to the requested part(s). Only an original may be submitted; copies are not acceptable.

REPAIR ORDER

A copy of the Repair Order with technician notes, punch times and any additional documents to support the warranty claim must be attached to the requested part(s).

VAS DIAGNOSTIC TOOLS PRINTOUT

If there is a MIL illuminated or a VAS diagnostic tool is used for diagnosis, the printout must accompany the requested part(s).

- ▶ Model year 2003 and earlier requires a copy of the self diagnostic printout.
- ▶ Model year 2004 and later requires a copy of the GFF/GF diagnostic printout.
 - The requirement to include a printed copy of the GFF/GF diagnosis log with the part shipped to the WPRC is based on availability of the log in the GFF Paperless application.

- If the Dealer has confirmed that the GFF/GF diagnosis log displaying the fault codes associated with the requested warranty part is available in the GFF Paperless application, **it is no longer necessary to include a printed copy of the GFF/GF diagnosis log when returning warranty parts.**
- If the GFF/GF diagnosis log is not available in the GFF Paperless application, a complete printed GFF/GF diagnosis log displaying fault codes must be returned with the requested warranty part.
- It is critical that the Dealer ensure that the appropriate GFF/GF log(s) appear in the GFF Paperless application before a decision is made to send warranty parts to the WPRC without attaching a paper copy of the GFF/GF diagnostic log(s).

When a VAS diagnostic tool is used, the diagnosis log printout is required with the requested part after completing:

- ▶ The guided fault finding
- ▶ A printout of the diagnosis log from the GFF/GF prior to completing the GFF/GF
- ▶ A printout of the diagnosis log when the previous log is erased
- ▶ **NOTE:** If a printer is inoperative, state this in the claim comments. Include the printer repair documentation when available, and include precise handwritten fault codes.

DIAGNOSTIC WORKSHEETS

For parts requested on repairs where a diagnostic worksheet is required, the worksheet must be submitted along with the requested part. These include, but are not limited to:

- ▶ Automatic Transmission Report
- ▶ Audio Diagnostic Worksheet
- ▶ Brake Disc Measurement Form

Forms are available on WISE under Resource Center/Forms.

SHIPPING REQUEST FORM

If an authorized Volkswagen Factory Representative or Volkswagen employee requests a part to be shipped to the WPRC, a *Shipping Request Form* from the WPSP will be provided to the dealer. The original *Shipping Request Form* should accompany the requested part and a copy of the form must be attached to the repair order.

WARRANTY PART RELEASE AUTHORIZATION FORM

If an authorized Volkswagen Factory Representative or Volkswagen employee needs to remove a part from the dealership, a completed *Warranty Part Release Authorization Form* must be received by the dealership before releasing the part. The form must be attached to the repair order for future reference.

2.5.4 PACKING PARTS REQUESTED BY THE WARRANTY PARTS RETURN CENTER

- ▶ **IMPORTANT:** Shipment of all hazardous part(s) is illegal unless you are HAZMAT certified. If you are certified to handle hazardous goods, you must follow all Federal and State laws.

PACKING WARRANTY PART(S)

- ▶ Attach the Barcode Printout from the SAGA claim to the requested part. There will be a separate Barcode Printout for each part requested.
- ▶ Attach all applicable documentation to the requested part(s).
- ▶ **Always return all part(s) in their original box. If the original box is not intended to be used as a stand-alone shipping box, it must be placed in a proportionately sized outer box and protected using bubble wrap or other type of packing material that is suitable to withstand transit handling by the transporter.**
- ▶ **Packages arriving at the WPRC with damages sustained during shipping due to improper packaging may be refused by the WPRC.** Damaged and/or contaminated parts make it impossible to establish valid test results. For example, windshield wipers may not be taped or wired together.
- ▶ A separate box must be used for each part request claim (parts pertaining to one claim, in one box, using one shipping label).

BEFORE SHIPPING, ALL WARRANTY PARTS MUST BE

- ▶ Drained of fluids; especially for fuel tanks, which must be completely drained and neutralized prior to shipment. The policy, [Error! Reference source not found.](#), provides additional information on the fuel tank neutralization process for fuel tanks removed from vehicles.

GENERAL

- ▶ Do not attach paperwork to the part in any way that may damage, mar, bend, cut, warp or contaminate the part, or the part may be considered damaged by outside influence.
- ▶ Special care must be taken with fuel injection components, sensitive electronic components, instruments, and air conditioning components. These components must be returned complete, as supplied by the vendor, with all the protective caps, plugs, covers, levers, etc. in place.

2.5.5 PART RETENTION AT THE WARRANTY PARTS RETURN CENTER

- ▶ Part(s) found with discrepancies/missing documents will be placed in retention for a maximum of 14 calendar days in the WPRC after the claim is "cancelled" in SAGA.
- ▶ If the dealer does not respond to the claim cancellation, Volkswagen will process the "acceptance" of the "cancelled" claims that remain in the Dealership's *Process/Confirm* tab aged over 14 calendar days.
 - If the part has core value, it will automatically be returned to the dealer, which may be at the dealer's expense, via FedEx third party billing

- If the part does not have core value, the dealer has 7 calendar days, from the date of the audit trail displaying the claim debit, to request the part be returned to the dealership or it will automatically be scrapped

2.5.6 PART RETURN FROM THE WARRANTY PARTS RETURN CENTER

- ▶ If the dealer rejects cancellation of the claim, and the response provided is not acceptable to the WPRC, the dealer may request the part be returned to the dealership by using the email link for the requested part in the WPSP.
- ▶ The dealer may be charged for the shipping costs incurred for returning the part to the dealership via FedEx third party billing.
- ▶ The email request must be received within 7 calendar days of the final cancellation of the claim by the WPRC.
- ▶ If an e-mail request for the part(s) return is not received, the part(s) will be scrapped (or automatically returned to the dealer, which may be at the dealer's expense, via FedEx third party billing), if the part(s) has a core value.

2.5.7 SCRAPPING PARTS

It is the dealer's responsibility to scrap warranty parts after they are listed on the *Part Destruction and Core Disposition Report*, excluding parts with an exchange core value, which must be returned to the PDC, unless a warranty audit is scheduled. If a warranty audit is scheduled, see the topic *Parts retention period for warranty audits* in section [2.5.2.2 Warranty Parts Retention](#).

All scrapped parts must be **destroyed** in such a manner as to render them useless for their intended purpose or for the purpose of repairing similar components.

2.6 WARRANTY AUDITS

Volkswagen representatives retain the right to audit all records and all supporting documentation relating to the service and repair of Volkswagen vehicles by the dealership. If claims cannot be substantiated or the documentation is not in compliance with the requirements outlined in the *Volkswagen Warranty Policies and Procedures Manual* edition in effect at the time of repair, claims (or portions of claims) may be denied or charged back.

2.6.1 NOTIFICATION PROCEDURES

Prior to a Warranty Audit the Warranty Field Specialist (WFS) will notify the dealership's management that VWoA intends to conduct a Warranty Audit and will provide the start date. Typically, notification is given at least two weeks prior to the start of the audit. All Warranty parts held in Parts Retention must be kept until the WFS authorizes the Parts Department to resume their part scrapping process. (Exception: parts requested by the WPRC must be processed and not held for inspection. Parts with a core value may not be returned until the WFS authorizes the Parts Department to resume their normal process.)

2.6.2 WHO PERFORMS WARRANTY AUDITS

Warranty audits are performed by an authorized representative of VWoA.

2.6.3 PARTS RETENTION FOR WARRANTY AUDITS

See section [2.5.2.2 Warranty Parts Retention](#).

3 POLICY APPLICATION FROM A TO Z

3.1 ABS CONTROL UNIT

NVLW: Policy applies to Passat MY 1998-2005

The electronic component of the ABS control unit is available as a separate unit. When an ABS electronic malfunction is diagnosed, only the electronic component of the ABS control module may be replaced.

- ▶ **Note:** Hydraulic malfunction requires replacement of the complete ABS control module/hydraulic unit.

CLAIM CODING PROCESS

Claim Type:	110	
Service Number:	4545	
Labor Operation:		
45010100	Check ABS	TU: See ElsaWeb
47010750	Bleed brake system	TU: See ElsaWeb
45301950	Remove and install ABS hydraulic unit	TU: See ElsaWeb
45455555	Replace ABS control unit	TU: See ElsaWeb
Part Number:	8E0 998 375_* (ABS version 5.3)	Repair kit: Anti-lock
	4B0 998 375_* (ABS version 5.7)	brake control unit
	(*See ETKA section 927-00 for applicable part number suffix)	

3.2 ACCIDENTS/FIRE DAMAGES/SAFETY CONCERNS

VWoA warranties cover defects in material or workmanship. In instances where it is determined by VWoA, that a fire or accident was caused by a defect in material or workmanship while the vehicle is still covered under the New Vehicle Warranty, the expense to repair or replace the vehicle is also covered by the warranty.

Because special experience and skills may be required to determine whether fire or accident damage is attributable to a defect covered by warranty or is related to external causes, your Volkswagen Customer Care Center (1-800-822-8987) should be contacted immediately with the following information:

- ▶ Customer name, address and telephone number
- ▶ VIN and current mileage
- ▶ Extent of fire or accident damage
- ▶ Personal injury and/or property damage (if known)
- ▶ Location where vehicle may be inspected
- ▶ Availability of police/fire department report(s) including digital pictures

After receipt of such notice, VWoA will determine whether or not an inspection of the vehicle by a Field Engineer or FOM is required. **If VWoA determines that the damage is not related to a defect in material or workmanship, VWoA will notify the customer accordingly.**

Regardless of whether or not the damage will be covered by warranty, the owner should be advised to **contact** his or her **insurance carrier** and report the loss without delay.

IF THE CUSTOMER REPORTS THE FIRE OR ACCIDENT TO THE VWoA CUSTOMER CARE CENTER BEFORE CONTACTING THE DEALERSHIP, THE FOLLOWING PROCEDURE APPLIES

(This portion is being provided so that your dealership is aware of case handling if the Customer Care Center becomes involved in the accident/fire).

- ▶ If the owner contacts the Volkswagen Customer Care Center to report a fire, accident damage or physical injury that may possibly be attributable to a defect in a Volkswagen vehicle covered by warranty, the Customer Advocate obtains the bulleted information stated above.
- ▶ The Volkswagen Customer Advocate will assign a contact number and notify our Product Liaison Department of the incident via a detailed Vehicle Fire/Accident Report.
- ▶ Product Liaison determines whether or not an inspection of the vehicle by a Field Engineer or FOM is required.
- ▶ If it is determined that Volkswagen has no liability in the matter, Product Liaison will notify the Customer Care Center who will inform the owner of our position and close the file.
- ▶ Product Liaison may contact the FOM to schedule inspection of the vehicle.

3.3 ADD-ON REPAIRS

An add-on repair to a warranty claim requires a signature (first and last name) of the Service Manager or designate, before the work is performed. A Service Manager designate is defined as an administrative employee knowledgeable in automotive repairs, selected by the Service Manager, and approved by the Area Team. Technicians do not have the authority to approve add-on repairs.

Add-on repairs lacking a customer complaint can only be performed for safety items or for a repair that if not completed now will result in a more costly repair soon after as a result of the failure.

When a customer has signed the original repair order, and later contacts the service department for additional work to be performed, the "add-on" repair request must have the date, time and nature of the customer complaint written on the front of the repair order and authorized by the Service Manager or designate with a full signature.

3.4 ADDRESS CHANGE/OWNERSHIP CHANGE

Dealers must ensure that correct customer contact data is available to the manufacturer at all times. Volkswagen must be notified of any change of address or vehicle ownership. Please change the address of the new owner in SAGA. A customer may use the prepaid "Notice of address change/used car purchase" post card, which is located inside the *Warranty and Maintenance* booklet.

3.5 ADJUSTMENTS

NVLW: Service adjustments not usually involving replacement of parts are covered for 1 year or 12,000 miles, whichever occurs first.

3.6 AIR CONDITIONER

Reimbursement for replacement of refrigerant R-134a, 1 unit = 0.01 oz. Up to 16 oz. will be reimbursed for testing purposes (R-134a = ZVP000134). Claim necessary quantity for replacement of refrigerant lost due to a defect in material or workmanship. Reimbursement does not cover air conditioner recharging due to seasonal maintenance.

3.7 AIRBAGS

While airbag systems have proven to be exceptionally reliable and durable, Volkswagen does not approve the use of airbag systems and components removed from accident, salvage or other vehicles.

Airbag systems are designed and manufactured by Volkswagen for use in specific models and are not interchangeable with airbags designed for other models. For this reason a record is maintained by Volkswagen of the identification number of each airbag installed into each vehicle during production.

SALVAGE OR USED AIRBAGS MAY BE UNSUITABLE FOR REUSE FOR A VARIETY OF REASONS, INCLUDING THE FOLLOWING:

- ▶ The salvage or used airbag was designed for installation into a different make, model or model year vehicle.
- ▶ The salvage or used airbag was designed for the same model vehicle but technical changes were made in the airbag system of the model within mid-model year causing the salvage or used airbag to become superseded and unsuitable for replacement purposes.
- ▶ The salvage or used airbag was improperly removed from the vehicle into which it was originally installed during production.

- ▶ The salvage or used airbag, in particular its electrical connectors and the airbag material, may have been adversely affected by exposure to weather conditions which may have reduced the conductivity of wiring and connectors or the integrity or impact characteristics of the airbag material due to corrosion, excessive moisture, dust or grease and oil products.

All of the factors cited above may affect the performance of airbag systems.

ONCE AN AIRBAG HAS DEPLOYED OR HAS BEEN DEPLOYED, THEN THAT AIRBAG MUST NEVER BE USED AGAIN. ACCORDINGLY, A DEPLOYED AIRBAG MUST NEVER BE REPAIRED.

A malfunctioning or deployed airbag and airbag components that have been consumed or stressed in a deployment must always be replaced with new replacement parts that have the same specifications as those that were originally installed and are available from Volkswagen.

It should also be noted that Volkswagen does not warrant salvage or used airbags against defects in material or workmanship or in any other respect.

Volkswagen will not accept responsibility for the consequences. Therefore, Volkswagen will not under any circumstance defend or indemnify any dealer against claims arising from the usage of repaired airbags and/or used components.

Important:

- ▶ Defective seat covers for an airbag-equipped seat that enclose an airbag must always be replaced and not repaired.
- ▶ It is the dealer's responsibility to properly handle and dispose of hazardous parts/materials not specifically requested by the WPRC. All such handling and disposal of hazardous waste should be done in accordance with the dealers' local and state laws, as well as all federal laws and regulations relative to hazardous waste.

3.8 AUDIO DIRECT EXCHANGE

For Non-Direct Exchange Program audio components see [3.47 Radio/CD Replacement Guidelines – Non-Direct Exchange](#).

DELPHI/PANASONIC/BOSCH/UNITED RADIO DIRECT EXCHANGE PROGRAM HIGHLIGHTS

The Direct Exchange Program pertains to Delphi, Panasonic, and Bosch radios, CD changers and navigation units and United Radio radios, radio/navigation combo units, amplifiers, CD changers and instrument clusters.

- ▶ Direct Exchange orders covered under a Volkswagen parts or vehicle warranty (New Vehicle Limited Warranty, Parts and Accessories warranty and the Certified Pre-Owned warranty) must be placed using the Direct Exchange Order form in Parts on Command.

Direct Exchange orders to fulfill a Customer Loyalty Assistance Program (Goodwill) claim and orders for customer-pay transactions may be placed through either the Parts Distribution Center (if

stock is available), or the Direct Exchange supplier using the Direct Exchange Order form in Parts on Command (select "Non-Warranty/Customer Pay").

- ▶ The defective units must be received by the supplier within 30 calendar days of receipt of new or remanufactured replacement units.
- ▶ The dealer must utilize the prepaid labels and packing material provided by the supplier.

AUDIO SYSTEM DIAGNOSTIC PROCESS

- ▶ Review customer complaint
- ▶ Perform visual inspection/complaint identification
- ▶ Identify type of complaint: Physical/Cosmetic or Performance/Operational

INSPECTION: PHYSICAL/COSMETIC

1. Check physical condition of audio unit
2. Validate complaint
3. Determine if complaint caused by outside influence
4. If outside influence: No warranty coverage
5. **If no outside influence: Determine audio unit vendor by removing the audio unit or utilizing the scan tool**
6. **Order replacement unit from the supplier**
7. Log all inspection findings using the *Audio Diagnostic Worksheet*
8. Attach the documentation to the repair order (RO)

TESTING: PERFORMANCE/OPERATIONAL

1. Inspect integrity of audio system performance
 2. Log any finding using the *Audio Diagnostic Worksheet*
 3. Interrogate vehicle using GFF/GF
 4. Write VIN on the Diagnosis Log
 5. Print VAS Diagnostic Tools' Diagnosis Log
 6. If DTC present:
 - a. Run function test plan for each fault
 - b. Follow instructions on each test
 - c. Print test plan
 7. Log all inspection findings on *Audio Diagnostic Worksheet*
 8. Locate vendor on Diagnosis Log or identify vendor by removing the audio unit
 9. **Order replacement unit from the supplier**
 10. Attach all documentation to the RO
 11. If no DTC present and/or no "replace audio unit" test result and audio unit can be isolated as the cause of failure: Log all the findings on the *Audio Diagnostic Worksheet*
 12. **Order replacement unit from the supplier**
 13. Attach all documentation to the RO
- ▶ **Note:** GFF/GF is not required for MY 2003 and older.

DIRECT EXCHANGE ORDERING REQUIREMENTS AND OPTIONS

Direct Exchange orders covered under a Volkswagen parts or vehicle warranty (New Vehicle Limited Warranty, Parts and Accessories warranty and the Certified Pre-Owned warranty) must be placed using the Direct Exchange Order form in Parts on Command.

Direct Exchange orders to fulfill a Customer Loyalty Assistance Program (Goodwill) claim and orders for customer-pay transactions may be placed through either the Parts Distribution Center (if stock is available), or the Direct Exchange supplier using the Direct Exchange Order form in Parts on Command (select "Non-Warranty/Customer Pay").

Upon receipt of the replacement unit, the dealer must open the box and verify the unit's condition for any damage or visual failure to avoid an unnecessary visit for the customer if a second unit must be ordered.

In a situation where a rebuilt/reconditioned unit does not work, or is damaged when the dealer opens the box, the dealer should contact the supplier for replacement instructions. The supplier personnel will answer all questions relevant to the inoperative or damaged unit.

Audio units ordered through the exchange program are VIN specific and therefore must only be used in the vehicle for which they are ordered. The dealer is responsible to ensure that the core or unused radio is **received at the remanufacturing facility** within 30 calendar days from the date the unit arrived at the dealership. If a customer does not return to have a radio installed in a timeframe that allows for installation and the core to be received at the remanufacturing facility within 30 calendar days, the dealer must return the unused radio to the remanufacturing facility to avoid a charge-back. If a unit is not received by the audio manufacturer within 30 calendar days, the dealer will be charged for a new unit. All audio unit charge-backs will be processed through the Parts Account Statement.

DEFECTIVE COMPONENT RETURN PROCESS

The defective component must be received by the supplier within 30 calendar days of receipt of the replacement unit. Important: Dealers will be charged for a NEW unit (plus shipping & handling) to replenish the supplier's stock if the defective component has not been received by the supplier within 30 calendar days after the exchange unit has been received at the dealership.

You must use the box from the original remanufactured unit and the enclosed shipping label provided by the audio manufacturer when shipping the damaged/defective unit back to the audio manufacturer. The box may contain a "Core Return Checklist".

Ensure the following documentation is included in the box prior to shipping:

- ▶ Copy of the completed *Audio Diagnostic Worksheet*
- ▶ Copy of the complete repair order
- ▶ SAGA printout of the warranty claim
- ▶ VAS diagnostic tool printout (if applicable)
- ▶ Proof of purchase (Service parts for vehicle outside warranty – Claim Type 121)
- ▶ **Note:** The dealer must contact the supplier for shipping instructions if there is no prepaid label in the box.

Questions or concerns regarding audio unit charge-back due to non-receipt, delayed receipt of cores or outside influence are handled by the VWoA Part Department through the following email address: radiodirectexchange@vw.com.

Questions regarding the handling charge-back due to outside influence should be directed to Volkswagen Warranty.

WARRANTY CLAIM PROCESSING

The dealer must claim the diagnosis and the labor on one single claim. Do not submit the diagnosis until the repair is completed. Do not produce multiple warranty claims for a single direct exchanged component.

CLAIM TYPES

- ▶ 910: Warranty Before Delivery
- ▶ 110: New Vehicle Limited Warranty
- ▶ 110: Service Parts - Vehicle Within New Vehicle Warranty
- ▶ 210: Goodwill (Customer Loyalty Assistance Program)
- ▶ G10: Certified Pre-Owned Warranty
- ▶ 121: Service Parts – Vehicle Out of New Vehicle Warranty
- ▶ S10: Demo Extension Claim

SERVICE NUMBERS

Use applicable Service Number per ElsaWeb

- ▶ 9130 Radio
- ▶ 9132 Radio/Navigation Combo Unit
- ▶ 9144 Amplifier (United Radio only)
- ▶ 9160 CD Changer
- ▶ 9025 Instrument Cluster (United Radio only)

PART MANUFACTURER CODES

- ▶ Delphi: DE2 or serial number contains Z4Z
- ▶ Panasonic: NP2, YPC, PM6, ZSW or serial number contains Z5Z
- ▶ Bosch: BNO or serial number contains Z1Z
- ▶ United Radio: USM
- ▶ **Note:** K21 will not be accepted. Use of K21 may result in a charge-back of the total claim.

LABOR OPERATIONS**Delphi/Panasonic/Bosch**

- ▶ Use labor operation 91300100 (10 TU) to identify the part manufacturer code during physical or cosmetic inspection. This charge is not applicable to CD changer replacements.
- ▶ Use 01500000 for GFF/GF diagnosis in lieu of 91300100 for performance or operational concerns.
 - a. 91300100 for vendor identification cannot be used in conjunction with GFF/GF Diagnosis labor 01500000 (for performance/operational concerns).
- ▶ Use the applicable or standard labor operation to remove and reinstall the audio unit during repair as per ElsaWeb.

United Radio (Routan)

Use the applicable or standard labor operation to remove and reinstall the component during repair as per ElsaWeb.

- ▶ The applicable or standard labor operation for Routan vehicles already includes diagnosis time, therefore, additional diagnosis time may not be claimed.
- ▶ Labor operation 91300100 (10 TU) to identify the part manufacturer code does not apply (there is only one supplier, United Radio, applicable for the Routan).

PARTS**Outside Materials (not applicable for Customer Loyalty Assistance Program/Goodwill)**

- ▶ DELPHI999 (Delphi specific number will facilitate payment of \$30.00 handling reimbursement)
- ▶ PANAS9999 (Panasonic specific number will facilitate payment of \$30.00 handling reimbursement)
- ▶ BOSCH9999 (Bosch specific number will facilitate payment of \$30.00 handling reimbursement)
- ▶ ROUTAN999 (Routan specific part number will facilitate payment of \$30.00 handling reimbursement)

Process for Direct Exchange Customer Loyalty Assistance (Goodwill) Claims

- ▶ Direct Exchange components ordered for Customer Loyalty Assistance (Goodwill) program claims will be invoiced to dealers at the full purchase price.
- ▶ After the Direct Exchange component has been replaced, enter the claim in SAGA using the applicable labor operation(s), **part number** and goodwill participation percentages.

MANDATORY USE OF FACTORY REMANUFACTURED PARTS

Defective components must be replaced with remanufactured units of the same model, with the following exceptions:

- ▶ If no remanufactured component is available*, a new component may be installed and will be provided through the Exchange Program.
- ▶ If a component must be replaced prior to a vehicle in-service date, a new component must be installed and will be provided through the Exchange Program.

*When the term "available" is used in regards to remanufactured parts, it means that a remanufactured part exists and may be ordered. When a remanufactured part is not "available", it does not mean that a remanufactured part is not in stock at the Dealership or Parts Distribution Center.

CONTACTS		
VW Warranty Dept.	Phone: (866)-306-8447	Claim processing questions
Delphi	Phone: (800) 232-3965 Fax: (800) 428-0333	Audio unit orders Damaged unit's processing instructions Missing prepaid shipping labels
Panasonic	Phone: (800) 228-0473 Fax: (800) 682-8056	
Bosch	Phone: (800) 323-1943 Fax: (708) 865-5296	
United Radio	Phone: (800) 448-0944	
VWGoA Part's Department	Email: radiodirectexchange@vw.com	

- ▶ **Note:** The supplier phone, fax and VWGoA email address are for **dealership** direct exchange use only.

GUIDELINES ON ISSUES VOLKSWAGEN CONSIDERS OUTSIDE INFLUENCE AND FOR WHICH A CLAIM WILL BE REJECTED

- ▶ Obvious customer induced visual damage
- ▶ Presence of foreign material on audio unit surfaces other than liquid spilled on unit due to cup holder positioning
- ▶ Rattling sound from foreign object when the audio unit is turned over
- ▶ Foreign material coming out when the audio unit is turned over

AUDIO DIRECT EXCHANGE SUPPLIERS' MAILING ADDRESSES			
DELPHI	PANASONIC	BOSCH	UNITED RADIO
AJR International, Inc. 300 Regency Drive Glendale Hills, IL 60139	VW Audio Center c/o Yamada 1590 North Lakeview Avenue Anaheim, CA 92807	Bosch Service Center c/o Midwest Electronics 2800 S25th Avenue Broadview, IL 60155	United Radio 5705 Enterprise Parkway East Syracuse, NY 13057

3.9 BATTERY – VEHICLE

3.9.1 POLICY FOR ORIGINAL EQUIPMENT BATTERY

Original equipment batteries are covered by the NVLW for defects in material or workmanship for the entire NVLW period except for MY 2009 - 2013 vehicles. **The original equipment battery for 2009 - 2013 MY vehicles is covered for 2 years or 24,000 miles, whichever occurs first.**

A Midtronics® battery test has to be performed (see [3.10 Battery Test](#)). Outside influence, physical damage, freezing, sulphation or other related non-defects are not covered.

3.9.2 VOLKSWAGEN FACTORY REPLACEMENT BATTERY LIMITED WARRANTY

3.9.2.1 VOLKSWAGEN FACTORY REPLACEMENT BATTERIES (MANUFACTURED BY INTERSTATE BATTERY SYSTEMS OF AMERICA) SOLD AS OF JUNE 1, 2012:

- ▶ Are warranted to be free of defects in material and workmanship for 24 months, regardless of mileage.
- ▶ After 24 months of battery service, Volkswagen will absorb a prorated percentage of the battery replacement cost, the remainder of the cost to be paid by the customer (including labor). This proration policy applies until the battery has been in service for 60 months (5 years), after which time the customer must bear the entire cost for a new battery.

Labor is not reimbursable in the following situations:

- ▶ On prorated batteries.
- ▶ On wholesale purchases or installation by an independent repair facility.
- ▶ On over-the-counter purchases.

The battery is to be replaced with a new replacement battery of comparable capacity.

See [3.10 Battery Test](#) for Midtronics battery tester warranty requirements.

BATTERY POLICY GUIDELINES

- ▶ Full 100% reimbursement for parts and labor up to 24 months, regardless of mileage.
- ▶ No labor reimbursement for battery replacement after 24 months.
- ▶ This warranty does not apply to batteries that were placed in commercial or marine use.
- ▶ Customer charge is based on Volkswagen suggested retail parts prices.

PRORATION EXAMPLES

- ▶ 16 months of service have elapsed. Battery will be replaced 100% parts and labor at no charge to the customer (since the battery has been in service less than 24 months).
- ▶ 34 months of service have elapsed. The proration rate of 50% parts would apply for 25-36 months in service. Labor may not be claimed.

OWNER'S OBLIGATIONS

The owner is required to present either the unserviceable battery or the battery and the vehicle in which it has been installed, plus proof of purchase, within the warranty period to any authorized Volkswagen dealer in the United States.

ITEMS NOT COVERED BY THE VOLKSWAGEN FACTORY REPLACEMENT BATTERY LIMITED WARRANTY

- ▶ Failure of the battery due to improper installation, misuse, neglect, freezing, fire, accident, low electrolyte level or use of electrolyte other than recommended by the manufacturer.
- ▶ Batteries that are discharged or sulphated due to improper maintenance, vehicle storage or parts storage, are not eligible for replacement under warranty.
- ▶ Use of the battery for commercial or marine purposes.
- ▶ Loss of time, inconvenience, loss of use of the vehicle, or other consequential damage.
- ▶ Battery testing, if the battery is not defective. The owner would be responsible for the cost of having the battery tested.

3.9.2.1.1 PRORATION TABLE FOR NEW VOLKSWAGEN FACTORY REPLACEMENT BATTERIES (INTERSTATE BATTERY SYSTEMS OF AMERICA) SOLD AS OF JUNE 1, 2012:

VOLKSWAGEN FACTORY REPLACEMENT BATTERY PRORATION TABLE		
Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price
0 - 24	0100	0%
25 - 36	0050	50%
37 - 48	0030	70%
49 - 60	0010	90%

3.9.2.2 VOLKSWAGEN FACTORY REPLACEMENT BATTERIES (MANUFACTURED BY EXIDE OR INTERSTATE BATTERY SYSTEMS OF AMERICA) SOLD BETWEEN JUNE 1, 1998 AND MAY 31, 2012:

- ▶ Are warranted to be free of defects in material and workmanship for 12 months or 12,000 miles, whichever occurs first.
- ▶ After 12 months or 12,000 miles (whichever occurs first) of battery service, Volkswagen will absorb a prorated percentage of the battery replacement cost, the remainder of the cost to be paid by the customer (including labor). This proration policy applies until the battery has been in service for 60 months (5 years), after which time the customer must bear the entire cost for a new battery.

Labor is not reimbursable in the following situations:

- ▶ On prorated batteries.
- ▶ On wholesale purchases or installation by an independent repair facility.
- ▶ On over-the-counter purchases.

The battery is to be replaced with a new replacement battery of comparable capacity.

See [3.10 Battery Test](#) for Midtronics battery tester warranty requirements.

BATTERY POLICY GUIDELINES

- ▶ Full 100% reimbursement for parts and labor up to 12 months or 12,000 miles, whichever occurs first.
- ▶ No labor reimbursement for battery replacement after 12 months or 12,000 miles, whichever occurs first.
- ▶ This warranty does not apply to batteries that were placed in commercial or marine use.
- ▶ Customer charge is based on Volkswagen suggested retail parts prices.

PRORATION EXAMPLES

- ▶ 8 months of service and 11,000 miles have elapsed. Battery will be replaced 100% parts and labor at no charge to the customer since the battery has been in service less than 12 months or 12,000 miles.
- ▶ 8 months of service and 14,000 miles have elapsed. Proration for 8 months service would apply since the battery has been in service more than 12 months or 12,000 miles. Labor may not be claimed.

OWNER'S OBLIGATIONS

The owner is required to present either the unserviceable battery or the battery and the vehicle in which it has been installed, plus proof of purchase, within the warranty period to any authorized Volkswagen dealer in the United States.

ITEMS NOT COVERED BY THE VOLKSWAGEN FACTORY REPLACEMENT BATTERY LIMITED WARRANTY

- ▶ Failure of the battery due to improper installation, misuse, neglect, freezing, fire, accident, low electrolyte level or use of electrolyte other than recommended by the manufacturer.
- ▶ Batteries that are discharged or sulphated due to improper maintenance, vehicle storage or parts storage, are not eligible for replacement under warranty.
- ▶ Use of the battery for commercial or marine purposes.
- ▶ Loss of time, inconvenience, loss of use of the vehicle, or other consequential damage.
- ▶ Battery testing, if the battery is not defective. The owner would be responsible for the cost of having the battery tested.

3.9.2.2.1 PRORATION TABLES FOR NEW VOLKSWAGEN FACTORY REPLACEMENT BATTERIES (EXIDE OR INTERSTATE BATTERY SYSTEMS OF AMERICA) SOLD BETWEEN JUNE 1, 1998 AND MAY 31, 2012:

**VOLKSWAGEN FACTORY REPLACEMENT BATTERY PRORATION TABLE
FOR VEHICLES WITH LESS THAN 12,000 MILES**

Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price
1 - 12	0100	0%

**VOLKSWAGEN FACTORY REPLACEMENT BATTERY PRORATION TABLE
FOR VEHICLES WITH MORE THAN 12,000 MILES**

Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price	Months in Service	Parts Quantity	Customer Charge in Percent of Suggested Retail Price
0	0100	0%	31	0048	52%
1	0098	2%	32	0047	53%
2	0097	3%	33	0045	55%
3	0095	5%	34	0043	57%
4	0093	7%	35	0042	58%
5	0092	8%	36	0040	60%
6	0090	10%	37	0038	62%
7	0088	12%	38	0037	63%
8	0087	13%	39	0035	65%
9	0085	15%	40	0033	67%
10	0083	17%	41	0032	68%
11	0082	18%	42	0030	70%
12	0080	20%	43	0028	72%
13	0078	22%	44	0027	73%
14	0077	23%	45	0025	75%
15	0075	25%	46	0023	77%
16	0073	27%	47	0022	78%
17	0072	28%	48	0020	80%
18	0070	30%	49	0018	82%
19	0068	32%	50	0017	83%
20	0067	33%	51	0015	85%
21	0065	35%	52	0013	87%
22	0063	37%	53	0012	88%
23	0062	38%	54	0010	90%
24	0060	40%	55	0008	92%
25	0058	42%	56	0007	93%
26	0057	43%	57	0005	95%
27	0055	45%	58	0003	97%
28	0053	47%	59	0002	98%
29	0052	48%	60	0000	100%
30	0050	50%			

3.9.2.3 VOLKSWAGEN FACTORY REPLACEMENT BATTERY DROP-SHIP PROGRAM

Effective April 1, 2000, Volkswagen Factory Replacement Batteries ordered through the Drop-Ship Program will be reimbursed at the warranty rate established for ordering through your Facing PDC. The reimbursement process for these batteries is a modification to warranty policy. All other battery policies, including proration, remain unchanged.

- ▶ **Note:** It is more cost effective for your dealership to utilize the Drop-Ship Program when ordering Volkswagen Factory Replacement Batteries, plus you will receive a larger parts reimbursement when submitting a warranty claim.

3.10 BATTERY TEST

3.10.1 POLICY FOR ALL VEHICLE BATTERY WARRANTY CLAIMS

All batteries must be tested with the Midtronics VAS 6161, MCR340V or inCHARGE 940. Batteries which require charging must be charged using the Midtronics inCHARGE 940 Diagnostic Charger. The Midtronics VAS 6161, MCR340V or inCHARGE 940 printout is required to substantiate the condition of the battery.

The technician should always select the Test Type "**WARRANTY**" (for vehicles which have an in-service date) or "**INVENTORY TEST**" [VAS 6161] / "**48 HOUR TEST**" [MCR340V/inCHARGE 940] (for vehicles that do not have an in-service date) and only use the DIN rating of the battery. If the DIN rating is not readily available on the battery, only then can Test Type "**SERVICE**" [VAS 6161] / "**OTHER**" [MCR340V/inCHARGE 940] be selected. Test Type "**SERVICE**" [VAS 6161] / "**OTHER**" [MCR340V/inCHARGE 940] gives options for entering either the SAE rating or the DIN rating for the battery test.

Do not submit a warranty claim for battery charging required due to outside influence; for example, a customer forgot to turn the dome light off, which resulted in a discharged battery.

DOCUMENTATION REQUIREMENTS

Battery warranty claims must be substantiated by attaching the Midtronics VAS 6161, MCR340V or inCHARGE 940 printout(s) to the repair order and by entering the Midtronics encrypted TEST CODE(s) in the claim COMMENTS field.

- ▶ A printout from either the VAS 6161, MCR340V or inCHARGE 940 with encrypted TEST CODE must be attached to the repair order to substantiate that the battery was tested using the VAS 6161, MCR340V or inCHARGE 940.
- ▶ A printout from the inCHARGE 940 is to be attached to the repair order to substantiate that the inCHARGE 940 was used to charge the battery.

The above documentation requirements are mandatory at all testing, charging and/or replacing points.

Volkswagen will, at various times, decode the encrypted Midtronics test code for warranty auditing and data analysis purposes.

CHARGE-BACK

Paid battery claims are subject to charge-back for:

- ▶ Failure to use the Midtronics VAS 6161, MCR340V or inCHARGE 940 for all warranty-related battery tests or failure to use the Midtronics inCHARGE 940 diagnostic charger when charging is required
- ▶ Battery replacement when only charging was required or battery charging when the battery was discharged due to outside influence
- ▶ Failure to attach the Midtronics printout(s) to the repair order including failure to attach the end result printout after the battery was charged with the inCHARGE 940
- ▶ Failure to enter the TEST CODE in the warranty claim comments field
- ▶ Failure to attach the Midtronics printout(s) to the PDI checklist or to record the TEST CODE on the PDI checklist
- ▶ Failure to replace the battery with the exact specification of the original equipment battery
- ▶ Failure to comply with punch time requirements

3.10.2 BATTERY TEST AND MAINTENANCE PROCEDURES

The Midtronics VAS 6161, MCR340V or inCHARGE 940 must be used for all Volkswagen initial battery checks after delivery of the vehicle to the dealer. Battery testing and charging are included in the PDI time allowance. A separate claim is no longer necessary. Battery replacements are claimed with a single Service Number using normal warranty procedures. It is mandatory that the replacement battery be the exact specification of the original equipment battery. The defective battery may require inspection by your FOM.

Maintenance of new vehicle stock batteries is the dealership's responsibility. The PDI process mandates that the battery be tested and charged within 5 days of new vehicle receipt from the transporter.

- ▶ Claims should not be submitted under warranty for replacement of dealer new vehicle stock batteries after the first 10 business days of vehicle receipt. The dealer will be solely responsible for new vehicle stock battery replacement or charge after the first 10 business days of vehicle receipt from the transporter.

Refer to the most current Inventory Maintenance Checklist that mandates the battery be checked, and recharged if necessary, every 30 days until the vehicle is sold.

Tag and hold the battery until the claim is approved for payment. A printout of the Midtronics VAS 6161, MCR340V or inCHARGE 940, as applicable, must be attached to the repair order and retained in support of the claim for a minimum of 2 years after the claim has been paid. Battery maintenance records must also be available for inspection.

3.11 BRAKE DISC/DRUMS, MACHINING

Machining of brake discs is reimbursable under warranty under specific conditions (refer to the latest Technical Bulletin for specifications and requirements). Machining of brake drums is not a warrantable repair for any reason. Also see section [3.13 Brake Pads/Shoes and Discs/Drums](#).

3.12 BRAKE NOISE/SQUEAL

Brake noise/squeal can occur and may be normal. Replacement of pads/shoes or linings for brake noises is not a warranty matter, unless instructed in writing by your FOM. Also see section [3.11 Brake Disc/Drums, Machining](#).

3.13 BRAKE PADS/SHOES AND DISCS/DRUMS

Also see [1.2.1.1 Wear and Tear Covered Components - NVLW](#) and [3.11 Brake Disc/Drums, Machining](#).

NVLW

MY 2007 – 2013

- ▶ Brake pads/shoes and discs/drums worn beyond published wear limits are covered for wear and tear for one year or 12,000 miles, whichever occurs first. Wear specifications must be documented. Refer to ElsaWeb Repair Manual for published brake pad/shoe and disc/drum wear limits.
- ▶ Brake pads/shoes and brake discs/drums are covered for defects in material or workmanship for the entire NVLW period.

CONDITIONS FOR REPLACEMENT OF BRAKE DISCS/DRUMS UNDER WARRANTY	
COVERED BY NEW VEHICLE LIMITED WARRANTY	NOT COVERED BY NEW VEHICLE LIMITED WARRANTY
Defects in material and/or workmanship for the entire NVLW period	Customer/Dealer cause
	Outside influence
<u>Brake discs/drums are considered defective if they exhibit:</u>	<u>Brake disc/drum conditions that are not covered include, but are not limited to:</u>
Cracks	Corrosion
Breaks	Localized overheating/hotspots
Porous casting	Damage due to improper removal of components
Or if:	Damage to brake disc/drum due to exceeding wear limits (e.g., metal to metal friction)
<u>DISCS:</u>	Damage due to improper operation of the vehicle
Measure below minimum thickness (from MY 2007: less than 1 year/12,000 miles, whichever occurs first) (Refer to ElsaWeb for specifications)	
Exceed runout specification (refer to Technical Bulletin 2015173 for specifications)	
<u>DRUMS:</u>	
Exceed maximum diameter	

The *Brake Disc Measurement Form* must be filled out whenever brake discs are replaced, and attached to the repair order for the vehicle. A copy of the completed form must also be sent together with replaced discs if they have been requested by the Warranty Parts Return Center.

3.14 BULBS

NVLW

MY 2007 – 2012

- ▶ Bulbs replaced for wear and tear are covered for 1 year or 12,000 miles, whichever occurs first, with the exception of Halogen/Xenon headlights. Halogen/Xenon headlights, replaced for wear, are covered for the entire NVLW period. Halogen/Xenon headlights damaged from outside influence are not covered.
- ▶ Bulbs replaced for defects in material or workmanship are covered for the entire NVLW period.

3.15 CABRIO AND CONVERTIBLE TOP/CAMPER TOP REPAIRS

Also see [3.69.1.6 Cabrio Vehicles with Original Beige or White Leatherette Rooftop Limited Warranty Extension](#).

All repairs to Cabrio/convertible tops and camper roofs require prior FOM authorization

- ▶ Repairs must be performed within 30 days of authorization.

Repairs/replacements should be claimed using claim type 110 or 910 (Before Delivery).

3.16 CAMPAIGNS

Campaigns are divided into the following types: Recalls, Service Actions & Product Updates, and Customer Satisfaction Campaigns. Dealers can obtain answers to campaign-related questions by:

- ▶ Referring to the campaign circulars and FAQs posted on ElsaWeb and on ServiceNet.
- ▶ Reviewing the *Volkswagen Campaign/Update Policies and Procedures Manual*, which contains supplemental information regarding campaign policies and procedures. An electronic copy of this manual is available on ServiceNet.
- ▶ Calling Volkswagen Warranty at 866-306-8447.

CAMPAIGN CLAIM CONSEQUENTIAL DAMAGE REPAIR AUTHORIZATION REQUESTS

Repair authorization for consequential damage related to campaign claims must be requested in the Operations section of WISE by the Service Manager or designate, before the work is performed. A Service Manager designate is defined as an administrative employee knowledgeable in automotive repairs, selected by the Service Manager, and approved by the Region Team. Technicians should not request authorization for campaign claim consequential damage repairs.

3.17 CD CHANGER

For CD changer replacement guidelines see [3.8 Audio Direct Exchange](#) and [3.47 Radio/CD Replacement Guidelines – Non-Direct Exchange](#).

3.18 CLUTCH

All clutch repairs require prior FOM approval.

3.19 CORROSION

Also see: [1.2.4 Limited Warranty Against Corrosion Perforation](#)

CLAIM DOCUMENTATION REQUIREMENTS SPECIFIC TO CORROSION REPAIRS

The following items are mandatory warranty claim documentation requirements for all corrosion claims. In addition to retaining these items with the repair order documentation, they must also be emailed to groupwarrantydocuments@vw.com.

- ▶ A complete and detailed repair estimate, including part numbers for all parts being replaced
- ▶ A fully completed *Paint/Corrosion Claim Form* (available in the WISE Resource Center under Forms > Paint/Corrosion)
- ▶ Digital photographs, with the following specifications:
 - Clear digital photograph of the VIN plate (from the base of the windshield)
 - Clear digital photograph of the odometer, showing the mileage at the time of the estimate
 - Clear digital photographs of the entire vehicle to show the overall condition. Vehicle must be clean and dry
 - Clear digital photographs of the affected area(s)

POLICY REQUIREMENTS

- ▶ All corrosion repairs must be pre-authorized by the appropriate Volkswagen representative (FOM, QTM or RCM), with the following exceptions:
 - Corrosion issues addressed through an applicable technical bulletin, or
 - Corrosion repairs under 50 time units
- ▶ Authorizations received after repair completion will not be accepted
- ▶ Additional damage found during the repair requires re-authorization by the appropriate Volkswagen representative (FOM, QTM or RCM)
- ▶ All corrosion repairs must be undertaken no later than 30 days after authorization
- ▶ Each component repaired must be claimed on a separate claim line (for example, the hood and hatch must be claimed separately even if repaired at the same time)
- ▶ Failure to provide any/all of the required photos and/or documents may result in denial of the warranty claim when submitted

CORROSION DAMAGE INFORMATION

- ▶ Claim Type: Use claim type 160 for claims within the NVLW period as well as for claims outside of the NVLW period
- ▶ Service Number: Appropriate code for body panel repaired
- ▶ Damage Code: 0003
- ▶ Damage Location: Appropriate location for Service Number
- ▶ Removed Part: Same as damage location
- ▶ **Note:** Mark "labor" as causal

ADDITIONAL RESOURCES

- ▶ Paint & Corrosion Guidelines & Claim Coding Manual available in the WISE Resource Center under Dealer Processes & Guides > Paint/Corrosion

- ▶ Paint and Corrosion Repair Claim Requirements Checklist, available in the WISE Resource Center under Forms > Paint/Corrosion
- ▶ Warranty Coaching Sessions are also available to train dealer personnel on how to evaluate repair estimates; contact the Warranty Helpline to schedule a session

3.20 CUSTOMER CARE

The way a customer is treated represents one of the most important challenges in our business today. The services a dealer provides and the way a customer is treated and satisfied will influence whether or not an owner (or prospective purchaser) will return to the dealership for repeat sales and service. To build and maintain good relations with a customer, the following practices are important:

- ▶ Courteous and convenient service
- ▶ Fair pricing of service and parts
- ▶ Fair policies uniformly administered
- ▶ Accurate diagnosis and competent repair work - "fixed right the first time"

However, customer complaints may arise from time to time. Volkswagen encourages to establish a resolution procedure within the dealership. In the event the customer is still not satisfied and wishes to pursue the matter further, the FOM should be contacted in an attempt to resolve the matter between the dealership and the customer.

If a dealer finds it necessary to contact the FOM for assistance, the dealer must advise him or her of any mechanical repair contract coverages that apply.

Many vehicles also are covered by mechanical repair contracts not sponsored by Volkswagen.

After expiration of the Volkswagen Limited Warranty for specific components, mechanical repair contractors may be responsible for certain repairs which must be applied before VWoA will review for customer loyalty assistance.

In the Owner's *Warranty and Maintenance* booklet, VWoA has advised the customer to:

- ▶ Discuss the problem with the service personnel or owner at their authorized Volkswagen dealer, and
- ▶ if the problem is not resolved, to contact the Volkswagen Customer Care Center at 1-800-822-8987.

A Customer Advocate will carefully gather and review all facts relating to the customer's request for assistance. This may include a discussion with the dealer or the FOM/QTm as deemed appropriate. He/she will then inform the customer whether further assistance can be provided and explain the reasons for his/her decision or ask you to contact your customer directly.

If the Volkswagen Customer Advocate does not resolve the customer's complaint or if the customer does not wish to present his or her complaint to Volkswagen, the customer may want to take

advantage of the mediation and arbitration services of the Better Business Bureau or the Canadian Motor Vehicle Arbitration Plan (CAMVAP). See [3.35 Mediation/Arbitration Programs](#).

3.21 CUSTOMER LOYALTY ASSISTANCE PROGRAM

Information regarding the Customer Loyalty Assistance Program is available on WISE under Resource Center/Customer Loyalty Assistance.

3.22 DISTRIBUTOR CAP, ROTOR, HIGH TENSION WIRES

Distributor cap, rotor, high tension wires are covered under the NVLW for manufacturing defects only; wear and tear is not covered.

3.23 EMERGENCY REPAIRS

Emergency warranty repairs may be necessary at a time or place where the customer is unable to have repairs performed by an authorized Volkswagen Dealer, and has no other recourse but to have them performed by an independent/non-franchise repair shop.

- ▶ An example would be when a vehicle has broken down, and the local authorized Volkswagen Dealer is closed (i.e. Saturday/Sunday).
- ▶ It is the responsibility of Dealership Management to determine if the service qualifies for reimbursement. If Management is uncertain, the FOM should be contacted.

HANDLING PROCEDURES

Customer

- ▶ Presents original repair invoice, replaced parts, and a statement of the circumstances of the emergency repairs to an authorized Volkswagen Dealer for review.

Dealer

- ▶ Determines if vehicle was within warranty limits at the time of repair, parts are defective in material or workmanship and documentation is complete.
- ▶ Determines amount of reimbursement based on repair invoice (full reimbursement for repair and replacement of defective parts).
- ▶ Reimburses customer by check.
- ▶ Submits claim for sublet repair by entering dollar amount for parts and labor in the "outside" fields in SAGA.
- ▶ Enters "Emergency Repair" in the comments section of the claim.

- ▶ If non-genuine Volkswagen parts are used, FOM authorization must be obtained prior to reimbursing the owner.

All parts must be retained by the dealer until:

All warranty part(s) must be retained at the dealership until they appear on the weekly Parts Destruction/Core Disposition Report (unless notified of a pending audit).

- ▶ **Parts retention period for warranty audits:** If a warranty audit is scheduled, the dealership must retain all warranty parts, including parts for paid claims and parts listed on the *Part Destruction and Core Disposition Report* from the date the dealership management is advised of the scheduled audit until the Warranty Auditor/Warranty Field Specialist informs the dealership management to scrap all retained warranty parts*. Any part(s) requested by the Warranty Parts Return Center (WPRC) must always be shipped to the WPRC, immediately, and not retained by the dealership.
 - *To the extent that an applicable state/provincial statute requires a shorter parts' retention period, the state/provincial law applies.

3.24 EMISSIONS TESTING OF VEHICLES WITH FULL-TIME ALL-WHEEL DRIVE

Part of the emissions testing programs of some states is to check the tailpipe emissions by running the vehicle on a dynamometer. Most of these dynamometers are designed to test two-wheel drive vehicles. Please inform customers that running full time all-wheel drive vehicles on such dynamometers will cause damage to the vehicle driveline. Recommend customers contact their "State Maintenance Coordinators".

3.25 EMISSIONS WARRANTIES

Coverage: For coverage policy and procedures please refer to [6.5 Federal Emissions Warranties](#) and [6.6 California Emissions Warranties](#). For the California Emissions 7/70 tables, the California Emissions 8/100 table (Routan only), and the 15/150 PZEV/AT-PZEV California Emissions table, see [3.25.2 California Emissions Warranties Tables](#).

Claim coding: Use claim type 1E1 for Federal emissions repairs/replacements after the NVLW period but within the Federal Emissions Warranty. Use claim type 1E2 for California emissions repairs/replacements after the NVLW period but within the California emissions warranty. Use claim type 1E3 for California diesel vehicle repairs/replacements after the NVLW period but within the California emissions warranty.

GENERAL

Emission warranties are warranties which the manufacturer is required by law to furnish to customers at the time they take delivery of their new vehicle. The warranties required by federal laws are applicable to all new Volkswagen vehicles imported and distributed by Volkswagen of America, Inc. for sale in the United States, including California. The table *VWoA's California Emissions Warranties Coverage Matrix* identifies the classes of vehicles covered by VWoA's California emission warranties.

VWoA'S CALIFORNIA EMISSIONS WARRANTIES COVERAGE MATRIX			
Requirement 1 ▶	Requirement 2 ▶	Requirement 3 ▶	Covered by California Emission Warranty
Certified for sale in California?	First registered in a CA emissions state*?	Currently registered in a CA emissions state*?	
Yes ▶	Yes ▶	irrelevant ▶	Yes
Yes ▶	No ▶	Yes ▶	Yes (as long as registered in a CA emission state*)
Yes ▶	No ▶	No ▶	No
No ▶	irrelevant ▶	irrelevant ▶	No
* CA Emissions States: – California – Massachusetts as of 1995 MY – Vermont as of 1999 MY – Maine as of 2002 MY – Connecticut, Pennsylvania, Rhode Island as of 2008 MY – New Jersey, Oregon, Washington as of 2009 MY – Maryland as of 2011 MY – New Mexico, 2011 MY only – New York as of 2004 MY (only for vehicles equipped to meet California's Partial Zero Emission Vehicle (PZEV)/Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV) emissions requirements)			

A vehicle certified for California can be identified by inspecting the Emission Control Information Label located visibly in the engine compartment and confirming that the label includes a statement of certification to California regulations.

The owner of a vehicle certified for sale and registered in a California-state as identified in the table *VWoA's California Emissions Warranties Coverage Matrix* may, therefore, have warranty rights under both federal and state mandated Emissions Warranties.

EMISSIONS WARRANTY CLAIMS ON TOTALED VEHICLES

Claims made by a consumer under any of the statutory Emissions Warranties are required to be honored even though the vehicle may have been declared a "total loss" by an insurance company as long as it remains operative and has been placed back into service. However, damage to emission

components caused by flood, accident or other events for which Volkswagen has no responsibility may not be claimed under any of the statutory emissions warranties.

IMPORTANT! When a dealer services such a vehicle, please disclose to the owner in writing any unsafe conditions discovered in the vehicle and recommend that these conditions be repaired before the vehicle is operated on public streets.

OXYGEN SENSOR

When the oxygen sensor is covered by an emissions warranty, it will be covered for the entire applicable emission warranty period for the model and model year. To keep the warranty in effect, the oxygen sensor must be replaced at customer expense at the replacement interval specified for the particular model. Check the maintenance schedule for the oxygen sensor replacement interval.

- ▶ **Note:** Please verify that the component you are reviewing coverage for is not considered a Powertrain Warranty component (e.g. turbocharger). Certain items may be covered by the Powertrain Warranty.

3.25.1 8/80 FEDERAL EMISSIONS WARRANTIES COMPONENT COVERAGE

The following major emission control components are covered under the terms of the Federal Emissions Warranties for 8 years/80,000 miles, whichever occurs first, from the vehicle's in-service date.

CATALYTIC CONVERTER

Service Number 2673 (including pre-catalytic converter, Service Number 2670 and Diesel Particulate Filter, Service Number 2674), including any and all catalysts and the following parts that are an integral part of any converters and/or would necessitate converter replacement if they fail:

- ▶ Converter shell, nipples, and heat shield
- ▶ Heater and warm-up circuits

ELECTRONIC CONTROL MODULE (POWERTRAIN CONTROL MODULE – ROUTAN)

Service Number 2470, or 2360 (diesel vehicles) Including any and all hardware, software, wires, harnesses, connectors and the case which are an integral part of the control unit or would necessitate repair or replacement of the unit or module if they fail.

ON BOARD EMISSION DIAGNOSTIC DEVICE

Including any and all hardware, software, wires, harnesses, connectors and the case which are an integral part of the device or would necessitate repair or replacement of the device if it fails. This includes any portion of the wiring harness (Service Number 9752), which effects the proper operation of the vehicle's Onboard Emission Diagnostic Device, as well as the MIL bulb. This does not include any other parts or systems which the OBD monitors.

RELATED PARTS AND LABOR

Associated with the above components necessary for replacement, including:

- ▶ Hoses; gaskets, seals; wires, harnesses, connectors; nuts, bolts, screws, fasteners

3.25.2 CALIFORNIA EMISSIONS WARRANTIES TABLES

- ▶ 7/70 California Emissions Warranties Tables
- ▶ 8/100 California Emissions Warranties Table (Routan only)
- ▶ 15/150 PZEV/AT-PZEV California Emissions Warranties Table

3.25.2.1 7/70 CALIFORNIA EMISSIONS WARRANTIES TABLES

The emissions components marked with "●" in the following tables are covered under the terms of the California Emissions Warranties for 7 years/70,000 miles, whichever occurs first, from the vehicle's in-service date.

MY 2013 CALIFORNIA EMISSIONS WARRANTIES
7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	Jetta / GTI / Eos / CC / Beetle / Beetle Convertible / Tiguan / Golf R	2.0T	Jetta / Golf / Beetle / Beetle Convertible	2.0L TDI	2.0L TDI	3.0L TDI	3.6L	3.0L	2.0L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507	•						•	•	
Camshaft Adjuster Control Housing	1585							•		
Fuel Tank	2010	•	•	•	•	•	•	•	•	•
Fuel High Pressure Pump	2045			•	•	•				
Supercharger	2114								•	
Turbo Charger (includes Boost Control)	2130	•	•	•	•					
Charge Air Cooler	2143			•	•				•	
Throttle Part and Idle Control Valve	2434								•	
Fuel Injectors	2440								•	
Fuel Distribution Rail	2441 / 2373						•		•	
Intake Manifold	2447 / 2380				•	•	•			•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•	•
Exhaust Manifold	2610	•	•	•	•	•	•	•	•	•
EGR Valve and Throttle Control	2639 / 2379			•	•	•				
EGR Cooler (main and additional)	2643			•	•	•				
Catalytic Converter including Pre-catalytic Converter and Diesel Particulate Filter	2673 / 2670 / 2674	•	•	•	•	•	•	•	•	•
AdBlue® Tank and Dosing Pump Module	2681 / 2683				•	•				
Hybrid Electric Motor Clutch Actuator	3077								•	
Transmission Control Module	3730 (DSG 3885 / 3511)	•	•	•	•	•	•	•	•	
Electric Transmission Oil Pump (incl. control module)	3863								•	
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	•	•	•
High-Voltage Battery	9301								•	
Hybrid Electric Motor	9320								•	

MY 2013 CALIFORNIA EMISSIONS WARRANTIES
7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number										
		Jetta / GTI / Eos / CC / Beetle / Beetle Convertible / Tiguan / Golf R	Jetta / Golf / Beetle / Beetle Convertible	2.0L TDI	2.0L TDI	3.0L TDI	3.6L	3.0L	2.0L		
Battery Energy Control Module	9325									•	
High-Voltage Cables	9330									•	
Hybrid Electric Motor Clutch	9340									•	
Power Electronics (inverter and converter)	9350									•	

MY 2012 CALIFORNIA EMISSIONS WARRANTIES
7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	Jetta / GTI / Eos / CC / Beetle / Tiguan	2.0T	2.0L TDI	2.0L TDI	3.0L TDI	3.6L	3.0L	2.0L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507	•					•	•	
Camshaft Adjuster Control Housing	1585						•		
Fuel Tank	2010	•	•	•	•	•	•	•	•
Fuel High Pressure Pump	2045					•			
Supercharger	2114							•	
Turbo Charger (includes Boost Control)	2130	•	•	•	•				
Charge Air Cooler	2143		•	•				•	
Throttle Part and Idle Control Valve	2434							•	
Fuel Injectors	2440							•	
Fuel Distribution Rail	2441 / 2373					•		•	
Intake Manifold	2447 / 2380				•		•		•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•
Exhaust Manifold	2610	•	•	•	•	•	•	•	•
EGR Valve and Throttle Control	2639 / 2379		•	•	•				
EGR Cooler (main and additional)	2643		•	•	•				
Catalytic Converter including Pre-catalytic Converter and Diesel Particulate Filter	2673 / 2670 / 2674	•	•	•	•	•	•	•	•
AdBlue® Tank and Dosing Pump Module	2681 / 2683			•	•				
Hybrid Electric Motor Clutch Actuator	3077							•	
Transmission Control Module	3730 (DSG 3885 / 3511)	•	•	•	•	•	•	•	
Electric Transmission Oil Pump (incl. control module)	3863							•	
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	•	•

MY 2012 CALIFORNIA EMISSIONS WARRANTIES
7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number							
		Jetta / GTI / Eos / CC / Beetle / Tiguan	2.0T	Jetta / Golf / Beetle	2.0L TDI	Passat	2.0L TDI	Touareg
High-Voltage Battery	9301							
Hybrid Electric Motor	9320							
Battery Energy Control Module	9325							
High-Voltage Cables	9330							
Hybrid Electric Motor Clutch	9340							
Power Electronics (inverter and converter)	9350							

MY 2011 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST									
Component	Service Number	Jetta / GTI / Eos / CC / Passat / Tiguan	2.0T	2.0L TDI	3.0L TDI	3.6L	3.0L + Hybrid Electric Motor	2.0L	3.6L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507		•			•	•		
Camshaft Adjuster Control Housing	1585					•			
Fuel Tank	2010		•	•	•	•	•	•	•
Fuel High Pressure Pump	2045				•				
Fuel Pump Module	2066								•
Supercharger	2114						•		
Turbo Charger (includes Boost Control)	2130		•	•	•				
Charge Air Cooler	2143			•			•		
Throttle Part and Idle Control Valve	2434						•		
Fuel Injectors	2440						•		
Fuel Distribution Rail	2441 / 2373				•		•		
Intake Manifold	2447					•		•	
Electronic Control Module (Gasoline / Diesel)	2470 / 2360		•	•	•	•	•	•	
Exhaust Manifold	2610		•	•	•	•	•	•	
EGR Valve and Throttle Control	2639 / 2379			•	•				
EGR Cooler (main and additional)	2643			•	•				
Catalytic Converter including Pre-catalytic Converter and Diesel Particulate Filter	2673 / 2670 / 2674		•	•	•	•	•	•	
AdBlue® Tank and Dosing Pump Module	2681 / 2683				•				
Hybrid Electric Motor Clutch Actuator	3077						•		
Transmission Control Module	3730 (DSG 3885 / 3511)		•	•	•	•	•		
Electric Transmission Oil Pump (incl. control module)	3863						•		

MY 2011 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST							
Component	Service Number	Jetta / GTI / Eos / CC / Passat / Tiguan	2.0T	2.0L TDI	3.0L TDI	3.6L	3.0L + Hybrid Electric Motor
Malfunction Indicator Light (MIL); covered only when equipped with Multi- Function Indicator			•	•	•	•	•
High-Voltage Battery	9301						•
Hybrid Electric Motor	9320						•
Battery Energy Control Module	9325						•
High-Voltage Cables	9330						•
Hybrid Electric Motor Clutch	9340						•
Power Electronics (inverter and converter)	9350						•

MY 2010 CALIFORNIA EMISSIONS WARRANTIES
7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	Jetta / GTI / Eos / CC / Passat / Tiguan	2.0T	2.0L TDI	3.0L TDI	3.6L	4.2L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507	•				•	•
Camshaft Adjuster Control Housing	1585					•	
Fuel Tank	2010	•	•	•	•	•	•
Fuel High Pressure Pump	2045				•		
Turbo Charger (includes Boost Control)	2130	•	•	•			
Fuel Distribution Rail	2441 / 2373				•		
Throttle Part and Idle Control Valve	2434						•
Intake Manifold	2447					•	•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•
Exhaust Manifold	2610	•	•	•	•	•	•
Front Exhaust Pipe / Pre-Catalyst	2617						•
EGR Valve and Throttle Control	2639 / 2379				•		
EGR Cooler (main and additional)	2643			•	•		
Catalytic Converter including Pre-catalytic Converter and Diesel Particulate Filter	2673 / 2670 / 2674	•	•	•	•	•	•
AdBlue® Tank and Dosing Pump Module	2681 / 2683				•		
Transmission Control Module	3730 (DSG 3885 / 3511)	• ¹	•	•			
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•

• 1 = Jetta, GTI, Eos, Passat and CC only

MY 2009 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST								
Component	Service Number	Jetta / GTI / Eos / Tiguan / Passat/CC	2.0T	2.0L TDI	2.5L	3.0L TDI	3.6L	4.0L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507						•	•
Camshaft Adjuster Control Housing	1585						•	
Fuel Tank	2010	•	•	•	•	•	•	
Co-Extruded Plastic Fuel Tank	2010							•
Plastic Fuel Tank Assembly	2010							•
Fuel High Pressure Pump	2045					•		
Turbo Charger (includes Boost Control - 3.0L TDI)	2130	•	•			•		
Fuel Distribution Rail	2373					•		
Intake Manifold	2447							•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	
Exhaust Manifold	2610	•	•			•	•	•
Front Exhaust Pipe / Pre-Catalyst	2617							•
EGR Valve and Throttle Control	2639 / 2379					•		
Exhaust Gas Recirculation Valve / Cooler - Low Pressure (main and additional – 3.0L TDI)	2643			•		•		
Catalytic Converter; including Pre-catalytic Converter (Diesel Oxidation and SCR Catalysts – 3.0L TDI)	2673 / 2670	•	•	•	•	•	•	
Diesel Particulate Filter	2674					•		
AdBlue® Tank and Dosing Pump Module	2681 / 2683					•		
Transmission Control Module	3730 (DSG Trans. 3885 / 3511)	• 1	•			•		
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	

• 1 = Jetta, GTI and Eos only

MY 2008 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST						
Component	Service Number	Jetta / GTI / Eos / Passat 2.0T	Rabbit / Jetta / New Beetle 2.5L	Eos / R32 3.2L	Passat / Touareg 3.6L	Touareg 4.2L
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507			•	•	•
Camshaft Adjuster Control Housing	1585			•	•	
Fuel Tank	2010	•	•	•	•	•
Turbo Charger	2130	•				
Intake Manifold	2447			•		•
Electronic Control Module	2470	•	•	•	•	•
Exhaust Manifold	2610	•		•	•	•
Front Exhaust Pipe / Pre-Catalyst	2617					•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•
Transmission Control Module	3730 / 3885	• 1		•		
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•

• 1 = Jetta, GTI and Eos only

MY 2007 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST						
Component	Service Number	Jetta / GTI / Eos / Passat 2.0T	Rabbit / Jetta / New Beetle 2.5L	3.2L Eos	3.6L Passat / Touareg	4.2L Touareg
Camshaft Adjuster Unit (Intake and Exhaust)	1584 / 1507			•	•	•
Camshaft Adjuster Control Housing	1585			•	•	
Fuel Tank	2010	•	•	•	•	•
Turbo Charger	2130	•				
Intake Manifold	2447					•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•
Exhaust Manifold	2610	•		•	•	•
Front Exhaust Pipe / Pre-catalyst	2617					•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•
Transmission Control Module	3730	• 1				•
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•

• 1 = Jetta and GTI only

MY 2006 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MLES, WHICHEVER OCCURS FIRST									
Component	Service Number	Rabbit / Jetta / New Beetle 2.5L	Jetta / GTI / Passat 2.0T FSI	Passat 3.6L	Touareg 3.2L	Touareg 4.2L	Touareg 5.0L V10 TDI	Phaeton 4.2L V8	Phaeton 6.0L W12
Camshaft Adjuster Unit	1507	•			•	•		•	•
Fuel Tank	2010	•	•	•	•	•	•	•	•
Turbo Charger	2130		•				•		
Unit Injectors	2338						•		
Throttle Valve Control Unit	2434					•		•	
Intake Manifold	2447				•	•		•	•
Front Oxygen Sensor	2469								•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•
Rear Oxygen Sensor	2473								•
Exhaust Manifold	2610		•	•	•		•	•	•
Front Exhaust Pipe	2617				•				•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•	•	•	•
Particle Filter	2674						•		
Particulate Trap Injection Pump							•		
Transmission Control Module	3730		• 1					•	
Camshaft Adjuster Control Housing	1585					•		•	•
EGR Pipe	2647						•		
Passenger Compartment auxiliary heater	8220				•	•	•	•	•
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	•	•

• 1 = Jetta and GTI only

MY 2005 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000MILES, WHICHEVER OCCURS FIRST										
Component	Service Number	Golf / Jetta / New Beetle 2.0L	Golf / Jetta / New Beetle 1.8L	GTI / Jetta 2.8L VR6	New Jetta (A5) 2.5L	Passat 1.8L	Passat 2.8L V6	Touareg 3.2L VR6	Touareg 4.2L V8	Phaeton V8 / W12
Camshaft Adjuster Unit	1507		•	•		•	•	•	•	•
Fuel Tank	2010	•	•	•	•	•	•	•	•	•
Evaporative Emission Canister	2025	•1	•1							•4
Turbo Charger	2130		•			•				
Charge Air Cooler	2143		•2							
Throttle Body	2442		•			•	•		•	•
Mass Air Flow Sensor (Gasoline / Diesel)	2445 / 2359									
Intake Manifold	2447	•		•	•		•	•	•	•
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•	•
Rear Oxygen Sensor	2473								•	•
Exhaust Manifold	2610	•	•	•		•	•	•	•	•
Front Exhaust Pipe	2617							•		•
Secondary Air Injection Pump	2665		•2					•		•3
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•	•	•	•	•
Transmission Control Module	3730		•	•	•	•	•	•	•	•
Fuel Filler Neck										•
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	•	•	•

•1 =New Beetle and New Beetle Convertible only •2 =New Beetle Convertible only •3 =6.0L W12 only •4 =4.2L V8 only

MY 2004 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST												
Component	Service Number	Golf / Jetta / New Beetle 2.0L	Golf / Jetta / New Beetle 1.8L	GTI / Jetta 2.8L V6	Golf / Jetta / New Beetle TDI	Passat 1.8L	Passat 2.8L V6	Passat W8	Passat TDI	R32 / Touareg 3.2L V6	Touareg 4.2L V8	Phaeton V8 / W12
Camshaft Adjuster Unit	1507		•	•		•	•	•		•	•	•
Fuel Tank	2010	•	•	•	•	•	•	•	•	•	•	•
Turbo Charger	2130		•		•	•			•			
Fuel Injection Pump	2329				•				•			
Throttle Body	2442		•			•	•	•		•	•	•
Mass Air Flow Sensor (Gasoline / Diesel)	2445 / 2359				•				•	• ²	•	•
Intake Manifold	2447	•		•			•	•		•	•	•
Front Oxygen Sensor	2469							•				
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•	•	•	•
Rear Oxygen Sensor	2473							•			•	•
Exhaust Manifold	2610	•	•	•		•	•	•		•	•	•
Secondary Air Injection Pump	2665							•		•	•	•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•	•	•	•	•	•	•
Transmission Control Module	3730	• ¹	•	•	•	•	•	•	•	• ²	•	•
Fuel Filler Neck										• ²	•	•
Malfunction Indicator Light (MIL); covered only when equipped with Multi-Function Indicator		•	•	•	•	•	•	•	•	•	•	•

•¹ =New Beetle Convertible only •² =Touareg 3.2L V6 only

MY 2003 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST									
Component	Service Number	Golf / Jetta / New Beetle 1.8L Turbo	Golf / Jetta / New Beetle 1.9L TDI	Golf / Jetta / New Beetle 2.0L	GTI / Jetta 2.8L VR6	Passat 1.8L Turbo	Passat 2.8L V6	Passat W8	Eurovan 2.8L
Camshaft Adjuster Unit	1507	•			•	•	•	•	•
Fuel Tank	2010	•	•	•	•	•	•	•	•
Turbo Charger	2130	•	•			•			
Charge Air Cooler	2143	•							
Diesel Injection Pump	2329		•						
Diesel Injector with Lift Sensor	2340		•2						
Throttle Body	2442	•3		•	•	•	•	•	•
Intake Manifold	2447			•1	•		•	•	•
Pre Oxygen Sensor	2469							•	
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•
Post Oxygen Sensor	2473							•	
Exhaust Manifold	2610	•	•	•	•	•	•	•	•
Front Exhaust Pipe	2617				•				•
Secondary Air Injection Pump	2665	•		•	•	•	•	•	•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•	•	•	•
Transmission Control Module	3730	•	•	•	•	•	•	•	•

•1 =upper intake manifold only •2 =automatic transmission only •3 =New Beetle only

MY 2002 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST													
Component	Service Number	Golf / Jetta 1.8L Turbo	Golf / Jetta 1.9L TDI	Golf / Jetta 2.0L Gas	Golf / Jetta 2.8L VR6	Cabrio 2.0L	New Beetle 1.8L Turbo	New Beetle 1.9L TDI	New Beetle 2.0L Gas	Passat 1.8L Turbo	Passat 2.8L V6	Passat W8	Eurovan 2.8L VR6
Fuel Tank	2010	•	•	•	•		•	•	•	•	•	•	•
Turbo Charger	2130	•	•				•	•		•			
Charge Air Cooler	2143	•					•						
Diesel Injection Pump	2329		•					•					
Diesel Injector with Lift Sensor	2340		•					•					
Throttle Body	2442			•	•				•	•	•	•	•
Intake Manifold	2447			•	•	•			•		•	•	•
Pre Oxygen Sensor	2469											•	
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	•	•	•	•	•	•	•	•	•	•	•	•
Post Oxygen Sensor	2473											•	
Exhaust Manifold	2610	•		•	•	•	•		•	•	•	•	•
Front Exhaust Pipe	2617					•							•
Secondary Air Injection Pump	2665	•		•	•	•	•		•	•	•	•	•
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	•	•	•	•	•	•	•	•	•	•	•	•
Transmission Control Module	3730	•	•	•	•		•	•	•	•	•	•	•

MY 2001 CALIFORNIA EMISSIONS WARRANTIES 7 YEARS/70,000 MILES, WHICHEVER OCCURS FIRST												
Component	Service Number	Golf / Jetta 1.8L Turbo	Golf / Jetta 1.9L TDI	Golf / Jetta 2.0L Gas	Golf / Jetta 2.8L VR6	Cabrio 2.0L	New Beetle 1.8L Turbo	New Beetle 1.9L TDI	New Beetle 2.0L Gas	Passat 1.8L Turbo	Passat 2.8L V6	Eurovan 2.8L VR6
Fuel Tank	2010	●	●	●	●		●	●	●	●	●	●
Turbo Charger	2130	●	●				●	●		●		
Charge Air Cooler	2143		●				●	●				
Diesel Injection Pump	2329		●					●				
Diesel Injector with Lift Sensor	2340		●					●				
Throttle Body	2442	●		●	●		●			●	●	
Intake Manifold	2447	●	●	●	●	●	●	●	●	●	●	●
Electronic Control Module (Gasoline / Diesel)	2470 / 2360	●	●	●	●	●	●	●	●	●	●	●
Exhaust Manifold	2610	●		●		●	●	●	●	●	●	
Front exhaust Pipe	2617					●		●				
Secondary Air Injection Pump	2665	●		●	●	●	●		●	●	●	●
Catalytic Converter; including Pre-catalytic Converter	2673 / 2670	●	●	●	●	●	●	●	●	●	●	●
Transmission Control Module	3730	●	●	●	●		●	●	●	●	●	●

3.25.2.2 8/100 CALIFORNIA EMISSIONS WARRANTIES TABLE (MY 2009, 2010, 2012 ROUTAN ONLY)

If the vehicle qualifies for this warranty, you will find this statement "Certified to optional useful life per 1961(a) (8)." on the Vehicle Emission Control Information label located on the under side of the hood on the driver's side. All powertrain control modules, on-board diagnostic device (OBD) and catalyst are covered, in addition to the specific parts listed in the following table.

MY 2012 VWoA CALIFORNIA EMISSIONS WARRANTIES 8 YEARS/100,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	3.6L V6 Routan
Plastic Fuel Tank	2010	●

MY 2010 VWoA CALIFORNIA EMISSIONS WARRANTIES 8 YEARS/100,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	3.8L V6 Routan	4.0L V6 Routan
		●	●
Plastic Fuel Tank Assembly	2010	●	●
Upper Intake Manifold	2447		●

MY 2009 VWoA CALIFORNIA EMISSION WARRANTIES 8 YEARS/100,000 MILES, WHICHEVER OCCURS FIRST

Component	Service Number	3.8L V6 Routan
Co-Extruded Plastic Fuel Tank	2010	●
Plastic Fuel Tank Assembly	2010	●

3.25.2.3 15/150 PZEV/AT-PZEV CALIFORNIA EMISSIONS WARRANTIES TABLE

Some Volkswagen models may be specially equipped to meet California Partial Zero Emission Vehicle (PZEV)/ Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV) requirements, as identified on the Vehicle Emission Control Information Label located under the hood. If a PZEV/AT-PZEV vehicle fails an Inspection and Maintenance Test, OR if any emission-related part is found to be defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original purchaser or original lessee.

- ▶ **IMPORTANT: For High-Voltage batteries in Hybrid models equipped to meet PZEV or AT-PZEV requirements, the warranty term is 10 years or 150,000 miles, whichever occurs first.**

The following is a generic list of emission-related components which would be covered for 15 years or 150,000 miles, whichever occurs first, for PZEV/AT-PZEV vehicles.

PZEV/AT-PZEV CALIFORNIA EMISSIONS WARRANTIES 15 YEARS/150,000 MILES, WHICHEVER OCCURS FIRST	
Service Number*	Component
1714	Oil Filler Cap
1726	PCV Valve
1911	Coolant Level Sensor
1913	Coolant Fan Con. Switch
1970	Direct Ozone Reduction (DOR) Radiator/Sensor
1978	Temperature Sending Unit
2005	Fuel Filler Cap
2007	Filler Neck
2010	Fuel Tank
2019	Gravity Valve
2022	Activated Charcoal Line
2024	Canister Purge Solenoid/Valve
2025	Canister
2038	Fuel Feed Line
2039	Fuel Return Line
2044	Fuel Line
2048	Leak Detection Pump
2057	Pressure Relief Valve
2058	Fuel Accumulator
2065	Fuel Pump Relay
2130	Turbo Charger
2143	Charge Inter-Cooler
2164	Over Run Cut-off Valve
2168	Pressure Sender
2169	Solenoid Shut-off Valve
2329	Diesel Injection Pump
2340	1 Injector with Lift Sensor
2359	Diesel Air Mass Meter
2360	Diesel ECM
2425	Air Cleaner Housing
2426	Intake Air Temp. Sensor
2433	Switching Valve
2438	Heated Air Duct
2440	Injectors
2441	Fuel Distributor
2442	Throttle Body
2444	Throttle Position
2445	Air Flow Sensor
2447	Intake Manifold
2458	Fuel Pressure Regulator
2460	Cold Start Valve/Injector
2461	Throttle Position Sensor
2462	Engine Coolant Temp. Sensor

PZEV/AT-PZEV CALIFORNIA EMISSIONS WARRANTIES 15 YEARS/150,000 MILES, WHICHEVER OCCURS FIRST	
Service Number*	Component
2468	Oxygen Sensor Relay
2469	Pre-Oxygen Sensor
2470	Electronic Control Module
2473	Post Oxygen Sensor
2481	Idle Air Control Valve
2510	Heated Oxygen Sensor
2511	Engine Control Module
2513	Differential Pressure Reg.
2514	MAF Sensor Position Sensor
2519	Engine Coolant Temperature Sensor
2525	Air Cleaner Housing
2527	Intake Air Duct
2540	Fuel Injectors
2544	Throttle Body
2548	Cold Start Valve/Injector
2555	Fuel Pressure Regulator
2560	Fuel Distributor
2562	Volume Air Flow Sensor
2567	Vacuum Amplifier
2568	Idle Air Control Valve
2574	Throttle Position Switch/Sensor
2580	Intake Manifold
2588	Idle Air Control Valve System
2604	CO Content Pipe
2610	Exhaust Manifold
2617	Exhaust Pipe (Manifold to Catalyst)
2639	EGR Valve
2640	Secondary Air Injection Shut-Off Check Valve
2641	EGR Vacuum Hoses
2642	EGR Temperature Sensor
2644	Solenoid Valve
2654	Thermal Vacuum Valve
2655	Secondary Air Injection Relay
2665	Secondary Air Injection Pump
2668	Anti-Backfire Valve
2670	Pre-catalytic Converter
2672	Three-Way Catalytic Converter Temperature Sensor
2673	Three-Way Catalytic Converter
2817	Ignition Coil Power Output Stage
2820	Ignition Coil (Tri-Coil Pack)
2823	Ignition System Control Module
2830	Distributor Assembly
2832	Distributor Cap

PZEV/AT-PZEV CALIFORNIA EMISSIONS WARRANTIES 15 YEARS/150,000 MILES, WHICHEVER OCCURS FIRST	
Service Number*	Component
2834	Distributor Rotor
2839	Vehicle Speed Sensors (Camshaft Position Sensor)
2853	Spark Plug Wires
2855	Coil Wire
2870	Spark Plugs
2872	Knock Sensors
2873	Crankshaft Position Sensor
2884	Glow Plug
2885	Glow Plug Relay
3707	Park Neutral Switch
3730	Transmission Control Module
9009	Speed Sensor
9025	Instrument Cluster
N/A	MIL Lamp
*Service Numbers are subject to change. Refer to ElsaWeb for the most current Service Number for each listed component.	

MISCELLANEOUS COMPONENTS (EMISSIONS-RELATED)

Emissions-related hoses, clamps, belts, pulleys, tubes, fittings, sealing devices, and mounting hardware are covered if they are used on one of the above components. For example, items such as defective gaskets would be covered, i.e. Exhaust Manifold Gasket (2609).

- ▶ The duration of the warranty on any miscellaneous component is equal to the duration of the warranty on the component it is used on.

OXYGEN SENSOR

The oxygen sensor is covered for the entire emission warranty period.

3.26 EXPORTED AND IMPORTED VEHICLES

3.26.1 EXPORTED VEHICLES/WARRANTY OUTSIDE OF THE UNITED STATES

If a United States Volkswagen vehicle is brought to an authorized Volkswagen dealer outside the United States, including its territories, all United States warranties will not apply. Defects in material or workmanship will be corrected only under the terms of the warranty for new Volkswagen vehicles in effect in that country (except Canada).

VWoA is provided with VINs by the U.S. Department of Commerce for vehicles that are exported to other countries. When this information is received, the Volkswagen Vehicle Data File is coded to STOP the processing of all warranty claims or recall campaigns.

ElsaWeb contains information that identifies the vehicle with a STATUS CODE "E" / Exported Vehicle. Exported vehicles do not have warranties covered by VWoA.

UNITED STATES VEHICLES REQUIRING WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

If a United States Volkswagen vehicle requires warranty repairs while travelling in Canada, the repair should be performed by an authorized Volkswagen dealer. If the vehicle is within the United States warranty, Canadian dealers can submit a warranty claim. As of MY09, proof of United States residence is required. If the Canadian dealer cannot submit the warranty claim, the customer may be asked to pay for the repair. On the customer's return to the United States, they should present the invoice to a United States Volkswagen dealer, who should submit a claim on their behalf and obtain reimbursement for them.

CANADIAN VEHICLES REQUIRING WARRANTY REPAIRS WHILE TRAVELLING IN THE UNITED STATES

If a Canadian Volkswagen vehicle requires warranty repairs while travelling in the United States, the repair should be performed by an authorized Volkswagen dealer. If the vehicle is within the Canadian warranty, United States dealers can submit a warranty claim. As of MY09, proof of Canadian residence is required. If the United States dealer cannot submit the warranty claim, the customer may be asked to pay for the repair. On the customer's return to Canada, they should present the invoice to a Canadian Volkswagen dealer, who should submit a claim on their behalf and obtain reimbursement for them.

UNITED STATES VEHICLES REQUIRING WARRANTY REPAIRS WHILE TRAVELLING OUTSIDE THE UNITED STATES OR CANADA

- ▶ Should warranty repairs be necessary while an owner is temporarily traveling abroad, and the repairs are covered under VWoA warranties, but not under the warranties offered in the country the owner is visiting, payment for the repairs may be required of the owner.
- ▶ Signed repair orders and/or bills covering the repair may be submitted to Volkswagen Customer CARE for review of possible reimbursement after the warranted repair is completed, or to the Dealership upon returning to the United States.

3.26.2 IMPORTED VEHICLES WITHOUT UNITED STATES SPECIFICATIONS

Vehicles without United States specifications that are sold in foreign countries and imported to the United States will be covered under the terms of the warranties provided by Volkswagen for the country that the vehicle was originally specified for (except Canada). VWoA is not the warrantor of those products. As a courtesy, VWoA will process warranty claims submitted by its dealers who perform the warranty service. The dealer must contact Volkswagen Warranty prior to performing any repairs. Volkswagen Warranty will determine warranty eligibility and coverage based upon the vehicle's country of origin, model year, and current mileage/km. Warranty claims will be processed manually by Volkswagen Warranty.

Mail the request for reimbursement and the following documents to Volkswagen Warranty.

- ▶ Copy of the warranty voucher from the *Warranty and Maintenance* booklet with VIN, name, and address of the vehicle owner.
- ▶ Original repair order /sublet bill
- ▶ Technician's punch time from back of the hard copy of the repair order
- ▶ Import documents

Cost for eligible claims will be reimbursed to the dealer by electronic funds transfer (EFT). Parts are subject to submission request and should be retained until the claim has paid.

3.27 FILTERS INSTALLED ON NON-VOLKSWAGEN VEHICLES

Volkswagen factory replacement filters are warranted for use on Volkswagen as well as non-Volkswagen vehicles.

However, if a Volkswagen factory replacement filter is installed on a non-Volkswagen vehicle, the filter is warranted only until the first filter replacement interval recommended by the vehicle manufacturer even if the Volkswagen warranty has not yet expired.

To claim a defective filter, which was installed on a non-Volkswagen vehicle, submit a stock part claim using claim type 131. Enter these claims like any others, except enter the part delivery date and part mileage. You do not need to enter a VIN for 131 claim type.

- ▶ Enter parts and labor amounts in the appropriate "outside" fields in SAGA.
- ▶ Consequential damage resulting from the defective filter requires prior approval from your FOM.
- ▶ An explanation of the subsequent failure and reference to the competitive-make product is required in the comments section.

This warranty is included in the Limited Parts and Accessories Warranty. All exclusions and limitations that apply to the Limited Parts and Accessories Warranty also apply to this warranty.

3.28 GLASS

All windshield glass repairs require prior FOM approval. Glass is covered under the NVLW for manufacturing defects only. Stone chips in the glass are not covered.

3.29 HEADPHONES, UNWIRED (ROUTAN)

Routan unwired headphones are not covered under the NVLW. Unwired headphones are warranted by their respective headphones manufacturer.

3.30 LEMON LAW – AVOIDING STATE LEMON LAW HEARINGS AND ARBITRATION HEARINGS

FOM/TECHNICIAN HELPLINE INVOLVEMENT

- ▶ If a customer has been in **twice** for the same repair or has **2 days down time**, please inform your FOM **AND** the Technician Helpline promptly.
- ▶ Failure to inform your FOM and the Technician Helpline could result in a warranty review and possible dealer charge-back for warranty claims or repurchase/replacement. Please review this procedure with your FOM.

REPAIR ORDERS

- ▶ Write "Car is operating according to manufacturer's specifications" when addressing a service issue where the complaint cannot be duplicated.
 - Do not write "Could not duplicate problem" on the R.O. because that statement may lead arbitrators to believe that a problem actually does exist.
- ▶ If parts are changed when unable to duplicate, the R.O. should state: "Even though we could find no problem with alternator (or whatever part applies), we replaced for diagnostic purposes."
- ▶ R.O.'s must state the components tested and the tests performed on the vehicle.
- ▶ Use actual in date/out date on R.O.'s. Do not use the invoice date. Using the actual in date/out date ensures accuracy in tracking days down under the Lemon Law.

HEARINGS

- ▶ Upon request, Service Managers must be present at hearings. Arbitrators want to hear from the person who repaired the car.
- ▶ Preparation for hearings is important for Service Managers. Questions to Service Managers should be answered in an affirmative and positive manner – "Yes, car was repaired. Yes, car was test-driven."
- ▶ Service Manager should not state that problem "could not be duplicated." This statement gives the impression that a problem does exist. Service Manager should be confident and confirm his technical expertise and background.
- ▶ Statements in cases involving customer abuse or modification cases must be direct and to the point. "This is how it happened. This is the only way it could have happened."
- ▶ Dealers should not give customers letters making statements about vehicle repairs. The letter can often hurt the manufacturer later in a hearing.

3.31 LOANER VEHICLES/ALTERNATE TRANSPORTATION PROGRAM

VOLKSWAGEN ALTERNATE TRANSPORTATION PROGRAM

The Volkswagen Alternate Transportation Program includes:

- ▶ Volkswagen Shuttle Service
- ▶ Pick-up and Delivery Service
- ▶ Public Transportation
- ▶ Loaner Vehicles

3.31.1 VOLKSWAGEN SHUTTLE SERVICE AND PICK-UP AND DELIVERY SERVICE

Volkswagen Shuttle Service and Pick-up and Delivery Service for customer vehicles should be considered any time a vehicle is brought or towed into a Dealership or an appointment is scheduled for any repair or maintenance service (including customer-pay) on any Volkswagen vehicle serviced at a Volkswagen Dealership.

The maximum amount claimable is \$10 per repair order regardless of the transportation alternative used.

Dealer reimbursement rates for Volkswagen Shuttle Service (Volkswagen vehicles only)

- ▶ One-way shuttle \$5
- ▶ Round-trip shuttle \$10

To be eligible for reimbursement, Dealers must have at least 1 Routan in the Service Loaner Program at all times.

Dealer reimbursement rates for Pick-up and Delivery Service for a customer vehicle

- ▶ Pick-up \$5
- ▶ Delivery \$5

3.31.1.1 ENHANCED VOLKSWAGEN ALTERNATE TRANSPORTATION PROGRAM BENEFITS AVAILABLE TO MY 2011 - 2013 TOUAREG OWNERS

Several key enhancement elements to the Alternate Transportation Program are available for Model Year 2011 - 2013 Touareg owners, while their vehicle is within 3 years or 36,000 miles, whichever occurs first, from the vehicle's original in-service date.

PICK-UP AND DELIVERY SERVICE PROVISION ENHANCEMENT

The Volkswagen Pick-up and Delivery Service reimbursement rate of the Alternate Transportation Program is increased to \$10.00 each way.

- ▶ This increased reimbursement rate is not applicable to the Shuttle Service or Public Transportation options of the Alternate Transportation Program.

LOANER VEHICLE PROVISION ENHANCEMENT

The Loaner Vehicle provision of the Alternate Transportation Program has been expanded to include coverage for any service or maintenance visit, including same day repairs.

ADDITIONAL TERMS

The enhanced Loaner Vehicle provision and the enhanced Pick-up and Delivery Service provision of the Alternate Transportation Program can be used either individually or in combination, for each service and/or maintenance visit in order to provide a personalized, premium Ownership Experience.

Once the MY 2011 - 2013 Touareg owner's vehicle reaches 3 years or 36,000 miles, whichever occurs first, from the vehicle's original in-service date, the enhanced benefits described in this section will no longer be applicable and the standard provisions of the Alternate Transportation Program policy will apply.

All other terms of the Alternate Transportation Program remain unchanged.

3.31.2 PUBLIC TRANSPORTATION

Volkswagen of America recognizes there are times when public transportation* is the customer's preferred alternate transportation solution and should be considered any time a vehicle is brought or towed into a Dealership or an appointment is scheduled for any repair or maintenance service (including customer-pay) on any Volkswagen vehicle serviced at a Volkswagen Dealership.

*Also includes dealer-provided transportation alternatives other than shuttle service or pick-up and delivery service

The maximum amount claimable is \$10 per repair order regardless of the transportation alternative used.

Dealer Reimbursement for Public Transportation

- ▶ Maximum of \$5.00 each way

DOCUMENTATION REQUIREMENTS FOR VOLKSWAGEN SHUTTLE SERVICE, PICK-UP AND DELIVERY SERVICE OR PUBLIC TRANSPORTATION

- ▶ A new claim line is to be added to the repair order describing the alternate transportation received by the customer.
 - The following statements are a suggestion of what should appear on the repair order:
 - "Customer received VW Shuttle Service: One-way ____ Round-trip ____"
 - "Customer vehicle was: Picked-Up ____ Delivered ____"
 - "Customer received Public Transportation compensation: One-way \$ ____ Round-trip \$ ____"

- ▶ The customer must sign the repair order acknowledging that they received an alternate transportation service.
 - If the alternate transportation service is not documented on the repair order, the customer must sign the Volkswagen Alternate Transportation Form acknowledging that they received an alternate transportation service.
 - The form is located in WISE > Resource Center > Forms > Alternate Transportation.

SAGA CLAIM INSTRUCTIONS FOR VOLKSWAGEN SHUTTLE SERVICE, PICK-UP AND DELIVERY SERVICE OR PUBLIC TRANSPORTATION

- ▶ For instructions on how to claim Volkswagen Shuttle Service, Pick-up and Delivery service or Public Transportation in SAGA, please refer to SAGA Communication VWS-10-06 located in WISE > Bulletins & Communications > Communications > SAGA Communications.

3.31.3 LOANER VEHICLES

Special policies apply to:

- ▶ **Model Year 2011 - 2013 Touareg customers** (see [3.31.1.1 Enhanced Volkswagen Alternate Transportation Program Benefits Available to MY 2011 - 2013 Touareg Owners](#))
- ▶ **Phaeton customers** (see [3.31.3.1 Loaner Vehicle Policy for Phaeton Customers](#))

LOANER VEHICLES

Volkswagen dealers are encouraged to provide the retail customer with a loaner vehicle in cases where:

- ▶ A vehicle is still within the terms of the New Vehicle Limited Warranty or Powertrain Limited Warranty or within the terms of a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty (claim type 110) or the Powertrain Limited Warranty (claim type 1PT), and where a repair cannot be completed the same day. For vehicles covered under the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty, a loaner vehicle will be reimbursed:
 - if a repair requires longer than a full working day, but only until the repair is completed,
 - if the breakdown renders the vehicle inoperative or unsafe and occurred at a time which did not allow the dealer to schedule the repair for completion that same day,
 - if a warranty repair cannot be completed on the same day because a part needed is not in dealer inventory. This applies only in those cases where parts are:
 - on Emergency Order or RED Order. In cases where the PDC cancels a RED Order due to the fact that a part in transit would arrive quicker than if the part was placed on Red Order, supporting documentation such as a screen print

substantiating the RED Order cancellation will serve as acceptable documentation, if the situation qualifies for a daily rental.

- on Volkswagen's back-order to its dealers.
- If a repair can be completed the same day the dealer should consider offering VW Shuttle Service, Pick-up and Delivery Service, or Public Transportation as outlined in the VW Alternate Transportation Program. Loaner vehicles are not to be provided on same day repairs, except as noted in the next bullet point.
- ▶ The vehicle was towed to the dealership due to the failure of a component covered by the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty, including situations where the warranty repair or replacement can be completed the same day.
 - If the cause of failure cannot be quickly determined, dealers are encouraged to provide the retail customer with a loaner vehicle as long as the failure was not caused by outside influence.
- ▶ The vehicle was brought to the dealership for a Campaign service and the repair or replacement cannot be completed the same day.
- ▶ **Note:** A new claim line is to be added to the repair order for the loaner vehicle.
- ▶ **Important:** For Puerto Rico dealers, loaner vehicles may be provided to customers in accordance with the laws applicable in the Commonwealth of Puerto Rico.

AMOUNT OF PARTICIPATION

Volkswagen will participate in the expenses for a loaner vehicle for the number of days it takes to complete the repair. The service loaner reimbursement rate paid per day is as listed in the following table.

BRAND OF LOANER VEHICLE	REIMBURSEMENT RATE PER DAY
Volkswagen	\$35.00
Non-Volkswagen	\$25.00

DOCUMENTATION

The dealer must retain all required documentation to justify a loaner vehicle, including, but not limited to, the following:

- ▶ The in-out punch time and open-close date of the repair order must correspond to the amount of days for which the loaner is claimed.
- ▶ Parts ordering records (including the date part ordered and date part received, packing slip, etc.) that support the need for a loaner vehicle, such as back-order records to verify that Volkswagen could not supply parts for the vehicle when needed. In case of a Red Order, record the FedEx tracking number on the repair order to support the date of receipt of the Red Ordered part.
- ▶ A copy of the rental invoice or loaner agreement. The following is the minimum information to be recorded:
 - Loaner vehicle model year, make and model. The VIN is required if the loaner is a Volkswagen.
 - Date and time out

- Date and time in
- Total number of days of loaner reimbursement requested
- Repair order number
- Customer name, address and signature

Volkswagen has created an optional Service Loaner Agreement form that may be used by dealers who do not have a loaner agreement form. The form is available on WISE under Resource Center > Forms > Service Loaner.

- ▶ **Note:** A new claim line is to be added to the repair order for the loaner vehicle.

LIMITATIONS ON PARTICIPATION POLICY

- ▶ Fleet, Driver Education and vehicles in dealer and VWoA service are not eligible.
- ▶ Loaner vehicles are not to be provided during the Limited Warranty Against Corrosion Perforation, Emissions Warranties, Volkswagen Parts and Accessories Warranty, Scheduled Maintenance Services, a Volkswagen Limited Extension Warranty that extends a warranty other than the New Vehicle Limited Warranty or Powertrain Limited Warranty (for example an Emissions warranty extension), or for a parts backorder situation where the vehicle is outside the New Vehicle Limited Warranty, Powertrain Limited Warranty or a Volkswagen Limited Extension Warranty that extends the New Vehicle Limited Warranty or the Powertrain Limited Warranty.

3.31.3.1 LOANER VEHICLE POLICY FOR PHAETON CUSTOMERS

The following Loaner Vehicle policy is applicable in conjunction with warranty repairs performed under the New Vehicle Limited Warranty or Powertrain Limited Warranty for Phaeton customers only.

Volkswagen will participate in the expenses for a loaner vehicle for Phaeton customers in the amount of \$30.00 per day for the number of days it takes to complete the repair. Use claim type 1SP for loaner vehicle claims for Phaeton repairs performed under the New Vehicle Limited Warranty or Powertrain Limited Warranty. All claims must be substantiated with appropriate documentation, including a copy of the rental invoice or loaner agreement with the customer's signature that shows the date and time the vehicle was provided to the customer and the date and time returned.

For Puerto Rico dealers, loaner vehicles may be provided to customers in accordance with the laws applicable in the Commonwealth of Puerto Rico.

PHAETON DEALERS

Phaeton dealers must have a Phaeton loaner on hand. In the event that the Phaeton loaner is out with a customer, a Touareg or Passat W8 may also be used. (All Phaeton dealers must have a Phaeton in-house to be used as a loaner.)

NON-PHAETON DEALERS

Volkswagen recommends that Non-Phaeton dealers provide Phaeton customers with a Touareg or Passat W8 from the Volkswagen "Service Loaner Program"/"Customer Service Loaner Program" to be used as a loaner.

3.31.3.1.1 PHAETON CUSTOMER TREATMENT PROGRAM

Volkswagen of America, through the Phaeton Customer Treatment Program, has established the following special reimbursement codes for Phaeton owners while their vehicle is within the New Vehicle Limited Warranty period.

PICK-UP AND DELIVERY SERVICE

Reimbursement of labor for dealership personnel to pick up and deliver the customer's vehicle when a maintenance service or a warranty repair is to be performed under the terms and conditions of the New Vehicle Limited Warranty:

Claim Type:	1SP
Service Number:	PUDL
Damage Code:	0011
Outside Labor Operation:	PUDL 10 00
Outside Labor Amount:	\$25.00

- ▶ The \$25.00 amount represents payment for one round trip and is eligible only one time per service.

LOANER VEHICLE FOR MAINTENANCE SERVICE VISIT

The customer is eligible for a loaner vehicle when their Phaeton is at the dealership for scheduled maintenance services during the NVLW period.

Claim Type:	1SP
Service Number:	LOAN
Damage Code:	0011
Outside Labor Amount:	\$30.00

- ▶ Loaner must be a late model Volkswagen or comparable vehicle
- ▶ The Phaeton owner's selling/servicing dealer is to provide the loaner for a maintenance service visit. The customer must pick up the loaner vehicle – Volkswagen will not pay for the loaner to be delivered to the customer.
- ▶ All claims must be substantiated with appropriate documentation, including a copy of the rental invoice or loaner agreement with the customer's signature that shows the date and time the vehicle was provided to the customer and the date and time returned.

3.32 MAINTENANCE

3.32.1 GENERAL

Customer requests for warranty assistance may not be denied because of a missing *Warranty and Maintenance* booklet. A replacement booklet should be obtained and provided to the owner.

Warranty coverage does not apply to malfunctions resulting from improper or inadequate maintenance.

MAINTENANCE PERFORMED BY OTHER THAN AUTHORIZED VOLKSWAGEN DEALERS

A record must be kept, along with dated bills, of all maintenance performed as proof that the maintenance was performed when required.

Volkswagen will not reimburse owners for No Charge Scheduled Maintenance services that were not performed by an authorized Volkswagen dealer.

3.32.2 VOLKSWAGEN CAREFREE MAINTENANCE AND VOLKSWAGEN PROTECTION PLUS PROGRAM (NO CHARGE SCHEDULED MAINTENANCE PROGRAMS)

VOLKSWAGEN'S NO CHARGE SCHEDULED MAINTENANCE PROGRAM TYPES AND SUMMARY OF COVERAGE

Volkswagen currently provides two types of No Charge Scheduled Maintenance Programs, *Volkswagen Carefree Maintenance* and the *Volkswagen Protection Plus Program*. The highlights applicable to each program are as follows:

Volkswagen Carefree Maintenance:

- ▶ Applies exclusively to 2009 - 2013 model year vehicles
- ▶ Coverage includes:
 - *Volkswagen DoubleCheck* within 30 days of the vehicle's in-service date, regardless of mileage
 Note: Maintenance claims for the *Volkswagen DoubleCheck* can be processed in SAGA up to 90 days from the vehicle's in-service date, regardless of mileage
 - The manufacturer's required scheduled maintenance services listed in the maintenance section of the *Warranty and Maintenance* booklet for 3 years or 36,000 miles, whichever occurs first, from the vehicle's in-service date
- ▶ An administrative fee to the Dealership associated with each manufacturer required scheduled maintenance interval claim will be charged to the Dealership's Parts Account as follows:
 - For all vehicles except Routan: \$15.00
 - Routan: \$7.50
- ▶ Refer to ElsaWeb for current labor operations and Suggested Repair Times (SRT)

Volkswagen Protection Plus Program:

- ▶ Applies exclusively to 2004 – 2006 model year Phaeton vehicles
- ▶ Coverage includes:
 - The manufacturer's required scheduled maintenance services listed in the maintenance section of the *Warranty and Maintenance* booklet for 4 years or 50,000 miles, whichever occurs first, from the vehicle's in-service date
- ▶ Refer to ElsaWeb for current labor operations and Suggested Repair Times (SRT).

NO CHARGE SCHEDULED MAINTENANCE PROGRAMS' ELIGIBILITY VERIFICATION

No Charge Scheduled Maintenance eligibility must be verified by reviewing the maintenance section of the *Warranty and Maintenance* booklet, the vehicle's Service History in ElsaWeb, and that the model and model year of the vehicle is eligible for No Charge Scheduled Maintenance.

NO CHARGE SCHEDULED MAINTENANCE PROGRAMS' MANUFACTURER REQUIRED SCHEDULED MAINTENANCE INTERVALS

Refer to the latest maintenance schedule information on ElsaWeb/ServiceNet under Owner's Manual and Maintenance > Maintenance Labor Operations with SRTs, for maintenance/lubrication interval details.

MISSED MAINTENANCE SERVICES

Volkswagen recommends that the customer have maintenance services performed at the scheduled time or mileage, however, if a maintenance service is missed, it need not be "picked up" later. Instead, Volkswagen dealers should perform the most appropriate service upon considering the vehicle's age and mileage driven. Reimbursement for the missed service will not be provided.

DEALER REQUIREMENT TO STAMP THE MAINTENANCE SECTION OF THE *WARRANTY AND MAINTENANCE* BOOKLET

It is the servicing dealer's responsibility to stamp the maintenance section of the *Warranty and Maintenance* booklet in the correct place once the maintenance service is completed. No Charge Scheduled Maintenance services will be paid by Volkswagen one time only; disputes between dealers must be settled between the two service departments involved.

- ▶ Failure to stamp the booklet may result in non-payment of a No Charge Scheduled Maintenance service, as any maintenance service performed twice will have to be discussed and resolved between the two dealerships involved. After the matter is resolved, the erring dealer should contact Volkswagen Warranty, in writing, so appropriate corrections can be performed. If the customer has lost the booklet, it is the dealer's responsibility to provide a new booklet and bring it up to date with any completed services. The service performed may not be entered into the SAGA system until the book is stamped.

NO CHARGE SCHEDULED MAINTENANCE PROGRAMS' CLAIM TYPE AND DOCUMENTATION

No Charge Scheduled Maintenance claims are subject to the same documentation and retention requirements as warranty claims. Maintenance claims that are not properly documented and retained will be subject to debit.

- ▶ No Charge Scheduled Maintenance Claim Type: 1MA

ADDITIONAL NO CHARGE SCHEDULED MAINTENANCE SERVICE (IF APPLICABLE), CLAIMED SEPARATELY

- ▶ Replace brake fluid (Protection Plus Program only)
- ▶ Replace air cleaner element (Protection Plus Program only)

Claims for reimbursement of the cost of genuine brake fluid, air cleaner element, and labor are to be submitted separately from claims for regularly scheduled maintenance services and filed under 1MA claim type, as a stand-alone Service Number.

Example: If the brake fluid is changed at the same time as the 20,000 mile maintenance service, claim the 20,000 mile service on one line, and the brake fluid change on another line.

WHERE TO GO FOR NO CHARGE SCHEDULED MAINTENANCE SERVICE

The *Volkswagen Carefree Maintenance Program* and the *Volkswagen Protection Plus Program* service can be honored by any authorized Volkswagen dealer in the United States (including its territories).

For owners traveling in Canada, the *Volkswagen Carefree Maintenance Program* and the *Volkswagen Protection Plus Program* service should be performed by an authorized Volkswagen dealer. If the vehicle is eligible for the *Volkswagen Carefree Maintenance Program* or the *Volkswagen Protection Plus Program* service, Canadian dealers can submit a maintenance claim. As of MY09, proof of United States residence is required. If the Canadian dealer cannot submit a maintenance claim, the owner may be asked to pay for the repair. Upon the customer's return to the United States, the customer may present their invoice to a United States Volkswagen dealer, who should submit a claim on their behalf and obtain reimbursement for them. Volkswagen will only reimburse owners for maintenance service performed by an authorized Volkswagen dealer.

If a Volkswagen vehicle is brought to an authorized Volkswagen dealer outside the United States (including its territories), the *Volkswagen Carefree Maintenance Program* and *Volkswagen Protection Plus Program* do not apply [except for owners traveling in Canada as explained in this section].

TOTAL LOSS VEHICLES

No Charge Scheduled Maintenance is not applicable on total loss vehicles.

3.33 MAIN WIRING HARNESS

Main wiring harness replacements require review and approval by the Dealer Technician's Helpline. The VTA case number must be included in the Comments field of the warranty claim.

3.34 MASS AIR FLOW SENSOR

See: [3.69.1.3 Mass Air Flow Sensor Emissions Control System Limited Warranty Extension](#)

3.35 MEDIATION/ARBITRATION PROGRAMS/SPECIAL EXTENSIONS

UNITED STATES BBB MEDIATION/ARBITRATION PROGRAM

The BBB AUTO LINE program offers two approaches to dispute resolution:

Mediation is a process by which an impartial person employed by the BBB makes recommendations to the parties for a satisfactory resolution. Customers do not have to participate in mediation if they would rather proceed immediately to arbitration.

Arbitration is the process by which an impartial person makes a decision on the customer's complaint. The arbitrators are not connected with the automobile industry and serve on a voluntary basis.

Customers wishing to utilize the mediation and arbitration services offered (free of charge to the customer) by BBB AUTO LINE should call:

1-800-955-5100

SPECIAL EXTENSIONS

In individual cases, VWoA may provide a retail customer with a letter granting a warranty extension beyond the normal limitations. The letter assigning an extension number will be issued by the Volkswagen Customer CARE Center.

When the dealership submits a warranty claim for a vehicle covered by a warranty extension it must:

- ▶ Enter the extension number in the Comments section of the claim.
- ▶ Use claim type 210 and receive authorization as usual (or be a current self-authorizing dealership).

3.36 MUFFLERS – AFTERMARKET LIMITED LIFETIME WARRANTY

3.36.1 LIMITED LIFETIME WARRANTY FOR AFTERMARKET REPLACEMENT MUFFLERS, SHOCK ABSORBERS, STRUTS AND STRUT INSERTS

LIMITED LIFETIME WARRANTY FOR AFTERMARKET REPLACEMENT PARTS			
START OF COVERAGE	PART COVERED	COVERAGE	TIME LIMITS
Purchase date of 5/91 or later	Mufflers, shock absorbers, struts, strut inserts	Covers part only after 12/12 (no labor). Available for the original part purchaser.	Unlimited time/mileage

WHAT IS REQUIRED TO FILE A CLAIM

- ▶ In order to make a claim under the warranty set forth on the reverse side of the Warranty Certificate, the claimant must present the properly completed Certificate along with their proof of purchase (dated invoice or repair order), and proof of current vehicle registration to the original place of purchase, or to any authorized Volkswagen Dealer in the United States.

CLAIM PROCEDURE

- ▶ To process a Lifetime Warranty Claim, utilize Parts on Command (not SAGA).
- ▶ For questions regarding claim submission, refer to your Volkswagen *Parts Managers' Handbook, Claim Section* for details.

If a Volkswagen Factory Replacement Part has been discontinued, the dealership should contact their FOM for assistance in selecting a comparable aftermarket component, which will be warranted for the duration of the warranty.

See [6.8 Replacement Muffler, Shock Absorber, Strut, Strut Insert](#) and [2.3.3 Documentation for Paint and Corrosion](#) Claims

The following items are mandatory warranty claim documentation requirements for all paint and/or corrosion claims. In addition to retaining these items with the repair order documentation, they must also be emailed to groupwarrantydocuments@vw.com.

- ▶ A complete and detailed repair estimate, including part numbers for all parts being replaced
- ▶ A fully completed *Paint/Corrosion Claim Form* (available in the WISE Resource Center under Forms > Paint/Corrosion)
- ▶ Digital photographs, with the following specifications:
 - Clear digital photograph of the VIN plate (from the base of the windshield)
 - Clear digital photograph of the odometer, showing the mileage at the time of the estimate
 - Clear digital photographs of the entire vehicle to show the overall condition. Vehicle must be clean and dry
 - Clear digital photographs of the affected area(s)

Documentation for Parts Warranty Claims.

3.37 ODOMETER REPLACEMENT

Federal Regulations allow the replacement speedometer (odometer) to be set to the true vehicle mileage or to zero miles. If set to zero miles, Federal law requires that a label be affixed to the left B-pillar (near the Safety Certification Label) of the vehicle specifying:

- ▶ Actual vehicle mileage before the speedometer replacement. In cases where the odometer has been inoperative for a period of time, Federal law mandates that the label state "actual mileage unknown".
- ▶ Date of the speedometer replacement.

SERVICE

A speedometer replacement label is included with replacement speedometers.

- ▶ Fill out the label completely and affix to the left B-pillar (near the Safety Certification Label).
- ▶ Fill out the speedometer replacement section of the vehicle *Warranty and Maintenance* booklet completely (including the dealer stamp) for warranty record purposes.

If a label is not included with the replacement speedometer, order labels through your Parts Distribution Center (PDC) using Part No: W55SPEEDOLABEL (quantity 1 = 50 labels).

CONNECTICUT REGULATIONS

Connecticut is unique in requiring that a replacement speedometer (odometer) must be set to the actual mileage shown on the odometer at the time of replacement.

SERVICE FOR VEHICLES IN THE STATE OF CONNECTICUT

Dealer must Fax (on dealer letter head) to his facing Parts Distribution Center (PDC): the Dealer Number, the Part Number, VIN, Customer name, and mileage to be set. Also, state whether the repair is warranty or non-warranty. The correct mileage will be set prior to shipment of the speedometer to the dealer. A "RED" order will be placed with Germany or VDO depending on type.

- ▶ **Note:** Since speedometers and clusters with mileage are not returnable, care should be taken to order the correct part number and accurate mileage.

3.37.1 ALTERED ODOMETER READING

All Volkswagen warranties do not cover repairs on a Volkswagen vehicle on which the odometer has been altered or on which the actual mileage cannot readily be determined. If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by an authorized Volkswagen dealer.

3.38 OIL LEAKS

In the case of oil leaks from the upper engine area, oil leak diagnosis categorization for the replacement of camshaft adjusters/camshaft adjuster gasket/cylinder head cover gasket is necessary.

The New Vehicle Limited Warranty, Powertrain Limited Warranty and Certified Pre-Owned Limited Warranty, cover camshaft adjuster gaskets and cylinder head cover gaskets for defect in material or workmanship. The Emission Warranties do not cover camshaft gaskets.

This policy applies to all Volkswagen model/model year vehicles with 5-valve technology (5V) covered under one of the warranties mentioned below.

- ▶ 1.8T with engine code: APH, AWV, AWP, BKF, BNU, AWD, AWW, AEB, AUG, ATW, AWM
- ▶ 2.8L (V6) with engine code: AHA, ATQ
- ▶ 4.2L (V8) with engine code: AXQ, BHX, BGH, BGJ

3.38.1 CAMSHAFT ADJUSTERS/CAMSHAFT ADJUSTER GASKET/CYLINDER HEAD COVER GASKET POLICY OVERVIEW

CATEGORIZATION OF OIL LEAKS			
CATEGORY	DESCRIPTION	REIMBURSEMENT	
	The component (such as the oil pan or valve cover) and immediately adjacent components it is mounted to...	With Customer Concern	Without Customer Concern (add-on repairs)
Category 1	... may be wet with fluid residue, however, there is no droplet formation and no other components are affected.	Cleaning (Max 10 TU per bank)	No reimbursement
Category 2	... is wet with fluid residue, and there is droplet formation or slight seepage, however, those droplets are not dropping off.	Cleaning (Max 10 TU per bank)	No reimbursement
Category 3	... is wet (sweating) with fluid residue, there is droplet formation and those droplets are dropping off.	Follow diagnostic and repair procedure outlined in Technical Bulletin Group 15, Number 05-01 Road test (max. 10 TU per road test)	

Cleaning may be reimbursed for a category 1 and 2 leak with a customer concern, a maximum of 10 TU per bank. For a category 3 leak, cleaning is included in the associated labor operation as stated in ElsaWeb. Road tests are reimbursable as a separate item.

DIAGNOSIS AND REPAIR PROCEDURES

All warranty repairs must be performed as described in the latest edition of the Volkswagen repair manual and/or technical bulletin in effect at time of repair. Camshaft adjuster and/or gasket repairs that are not performed to the full extent of the factory repair procedures and repeat/shop comeback repairs may not be reimbursed.

- ▶ **Note:** Repairs not performed to the full extent may result in damage to the cylinder head.

INSPECTION AND SELF-AUTHORIZATION OF REPAIR WORK

Add-on repair authorization:

- ▶ Prior to repair work, all repair procedures without a customer concern must be inspected and self-authorized by the Service Manager.

Camshaft adjuster and camshaft adjuster gasket authorization:

- ▶ Regardless of whether the repair is substantiated by a customer concern, all camshaft adjuster and/or camshaft adjuster gasket replacements must be inspected and self-authorized by the Service Manager with a complete, legible signature and a time punch to verify the authorization date/time. The authorization must be placed next to the technician notes (3C's) describing the diagnosis and repair steps on the repair order hard copy.

DOCUMENTATION

Volkswagen Warranty must be able to establish why the replacement of the camshaft adjuster/camshaft adjuster gasket/cylinder head cover gasket was necessary. The technician notes on the repair order must contain detailed documentation of all diagnosis and repair procedures together with the condition of the part including but not limited to:

- ▶ The oil leak category
- ▶ All steps performed to locate the origin of the leak.
- ▶ The leaking part

The following documentation must be attached to the repair order and submitted with the part if requested by the WPRC.

- ▶ Copy of front and back of the repair order with detailed technician notes and service manager's complete signature.
- ▶ Copy of technician's punch times
- ▶ Volkswagen may request a copy of Daily Time and Payroll Records (flag sheet) covering the time and dates of the warranty repair containing any other R.O. for warranty, internal and customer pay repair.

WARRANTY CLAIM CODING

Service Number 1580: If the oil leak is traced to the cylinder head cover gasket

Service Number 1584: If the oil leak is traced to the camshaft adjuster gasket

Labor Op. 01210004: Road tests (maximum allowed 10 TU per road test)
Road test labor operation 001210002 is not reimbursable

Labor Op. 1580XX99: Cleaning procedure for category 1 & 2 (maximum allowed 10 TU per bank)

As outlined in the Technical Bulletin 15-05-01, the first repair procedure that must be performed when a category 3 oil leak is diagnosed is the replacement of the cylinder head cover gasket (Service Number 1580), followed with an after repair road test. The technician will proceed with the replacement of the camshaft adjuster and/or gasket (1584) only if a category 3 oil leak is still present after the road test. Each repair procedure requires to be claimed on a separate line.

3.39 OIL QUALITY STANDARDS (ENGINE OIL)

ENGINE OIL REQUIREMENT FOR ALL VOLKSWAGEN VEHICLES

When performing repairs, scheduled maintenance or other service to Volkswagen vehicles that require the addition of engine oil, whether topping off or doing a complete oil change, dealers must use engine oil that meets Volkswagen oil quality standards. Lists of these oils appear in Technical Bulletin Instance Number 2012855 on ElsaWeb.

3.40 OXYGEN SENSOR

See [3.25 Emissions Warranties](#)

When the oxygen sensor is covered by an emissions warranty, it will be covered for the entire applicable emission warranty period for the model and model year. To keep the warranty in effect, the oxygen sensor must be replaced at customer expense at the replacement interval specified for the particular model. Check the maintenance schedule for the oxygen sensor replacement interval.

There are two oxygen sensors on all vehicles equipped with the OBD II system. The post oxygen sensor (after the converter), and the pre-oxygen sensor (prior to the converter).

Post Oxygen Sensor: PI 2473 Pre-Oxygen Sensor: PI 2469

3.41 PAINT REPAIRS

NVLW: Paint is covered for manufacturing defects only. Stone chips in the paint (and resultant rust on the metal) are not covered.

CLAIM DOCUMENTATION REQUIREMENTS SPECIFIC TO PAINT REPAIRS

The following items are mandatory warranty claim documentation requirements for all paint claims. In addition to retaining these items with the repair order documentation, they must also be emailed to groupwarrantydocuments@vw.com.

- ▶ A complete and detailed repair estimate, including part numbers for all parts being replaced
- ▶ A fully completed *Paint/Corrosion Claim Form* (available in the WISE Resource Center under Forms > Paint/Corrosion)
- ▶ Digital photographs, with the following specifications:
 - Clear digital photograph of the VIN plate (from the base of the windshield)
 - Clear digital photograph of the odometer, showing the mileage at the time of the estimate

- Clear digital photographs of the entire vehicle to show the overall condition. Vehicle must be clean and dry
- Clear digital photographs of the affected area(s)

POLICY REQUIREMENTS

- ▶ All paint repairs must be pre-authorized by the appropriate Volkswagen representative (FOM, QTM or RCM), with the following exceptions:
 - Paint issues addressed through an applicable technical bulletin, or
 - Paint repairs under 50 time units
- ▶ Authorizations received after repair completion will not be accepted
- ▶ Additional damage found during the repair requires re-authorization by the appropriate Volkswagen representative (FOM, QTM or RCM)
- ▶ All paint repairs must be undertaken no later than 30 days after authorization
- ▶ Each component repaired must be claimed on a separate claim line (for example, the hood and hatch must be claimed separately even if repaired at the same time)
- ▶ Paint repairs must be claimed as a sublet repair
- ▶ Failure to provide any/all of the required photos and/or documents may result in denial of the warranty claim when submitted

DAMAGE INFORMATION

- ▶ Claim Type: 150 or 950 (Before delivery)
- ▶ Service Number: Appropriate code for part being painted
- ▶ Damage Code: Described the type of defect. The range of these digits is 0067 thru 0087 for paint repairs.
- ▶ Damage Location: Appropriate location for Service Number
- ▶ Removed Part: Same as damage location
- ▶ Outside Labor Operation:
 - L0010000 – Paint
 - L0020000 – Paint, Metallic
 - L0030000 – Paint, Pearl

ADDITIONAL RESOURCES

- ▶ Paint & Corrosion Guidelines & Claim Coding Manual available in the WISE Resource Center under Dealer Processes & Guides > Paint/Corrosion
- ▶ Paint and Corrosion Repair Claim Requirements Checklist, available in the WISE Resource Center under Forms > Paint/Corrosion
- ▶ Warranty Coaching Sessions are also available to train dealer personnel on how to evaluate repair estimates; contact the Warranty Helpline to schedule a session

1995 VOLKSWAGEN GOLF/JETTA III VEHICLES WITH SOLVENT MARKED PAINT FINISH

Certain 1995 Golf III and Jetta III vehicles were received with solvent marked paint finishes. These vehicles were sold to dealers at a reduced price with **no paint warranty**. Dealers are required to sign an acknowledgement form upon receipt of each vehicle.

Affected vehicles are identified with the following sticker affixed to the driver's side B-Pillar:

NOTICE TO RETAIL PURCHASER	
THE EXTERIOR PAINT OF THIS MOTOR VEHICLE SUSTAINED	
DAMAGE WHILE THE VEHICLE WAS IN STORAGE, WHICH HAS	
NOT BEEN REPAIRED BY THE MANUFACTURER.	
VOLKSWAGEN OF AMERICA DISCLAIMS ANY AND ALL EXPRESS	
WARRANTIES AND, TO THE EXTENT PERMITTED BY LAW, ANY	
IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A	
PARTICULAR PURPOSE WITH RESPECT TO THE EXTERIOR PAINT	
OF THIS VEHICLE.	VOLKSWAGEN OF AMERICA, INC.

This sticker must remain on the vehicle so that it is visible to any purchaser.

ElsaWeb contains information that identifies these vehicles. ElsaWeb must be reviewed in order to determine paint warranty eligibility for any 1995 model Golf III and Jetta III vehicle.

The Status field in the corporate VDF will also show a "P" and the comment field will read: "SOLPOP - NO PAINT WARRANTY". Since there is no paint warranty on these vehicles, any claim with a paint service number will be forced for corporate review.

3.42 PARTS – DAMAGED PARTS

CLAIMS FOR PARTS FOUND TO BE DAMAGED BEFORE INSTALLATION OR SALE OVER-THE-COUNTER

- ▶ Parts and accessories damaged (not defective) before installation or sale over-the-counter, are not to be submitted under warranty, rather, they are to be processed through the established Facing Parts Distribution Center (PDC) claim procedure system for return or claimed with delivering carriers at time of receiving. Damage is anything caused by outside influence and other than a manufacturing defect. For example, damaged seals, gaskets, wheels, windshields, dented sheet metal on hoods, fenders or doors and broken headlight glass that was damaged and received from any of the Parts Distribution Centers. It is the dealer's responsibility to inspect all components for damage prior to installation or sale to a customer. Refer to the *Parts Managers' Handbook, Claim Section* for details.
- ▶ Parts which are damaged in inventory are not a warranty matter.
- ▶ If a component mating surface is found to be warped, scratched, eroded, pitted, etc., do not install a seal or gasket without addressing the defective part. If the mating surface can be repaired

economically while ensuring that the repaired part is within factory specifications, perform the repair to resolve the complaint/failure to insure that it is fixed right the first time. The Dealer must insure that parts in Dealer stock are protected against damage.

- ▶ As a general rule, any part with visible damage (not a defect), such as a tooth chipped from a gear or a cracked tail light lens, etc., should be processed through the established Facing PDC claim procedure system for return or claimed with delivering carriers at time of receiving. Refer to the *Parts Managers' Handbook, Claim Section* for details.
- ▶ Under no circumstance should a warranty claim be processed to obtain reimbursement for a visibly damaged or incorrectly shipped part. Contact your Facing PDC if you have questions regarding damaged parts.
- ▶ Any wrongly picked, labeled, or packaged parts are processed through the established Facing PDC claim procedure system for return. Refer to the *Parts Managers' Handbook, Claim Section* for details.
- ▶ Parts incomplete or incorrect in a kit, e.g., two left brake pads instead of a right and a left, should be processed through the established Facing PDC claim procedure system for return. Refer to the *Parts Managers' Handbook, Claim Section* for details.
- ▶ When a Dealer receives the incorrect part from Volkswagen, the part should be processed through the established Facing PDC claim procedure system for return. Refer to the *Parts Managers' Handbook, Claim Section* for details.
- ▶ Volkswagen Boutique or gift items (such as watches, pens, shirts, sweaters, remote control toys, etc.) are not warranty matters to be processed via the SAGA system, and must be handled by the supplier. Some exceptions such as remote control toys, pens, etc. that are ordered and invoiced through your Facing PDC can be processed through your Facing PDC. When in doubt, contact your Facing PDC.
- ▶ Special tools are not considered a warranty matter. Please direct inquiries to Equipment Solutions by calling 800-892-9650.

CLAIMS FOR PARTS FOUND TO BE DEFECTIVE

Sold over-the-counter parts that are determined to be defective from the manufacturer should be submitted as a 131 claim type in the SAGA system. Example: Parts that are blemished or headlights where the electrically welded seam prematurely fails causing the lens to break away from the housing.

Dealer installed parts that subsequently fail should be submitted through the SAGA system as a 110 claim type if the vehicle is within the NVLW or 121 claim type if the vehicle is outside the NVLW period.

3.43 PARTS – GENUINE PARTS

GENUINE VOLKSWAGEN PARTS FOR WARRANTY REPAIRS

Genuine Volkswagen parts are new or factory remanufactured replacement parts, accessories, and optional equipment for use in the service or repair of Volkswagen vehicles if such parts, accessories and optional equipment are supplied by and purchased from VWoA.

Genuine Volkswagen parts are required to be used for all repairs done at Volkswagen's expense and pursuant to Volkswagen's warranties covering the vehicle and Volkswagen's warranties covering replacement parts, accessories and optional equipment supplied by and purchased from VWoA.

Non-genuine parts may be used for warranty repairs only if the warranty work is eligible for sublet to an independent repair facility and the required parts are not in the Volkswagen parts program.

Except as noted above, VWoA will not reimburse the cost of non-genuine parts used for Volkswagen warranty repairs.

DISCLOSURE

In the event that non-genuine parts are used for warranty repairs, disclosure must be made to the customer that Volkswagen's Limited Warranty for New Vehicles and Volkswagen's Limited Warranty for Parts and Accessories do not apply to the parts installed as part of the warranty repair. This could be accomplished by the use of a stamp or a handwritten notation on the customer's repair order, such as:

"Non-genuine parts not warranted by VWoA" or "Non-genuine parts and labor warranted by Dealer for _____ months or _____ miles. Required parts are not in the Volkswagen of America, Inc. parts program.

The Volkswagen Dealer Agreement provides that dealers will use their best efforts to promote the sale of Genuine Volkswagen Parts.

VOLKSWAGEN DEALER AGREEMENT

The Volkswagen Dealer Agreement provides that dealers may not sell any parts which are not equivalent in quality and design to genuine Volkswagen parts if the parts are necessary to the mechanical operation of Volkswagen automobiles.

The Volkswagen Dealer Agreement also provides that Volkswagen dealers will not represent to their customer as genuine Volkswagen parts any parts which are not new or factory remanufactured genuine Volkswagen parts.

To the extent that Volkswagen owners have the expectation that genuine Volkswagen parts have been used in the repair of their automobile and non-genuine parts have in fact been used, the Volkswagen Dealer Agreement provides that the customer be advised of that fact.

REMANUFACTURED PARTS USE

The use of new or factory remanufactured parts for warranty repairs is mandatory. Dealers must use factory remanufactured parts within 6 months after introduction of the remanufactured part by the VWoA Parts Division.

NEW PARTS

Repairs performed on vehicles prior to being placed in-service must be completed utilizing new parts. Remanufactured parts may not be used on such vehicles.

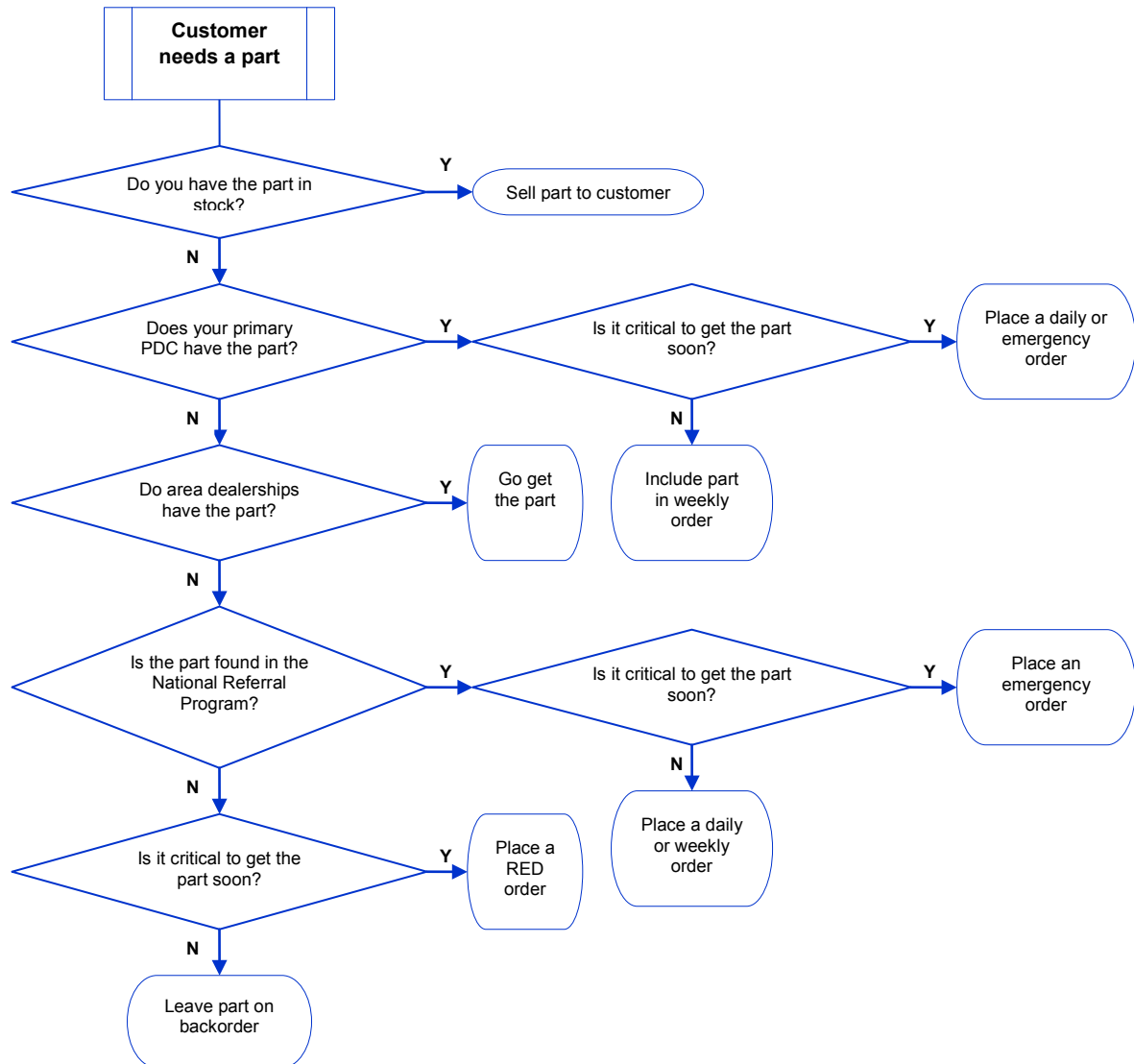
- ▶ New parts can be special ordered as needed.
- ▶ The comments section of the warranty claim must indicate the use of a new part, i.e. new vehicle in stock - replaced with new part number.

3.44 PARTS – ORDERING

DAILY ORDERS

When a warranty repair cannot be scheduled or completed because a needed part is not in dealer inventory, the part must be ordered as expeditiously as possible.

If parts for warranty repairs are not in Dealer inventory and the vehicle is inoperative or not safe to drive or a delay in repairs will bring the vehicle outside the warranty limit, the following parts ordering "roadmap" must be implemented by the dealer parts department.



DOCUMENTATION OF DAILY ORDERS

To support warranty claims involving repairs on back order (extension of warranty time limits, loaner vehicle charges, or use of new parts in lieu of remanufactured parts) a number of documents must be retained and made available upon request.

- ▶ Local Special Order form (if used)
- ▶ Packing slip
- ▶ Any document supporting back order
- ▶ Print of Screen supplying sales documentation number

Parts needed for warranty repairs which are available from any PDC and are ordered via daily order will be shipped freight prepaid.

RED ORDERS

A Red Order (Requested Express Delivery), is the highest priority of all orders. A RED order is processed immediately from the fastest source available and shipped direct to the ordering dealer. Typically this order is used when a dealership has a "Car Down" situation and a stock check indicates no stock is available. RED orders are especially important if Volkswagen is paying for a daily rental. Red Orders can be placed in Parts On Command to the dealer's primary PDC. Before placing a RED order, it is recommended to check for any stock of the part with other dealerships in the area via Parts Voice. In cases where the PDC cancels a Red Order due to the fact that a part in transit would arrive quicker than if the part was placed on Red Order, supporting documentation such as a screen print substantiating the RED Order cancellation will serve as acceptable documentation if the situation qualifies for a daily rental. (Also see [3.31 Loaner Vehicles](#))

3.45 PARTS – REPLACE-ONLY COMPONENTS

If replaced under any Volkswagen warranty the components listed in table *Replace-Only Components* must be replaced rather than repaired. After warranty expiration, repairs to these components may be performed at the customer's discretion.

- ▶ **Note:** Deployed airbags must never be repaired but replaced with a new replacement airbag that has the same specifications as the originally installed airbag. Volkswagen will not accept liability for consequential damage resulting from repaired airbags.

REPLACE-ONLY COMPONENTS	
A/C Compressor	Clutch Master Cylinder
Air Bags	Clutch Slave Cylinder
Alternator	Diesel Injection Pump
Brake Caliper	ECM/TCM
Brake Drum	Flywheel
Brake Master Cylinder	Power Steering Pumps
Brake Wheel Cylinder	Power Steering Rack
Certain Instrument Clusters	Starter Motor
	Turbo

Genuine VWoA remanufactured parts must always be used when available*. Machining of parts (i.e. cylinder heads) is not allowed under warranty unless instructed to do so by Product Support.

*When the term “available” is used in regards to remanufactured parts, it means that a remanufactured part exists and may be ordered. When a remanufactured part is not “available”, it does not mean that a remanufactured part is not in stock at the Dealership or Parts Distribution Center.

3.46 PRODUCTIVITY – REPAIR SHOP

Measuring productivity is a method of determining how available time is being utilized in the Service Department repair shop. Low productivity means that “Time Control” is lacking and, therefore, may result in unnecessary losses in parts and labor sales. A well-prepared Service Manager utilizing the time control process outlined here has a better opportunity to continuously monitor and increase the Service Department’s productivity. A good benchmark for productivity is between 90% and 95%.

To accurately calculate your shop’s productivity, all technicians must punch “on” at the start of the day and punch “off” when finished with work for the day. The same process of punching “on” and “off” applies prior to and after any W-Times (coffee and lunch breaks, performing shop repairs, training or idle time, etc.), and must also be punched in the required areas on the Daily Time & Payroll Record. This time is called “Daily Available Time” (time available for work). ERO Dealers can use the same productivity guidelines noted above.

Productivity is measured by taking the total clocked time for a given time period (a week, 2 weeks, a month, quarterly, etc.) and dividing the total clocked time by the total available technician time during the same time period multiplied by 100. Shop Productivity can never surpass 100%, but the higher the percentage, the more “Daily Available Time” is being sold for services and repairs, resulting in a more profitable Service Department.

(Total Clocked Time of R.O. ÷ Total Available Time) x 100 = Productivity %

SUGGESTED REPAIR TIMES (SRT)

The Suggested Repair Times (SRT’s) in ElsaWeb and/or Technical Bulletins are the basis for warranty labor reimbursement.

- ▶ Reimbursement of labor for all warranty repairs is based on an approved warranty labor rate.
- ▶ Warranty labor reimbursement is based on the dealers approved warranty labor rate in effect on the claimed date of the repair.
- ▶ All time clocks used for warranty repairs must be in hundredths of an hour.

3.47 RADIO/CD REPLACEMENT GUIDELINES – NON-DIRECT EXCHANGE

For audio components replaced through the Direct Exchange Program see [3.8 Audio Direct Exchange](#).

The shipping address for non-direct exchange program audio components that are requested through SAGA will automatically be populated on the shipping label generated from the Warranty Parts Shipping Portal (WPSP).

A completed *Audio Diagnostic Worksheet* must be attached to the component before shipment.

Non-direct exchange program audio components that are not requested through SAGA should be returned to the facing PDC for core reimbursement.

3.47.1 RADIO/CD UNIT REPLACEMENT PROCEDURES FOR UNDELIVERED NEW VEHICLES

Undelivered new vehicles (vehicles which have not yet been placed in-service) that have a defective unit must be replaced with a new unit. Remanufactured replacement parts may not be used for warranty repairs on vehicles that have not been placed in-service.

CLAIM PROCESSING

- ▶ When entering a warranty claim for a new defective unit, the new unit part number must be entered in the Part Number field of the warranty claim. The new unit part number will populate the warranty parts price for the entered part number in the Parts\$ field of the claim.
- ▶ Enter labor for replacement.
- ▶ Enter "New Defective Radio" (or CD unit, as applicable) in the Comments field of the claim.
- ▶ **Note:** Core is not charged or credited on new units.

3.47.2 RADIO/CD UNIT REPLACEMENT PROCEDURES FOR VEHICLES WITH AN IN-SERVICE DATE

Remanufactured units must be used for replacement purposes when radios/CD units fail during the warranty period.

Claim processing:

- ▶ Enter labor for replacement.
- ▶ Enter remanufactured unit part number for correct warranty reimbursement.

3.47.3 NEW RADIOS/CD UNITS WHEN REMANUFACTURED RADIOS/CD UNITS ARE NOT AVAILABLE*

Receive prior authorization from your FOM for new radio/CD unit.

*When the term "available" is used in regards to remanufactured parts, it means that a remanufactured part exists and may be ordered. When a remanufactured part is not "available", it does not mean that a remanufactured part is not in stock at the Dealership or Parts Distribution Center.

CLAIM PROCESSING

- ▶ Enter labor operation for replacement.
- ▶ Enter remanufactured part number on the warranty claim for correct warranty reimbursement.
- ▶ If applicable, a difference between the remanufactured unit and the new amount may be claimed through the Parts Department using the Online Dealer Claims System. (See Miscellaneous Request for Credit Calculation Example below. If the calculation results in a "negative" amount, a Miscellaneous Request for Credit does not apply.)

CALCULATION TO DETERMINE IF MISCELLANEOUS REQUEST FOR CREDIT APPLIES

- ▶ Subtract the "core value" of the unit from the dealer "net cost of the new unit" to arrive at the "net difference".
- ▶ Next, subtract the dealer "net cost of the remanufactured unit" from the "net difference". If this calculation results in a "negative" amount, a Miscellaneous Request for Credit does not apply.
- ▶ If a Miscellaneous Request for Credit does apply, claim the amount via the Online Dealer Claims System.

MISCELLANEOUS REQUEST FOR CREDIT CALCULATION EXAMPLE		
DESCRIPTION	AMOUNT	SAMPLE PART NUMBER
Dealer Cost of "New Radio/CD/Navigation unit"	\$544.00	1HM035186D
Minus "Core Return Value" of Radio/CD/Navigation unit	\$200.00	1HM035186DU
Equals Net Difference	\$344.00	-
Minus Dealer Cost of "Remanufactured Radio/CD/Navigation unit"	\$143.22	1HM035186DX
Equals Amount Due Dealer via Miscellaneous Request for Credit	\$200.78*	-

*If this calculation results in a "negative" amount, a Miscellaneous Request for Credit does not apply.

In this example the amount of \$200.78 should be claimed through your Parts Department using the Online Dealer Claims System.

3.47.4 RADIO/CD/NAVIGATION UNITS – PARTS RETURN GUIDELINES

Please observe the following guidelines in order to ensure that your audio claims are processed expediently. Please read the following information carefully.

AUDIO COMPONENT WARRANTY CLAIMS WILL BE DENIED FOR ISSUES SUCH AS:

- ▶ **Improper Paperwork:** All audio components must have:
 - Diagnostic sheet (WISE: Resource Center > Forms > Audio)
 - VAS diagnostic tools/GFF/GF printouts (if applicable)
 - *Media Retrieval Form* if necessary (WISE: Resource Center > Forms > Audio)

All information must be filled out in its entirety, including the customer complaint and technical diagnosis, in order to assist the manufacturer in properly diagnosing and repairing the component. Statements like "inop", "faulty", or "broken" do not provide meaningful information. Please use statements similar to "CD will not eject", or "radio display is red".

- ▶ **Improper Shipping and Packaging**
- ▶ **Liquid Spills:** In vehicles where the cup holders are located above the radio, liquid spills will be individually evaluated. Liquid spills on radios will not be accepted in any other case and core value will be forfeited.

- ▶ **Physical Damage:** Damage to radios caused by improper removal procedures or physical damage to the radio caused by the customer will not be covered under warranty. Units that are stripped of parts, knobs, etc. will be denied and returned. Units that are noted as "no power" and have missing or cut fuses will be also be denied. Core value will be forfeited.

Note: The JC4225 Radio Removal Tool is a tool required when removing radios that have a four-corner clip configuration. This tool makes radio removal much easier. Please be sure to read the instructions included in the box that the JC4225 was received in.

To remove the JC4225 from the radio, DO NOT pull all four keys out at once.

Disengage the tool from the radio by unlocking one key at a time being careful to extract each key only about 3-5mm until all four keys are disconnected.

Push in the metal release tabs on the side of the radio to unlock the keys. Gently pull the tool away from the face of the radio.

By following these steps, you will ensure that the radio and the tool are not damaged.

- ▶ **Homemade CDs:** Some customers are using new technology to create their own CDs. Sticky notes, pieces of paper, designer labels, and labels with poor adhesion have all been found to damage radios. CD labelers found at office supply stores are not designed for automotive CD players. The heat of an automotive CD player will cause these types of labels to peel off while inside the unit causing the media to become stuck. Do not remove stuck media!
- ▶ **Media Removal:** If media becomes stuck, do not remove it. Tampering with the internal mechanisms of the radio will void the warranty. Remanufacturing technicians at audio facilities can tell if a unit has been opened for media retrieval and, thus, the warranty is voided. Please fill out a *Media Retrieval Form*, available on WISE under Resource Center/Forms/Audio, and include it with the radio paperwork. The media will be returned as quickly as possible. Core value could be forfeited.

- ▶ **Foreign Objects:** Foreign objects stuck in the radio via the CD or cassette decks will not be covered under warranty. Coins, keys, credit cards, etc. cause damage to the inside of the radio. Customer damage is not a warranty matter. Core value will be forfeited.
- ▶ **Tamper-Proof Seals:** Do not cut or remove tamper-proof seals.
- ▶ **Designer Faceplates:** Designer faceplates glued to the original faceplate of the radio damage the surface and are difficult to remove. These radios will not be covered under warranty. Core value will be forfeited.
- ▶ **Skipping Media:** If the customer complains of skipping media, please verify whether the skipping CD is homemade or purchased. Homemade CDs, due to different burning speeds and CD quality, can be prone to skipping. Before replacing the unit, please test it with a professionally made CD.

3.48 RADIO/CD CHANGER DIRECT EXCHANGE PROGRAM

See [3.8 Audio Direct Exchange](#).

3.49 REPAIR VERSUS REPLACE

If the parts and/or labor required for a repair exceed 80% of the replacement cost of the unit, a complete new or remanufactured unit should be installed, unless written Volkswagen policy states otherwise. It is the Dealer's responsibility to determine the most economical method of repair in order to control warranty costs.

For "repair versus replace" requirements for transmissions see section [3.66 Transmission Repairs/Replacement](#).

3.50 REPAIRS COMPLETED AT OR NEAR WARRANTY EXPIRATION

If a warranty repair is started while a vehicle is in warranty and completed when the warranty has expired, the repair date at the start of the repair is acceptable for warranty claim submission even if the vehicle has left the workshop. If the vehicle is still within warranty, use the last punch date of repair on the R.O. Failure to use the last punch date may result in charge-back unless the vehicle falls out of warranty, as described above.

If the delay in completing the repair was due to a Volkswagen parts back-order, contact your FOM and provide verification of the parts back-order. Remember, you must follow proper ordering procedures - contact your PDC if you have ordering questions. Your FOM will review the situation and, if merited, provide claim authorization prior to claim submission.

In order to support your claim, several documents must be retained and made available upon request. These include, but are not limited to:

- ▶ Local special order form (if used)
- ▶ Print of the screen supplying sales documentation number
- ▶ Packing slip
- ▶ Any document supporting the backorder

Authorized claims must be submitted within 30 days of the repair date. If more than 30 days have elapsed, contact your FOM for a new authorization.

3.51 REPURCHASED (REACQUIRED) VEHICLES

Volkswagen attaches a disclosure sticker on the inside of the windshield on all vehicles which have been returned by the owner to Volkswagen. This sticker may not be removed prior to the time that the vehicle is sold and delivered to any retail purchaser.

MANUFACTURER REACQUIRED VEHICLE DISCLOSURE STICKER EXAMPLE

MANUFACTURER REACQUIRED VEHICLE

REACQUIRED IN THE STATE OF:

SPECIAL WARRANTY

This vehicle was reacquired by the Manufacturer.

**It is covered by a special 12 month/12,000 mile limited warranty
provided by Volkswagen Group of America, Inc. (VWGoA)**

Coverage begins upon retail sale. The *Reacquired Vehicle Disclosure Statement*, which must be included in the vehicle paperwork, provides additional information.

This warranty may run concurrent with any original warranty provided by VWGoA.

(Refer to the warranty booklet for information about any warranties in effect for this vehicle.)

-
- VWGoA requires a signed *Reacquired Vehicle Disclosure Statement* upon retail sale in all states.
 - Individual state laws may also mandate certain disclosure procedures. Dealers are responsible for complying with any applicable requirements.
 - This label is provided in addition to any other disclosure documents that may be required by any applicable law.
-

Volkswagen reacquired vehicle information is in the Vehicle History showing 497000 as the DISTDLR and OPERATION "SCV2"

Warranty claims are submitted according to the Warranty Policies and Procedures manual and must include the "E" number from the *Reacquired Vehicle Disclosure Statement* (RVDS) in the Comments section of the claim.

In the event a claim must be authorized, please contact your FOM/QTm. If a customer presents an RVDS that does not contain an "E" number, please contact Volkswagen Customer CARE.

3.52 REPEAT REPAIRS/SHOP COMEBACKS

Warranty claims will be charged-back if repeat repairs/shop comebacks are due to technicians performing improper repairs.

3.53 ROAD TEST LABOR OPERATIONS

The following claim processing guidelines apply for road test labor operations.

LABOR OPERATION 01210002 – ROAD TEST – TU: SEE ELSAWeb

- ▶ May be utilized when customer complaint has been verified and vehicle components will be replaced or repaired.

LABOR OPERATION 01210004 – ROAD TEST – TU: SEE ELSAWeb

- ▶ May be utilized to verify that vehicle has been repaired correctly and customer complaint has been satisfied.

IMPORTANT

- ▶ Detailed technician notes explaining the technical rationale for the road test must be made on the repair order when claiming a road test.
- ▶ All supporting documentation must be attached to the repair order hard copy.
- ▶ Any road test labor operation may only be claimed once per repair order, not once for each line.
- ▶ Diagnosis time associated with a repair for a defect in material and/or workmanship, if necessary, may be claimed with 01210002 and/or 01210004.

3.54 ROADSIDE ASSISTANCE

Also see [3.65 Towing](#)

The following information on MY 1996 – 2013 vehicles is provided to help dealers assist customers should roadside services or information issues arise.

ROADSIDE ASSISTANCE COVERAGE PERIOD

- ▶ **MY 2009 – 2013 – new vehicles:** 3 years or 36,000 miles, whichever occurs first; from the date the vehicle is delivered to either the original purchaser or original lessee or if the vehicle is first placed in service as a "demonstrator" or "company car", on the date such vehicle is first placed in service
- ▶ **WorldAuto Certified Pre-Owned vehicles retailed on or after January 1, 2000:** 2 years, regardless of mileage beginning with the expiration of the original coverage or sale date of the Certified Pre-Owned vehicle, whichever is greater.

ROADSIDE ASSISTANCE FOR MY 2009 – 2013*		
Service provider	Allstate	
Telephone number	1-800-411-6688	
Provided Roadside Assistance services	MY 2009 – 2013	Towing and battery jump start when required due to a mechanical breakdown or collision, flat tire service, lock-out and fuel delivery service
Roadside services provided at no charge when 1-800 number is used	Yes	
If 1-800 number is not used	No	
Trip interruption benefit's maximum reimbursement	Up to \$500 if disablement occurs more than 100 miles from home. Volkswagen Roadside Assistance reference number required within 24 hours of disablement. Reimbursed by Allstate	
Program information location	24-Hour Roadside Assistance Owner's Guide and Owner's <i>Warranty and Maintenance</i> booklet	
Rental/loaner vehicle expense	Only if trip interruption criteria is met Reimbursed by Allstate	
Towing claims paid by Warranty	No	

*Eligible models: (all models except Winnebago Rialta, Winnebago Vista, Itasca Sunstar).

- ▶ Roadside Assistance must be contacted for all roadside issues.
- ▶ Refer to the applicable 24-Hour Roadside Assistance Owner's Guide for complete details on coverage.

3.55 SAFETY BELTS

Coverage NVLW and Kansas Seat Belt Warranty: Safety belts are covered for defects in material or workmanship by the NVLW. Safety belts of vehicles first sold or registered in Kansas and safety belts sold and installed in vehicles registered in Kansas after July 1, 1986 are covered for defects in material and workmanship for 10 years/unlimited mileage, beginning with the in-service date.

Use claim type 110 for repairs/replacements within the NVLW. Use claim type 210 for repairs/replacements outside of the NVLW but within the 10-year warranty period of the Kansas Seat Belt Warranty.

Exclusions include but are not limited to:

- ▶ Damage or failure due to misuse, alteration, accident or collision damage
- ▶ Color fading, spotting or other cosmetic items when the safety belt is otherwise functioning properly
- ▶ See also conditions listed in section [1.4 General Exclusions from Coverage](#).

3.56 SERVICE XPRESS (VW BRAND APPROVED)

This section contains important information regarding warranty policy exemptions for VW Brand-approved Service Xpress operations maintained by some Volkswagen Dealers. These policy exemptions are only applicable for express service operations at VW Dealers that fulfill the requirements of the VW Brand Service Xpress program and are not extended to any other express service operations that may be operated by Volkswagen Dealers independent from the Volkswagen Service Xpress program.

POLICY EXEMPTIONS

Dealer technicians who are dedicated to performing the services specified by the Service Xpress program are exempt from the *Required Documentation with Repair Order* (section [2.3.2](#)) and *Time Recording – Technician* (section [3.63](#)) requirements of this manual. These exemptions for Service Xpress-dedicated technicians are limited to:

- ▶ The Volkswagen Carefree Maintenance services listed in the maintenance booklet for vehicles within the New Vehicle Limited Warranty period and
- ▶ The replacement of exterior light bulbs and wiper blades, identified in the table below, due to a defect in material or workmanship or for wear.

COMPONENTS EXEMPTED FROM DOCUMENTATION AND TIME PUNCH POLICIES FOR SERVICE XPRESS-DEDICATED TECHNICIANS			
SERVICE NUMBER	COMPONENT	SERVICE NUMBER	COMPONENT
9423	Halogen Bulb*	9459	Xenon (Gas Discharge) Bulb*
9424	Area Light*	9467	Fog Light Bulb*
9427	Parking Light Bulb*	9469	Rear Fog Light Bulb*
9433	Taillight Bulb*	9475	Reverse Light Bulb*
9435	Turn Signal Bulb*	9487	Daytime running light*
9437	Brake Light Bulb*	9227	Wiper Blade
9444	License Plate Light Bulb*	9243	Rear Wiper Blade
9456	Front Turn Signal Bulb*		

*Only the bulb or light is allowable; not the bulb assembly or light assembly.

WARRANTY REPAIRS NOT PERMITTED TO BE PERFORMED BY SERVICE XPRESS-DEDICATED TECHNICIANS

The following warranty repairs are not permitted to be performed by Service Xpress-dedicated technicians:

- ▶ Repairs covered by any Volkswagen warranty or customer loyalty assistance program (except for the Components Exempted in the table above).
- ▶ Vehicle diagnosis including road tests, use of diagnostic scan tools or use of any measurement tools or equipment including, but not limited to, battery/starting/charging system testers.
- ▶ Diagnosis to Improve the Customer Experience (DICE).

IDENTIFICATION OF SERVICE XPRESS-DEDICATED TECHNICIANS

Service Xpress technicians are identified by job title through the Volkswagen Academy.

3.57 SEAT COVERS

- ▶ **Important:**
 - A repairable defect, i.e., incomplete or missing stitching must be repaired whenever satisfactory results can be obtained. Claims for seat covers that are replaced when a repair would have been satisfactory are subject to debit. Deterioration and fading due to climatic conditions are not covered.
 - Defective seat covers for an airbag-equipped seat that enclose an airbag must always be replaced and not repaired.

3.58 SHOCK ABSORBERS – AFTERMARKET LIMITED LIFETIME WARRANTY

See [3.36.1 Limited Lifetime Warranty for Aftermarket Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts](#)

3.59 STRUTS AND STRUT INSERTS – AFTERMARKET LIMITED LIFETIME WARRANTY

See [3.36.1 Limited Lifetime Warranty for Aftermarket Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts](#)

3.60 SUNROOF

Original equipment only – covered under the NVLW for defects in material or workmanship. Use Claim type 110.

3.61 TECHNICIAN EFFICIENCY

Understanding a technician's repair efficiency is a valuable way of determining the technician's capabilities of performing a quality repair in a timely manner. Low repair shop efficiency can result in the loss of available hours that could have been sold by your service department. Dispatching repair work to technicians who are not trained in the repairs or services to be performed, or with a service department not using an effective time control system correctly are just a few examples that can cause low technician repair efficiencies. Conversely, excessively high efficiencies may attribute to improper or incomplete repairs resulting in workshop comebacks and dissatisfied customers, and may affect your Customer Satisfaction Index (CSI). A good benchmark for repair efficiency is between 115 - 135%.

TO CALCULATE REPAIR EFFICIENCY

Divide the total SRT by the total clocked time for a repair and then multiply the results by 100.

$$(\text{Total SRT} \div \text{Total Clocked Time}) \times 100 = \text{Technician's Efficiency}$$

In VWoA's experience, technicians who routinely complete warranty repairs with efficiencies greater than 150% of the SRT's for single or multiple repairs on a repair order may not be following the prescribed step-by-step procedures outlined in ElsaWeb or Technical Bulletins.

Claims from technicians performing warranty repairs on Volkswagen vehicles with efficiencies greater than 150% may be subject to charge-back if the documentation to support the repair does not justify the time spent. Each repair will be judged individually based on the merits of the available documentation. This includes, but is not limited to, a technician's training certification and detailed repair notes that explain each step of the repair in a clear, technically sound manner. The repair must have been performed using the latest edition of ElsaWeb or Technical Bulletins.

3.62 TECHNICIAN HELPLINE/VTA CASE NUMBER

The Technician Helpline is not authorized to approve warranty repairs. The Dealer Technician Helpline should be contacted in every situation where the technician cannot determine the cause of a concern after using the available diagnosis tools and/or published repair procedure information.

TECHNICIAN HELPLINE VTA CASE NUMBER REQUIREMENTS

A Technician Helpline VTA case number is required when the following conditions occur:

- ▶ Vehicle down for 2 days or more
- ▶ All repeat repairs with no clear solution available
- ▶ Prior to replacing the following components:
 - W8, W12, V10 TDI engines
 - AG4 (01M, 01P, 096, 098) transmissions (complete assemblies)
 - AISIN (0C8, 09G, 09D, 09M) transmissions (complete assemblies)
 - DSG (02E) transmissions (complete assemblies)
 - ZF (01V, 01L, 09L) transmissions (complete assemblies)
 - 62TE Routan transmissions (complete assemblies)
 - Main wiring harness
 - Eos complete roof assembly

Volkswagen's Technician Helpline must be contacted for authorization **prior to each replacement**. The VTA case number must be documented on the repair order and in the Comments section of the warranty claim. A valid VTA case number is required, not an access code. Example: VTA case number XX-12345.

DEALER PREPAREDNESS

When calling the Technician's Helpline, the technician must be prepared prior to placing the call. The following items are required of a prepared caller:

- ▶ A VTA ticket must be created on all calls through the Technical Assistance button on ElsaWeb
- ▶ Check the accuracy of all information on the ticket before placing the call
- ▶ Vehicle must be in the shop at the time of the call
- ▶ Pictures of affected area for visual concerns attached to the VTA ticket (if applicable)
- ▶ Guided Fault Finding logs should be attached to the VTA ticket (if applicable)
- ▶ List any diagnosis steps taken prior to the Helpline contact

- ▶ Ensure ElsaWeb and ServiceNet has been utilized for any applicable repair information. This includes, but is not limited to, Technical Bulletins, Service Information, Service Circulars, Tech Tips, and Campaign Information.
- ▶ The call should be placed within 1 business day of the creation of the ticket
- ▶ The technician should have all Service History available that could apply to the current repair
- ▶ Make the call from a quiet place so all information exchanged can be heard and understood properly

REIMBURSEMENT FOR COMPONENTS REPLACED PER THE VOLKSWAGEN TECHNICIAN HELPLINE

In the event a technician is advised by a VWoA Helpline Consultant to replace a part, which does not repair the vehicle and it is not possible to use the part again for another repair, Volkswagen will reimburse the dealership for the component through the warranty claim. The technician's time to remove and install the component is considered part of the diagnosis.

The reimbursement will be done under the following conditions:

- ▶ Technician is properly prepared for the call
- ▶ Technician has a valid, closed VTA case number
- ▶ The Comment field of the warranty claim must include the equivalent statement: "Part replaced as per Tech. Line, did not fix vehicle; VTA case number ____". (Note: A valid VTA case number is required, not an access code. Example: VTA case number XX-12345)

Volkswagen will only reimburse non-defective parts if recommended by the Technician's Helpline and Helpline call has been properly documented.

3.63 TIME RECORDING – TECHNICIAN

Also see section [3.56 Service Xpress \(VW Brand Approved\)](#).

All repairs must be documented with a minimum of one "on" and one "off" time punch, or the ERO equivalent, per line item of the repair order. The initial start time (punch time or entry time for ERO dealers) for a repair is when the vehicle is in the repair bay ready to be worked on by the technician.

"A" time (actual time) and diagnosis time requires a separate "on" and "off" punch time unless used in combination with a SRT operation, in which case punch "on" when the repair is started and "off" when completed. The technician may also punch individually for diagnosis and/or "A" time if used in combination with a SRT operation in order to preserve the technician's efficiency on the SRT operation.

WHY IT MAKES SENSE TO PUNCH INDIVIDUALLY FOR DIAGNOSIS AND/OR "A" TIME DURING REPAIRS

Example: The normal SRT to replace a component in question is 1.0 hour (1.00 time units).

The technician can carry out this repair in 45 minutes (0.75 time units) thus making him 133% efficient. $(100 \div 75) \times 100$ This claim will pay 1 hour.

If during the course of the repair a need arises to go into "A" time, a separate punch will preserve the technician's efficiency on the component replacement. For this example, we will assume that a bolt's head is rounded off and needs to be drilled out and tapped before the component can be replaced. We will also assume that drilling out the bolt and tapping out the hole takes ½ hour (0.50 time units).

If we combine the punch, i.e. only punch "on" when the repair is started and "off" when the repair is completed, the technician will show a total punch time of 1 hour and 15 minutes (1.25 time units); 0.50 time units for the "A" time and 0.75 time units for replacing the component. Punched in this manner, 1.25 time units is the maximum that can be claimed for this repair. The claim is made up of 1 hour for the component's SRT plus the remaining punch time of 15 minutes (0.25 time units) for the "A" time.

A typical punch will show:

- ▶ Punch On at 8.00; Punch Off at 9.25
- ▶ A total of 1.25 time units may be claimed using the combined punch method

If in the above example individual punches are utilized, we will see:

- ▶ Punch On at 8.00; Punch Off at 8.50 (drilling out the damaged bolt)
- ▶ Punch On at 8.50; Punch Off at 9.25 (replacing the component)
- ▶ The first punch (drilling out the damaged bolt) will pay the complete 0.50 time units as reflected by the punch.
- ▶ The second punch of 0.75 time units will support the claim for the SRT of 100 time units and still be within VWoA guidelines for efficiency.
- ▶ A total of 1.50 time units may be claimed using the individual punch method.

The above examples are also true when claiming for diagnosing a vehicle using the VAS 5052 when the 5052 group of SRT's are going to be claimed.

Remember! Efficiency cannot be gained when claiming for "A" time, diagnosis or road tests.

3.64 TIRES

Tires are not covered under the NVLW. Tires are warranted by their respective tire manufacturer. Volkswagen dealers should assist the customer in any way possible to obtain warranty service from the tire manufacturer. Volkswagen dealers are responsible for obtaining the manufacturer's tire warranty statement, which is to be given to the customer. NHTSA and regulations require that a tire warranty pamphlet be placed in every new vehicle prior to sale. To assist you in replacing any missing warranty pamphlets, please contact the following tire manufacturers.

TIRE MANUFACTURERS	
Continental General 1800 Continental Blvd. Charlotte, NC 28273	1-800-847-3349
Dunlop Tire Corp. 1144 East Market Street Akron, OH 44316	1-800-548-4714
Bridgestone/Firestone Inc 1 Bridgestone Park Nashville, TN 37214	1-800-356-4644
Goodyear Tire & Rubber Co. 1144 East Market Street Akron, OH 44316	1-800-321-2136
Hankook Tires Corporate Headquarters 1450 Valley Road Wayne, NJ 07470	1-877-740-7000
Michelin Tire Corp. P.O. Box 19001 Greenville, SC 29602-9001	1-800-847-3435
Pirelli Tire North America 300 George Street, 5 th Floor New Haven, CT 06511	1-800-747-3554
Uniroyal Goodrich Tire Co. P.O. Box 19001 Greenville, SC 29602-9001	1-800-521-9796
Yokohama Tire Corporation 601 South Acacia Avenue Fullerton, CA 92831	1-800-423-4544

3.65 TOWING

3.65.1 TOWING FOR ALL MODELS EXCEPT WINNEBAGO RIALTA, WINNEBAGO VISTA, ITASCA SUNSTAR

MY 2009 - 2013: 3 years or 36,000 miles, whichever occurs first

Towing through Roadside Assistance is applicable to retail customers when a Volkswagen vehicle covered by the NVLW is disabled due to a mechanical breakdown or collision. Roadside Assistance must be contacted for towing; do not submit a SAGA claim.

Roadside Assistance towing service is provided by:

- ▶ Allstate 1-800-411-6688

Refer to the applicable 24-Hour Roadside Assistance Owner's Guide for complete details on coverage.

3.65.2 TOWING FOR WINNEBAGO RIALTA, WINNEBAGO VISTA AND ITASCA SUNSTAR

If a Winnebago Rialta, Winnebago Vista, or Itasca Sunstar cannot be safely driven or continued driving may result in additional damage or failure due to a warranted Volkswagen component, Volkswagen will cover the cost of towing to the nearest authorized Volkswagen dealer. This is a special program, so it is crucial that the following claim processing be utilized:

Claim Type:	1SP
Service Number:	TWNG
Damage Code:	0011
Outside Labor Operation:	TWNG1100
Comments:	In the first four positions of the comments field enter the Service Number of the failed component that caused the vehicle to be towed. Next enter the city where the vehicle was towed from and the approximate mileage towed.
Note:	Mark "Outside Labor" as causal

3.66 TRANSMISSION REPAIRS/REPLACEMENT

TECHNICIAN HELPLINE VTA CASE NUMBER REQUIREMENTS

A Dealer Technician Helpline VTA case number with an authorization is required prior to replacing

- ▶ AG4 (01M, 01P, 096, 098) transmissions (complete assemblies)
- ▶ AISIN (0C8, 09G, 09D, 09M) transmissions (complete assemblies)
- ▶ DSG (02E) transmissions (complete assemblies)
- ▶ ZF (01V, 01L, 09L) transmissions (complete assemblies)
- ▶ 62TE Routan transmissions (complete assemblies)

REPLACEMENT TRANSMISSION

Volkswagen's policy provides that if the cost of parts and/or labor of a repair exceed 80% of the cost of a complete remanufactured unit, a complete remanufactured replacement unit must be used, unless Volkswagen specifies otherwise in particular cases. Volkswagen's Technician Helpline must be contacted for authorization of replacement.

GENERAL

In this transmission repair/replace process the Technician must fill out the applicable transmission diagnostic worksheet as completely as possible prior to performing any repairs. The diagnostic worksheets are available on WISE under Resource Center/Forms/Transmission. Transmission repairs and replacements require an estimate of warranty repair costs for the failed transmission. These forms must be attached to the repair order and kept in the permanent vehicle file. Enclose a copy of the diagnostic worksheet with CORE return, if the transmission is replaced. If the transmission CORE is requested by the WPRC, the completed worksheet is still to be enclosed with the transmission CORE, along with all other supporting documentation.

3.67 TUNING AND MODIFICATIONS OF THE VEHICLE

Damage resulting from the use of new parts not sold or approved by Volkswagen and/or modification of the vehicle that alters the original engineering and/or operating specifications such as tuning, alarm systems, or communication equipment is not covered under any circumstance.

- ▶ Examples of frequently damaged components due to suspension modification include but are not limited to: sound absorber pan, tires, bulbs, interior trim, bumper cover, paint, brakes, and suspension alignment.
- ▶ Examples of frequently damaged components due to tuning include but are not limited to: turbocharger, engine, powertrain, and emission-related components, clutch, torque converter, brakes, camshaft, and premature wear.

3.68 UPDATE TECHNICAL BULLETINS

UPDATE Technical Bulletins are created to update certain components on select vehicles within either the NVLW period or the Federal Emissions Warranty, and some apply if they are within an Extended Warranty period. UPDATE Technical Bulletins are published on ServiceNet under UPDATES.

UPDATES are always available for a limited period of time.

Dealers must use ElsaWeb to verify if an UPDATE is applicable to a vehicle or has already been completed. UPDATES are to be performed regardless of a customer complaint and should be done whenever a customer brings their vehicle to the Dealership for a repair or service.

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed on the UPDATE Technical Bulletin. Claims will only be paid for vehicles that show the UPDATE code in ElsaWeb on the day of repair.

UPDATE CLAIM TYPE/PARTS/LABOR

- ▶ Claim Type: 710 or 790 (Before delivery)
- ▶ Parts and Labor: Automatically generated according to the reimbursement code.

Inform customer in writing of all UPDATES performed.

For UPDATE claim entry questions, please contact Volkswagen Warranty.

3.69 WARRANTY EXTENSIONS

3.69.1 VOLKSWAGEN LIMITED EXTENSION WARRANTIES

3.69.1.1 DRIVER AND PASSENGER DOOR FRONT WINDOW REGULATOR MECHANICAL MALFUNCTION LIMITED WARRANTY EXTENSION

Volkswagen of America, Inc. is offering an extended Limited Warranty good for **seven years** from original vehicle date of sale or lease without mileage limits covering the mechanical malfunction of the front window regulator mechanism on:

- ▶ 1998 – 2005 New Beetle Sedan
- ▶ 1999 – 2005 Golf, GTI, R32
- ▶ 1999 – 2005 Jetta*

*For MY 2005 Jetta vehicles, only the A4 Jetta (model code 9M or 1J) is covered.

Any malfunctions of the front window regulator electrical components remain covered by the normal terms of the New Vehicle Limited Warranty.

No action is necessary for the customer to activate this extended front window regulator mechanism warranty. This warranty extension will also protect all future owners of the subject vehicles for any front window regulator mechanism mechanical malfunction repair.

Claim Type: 110
Service Number: 5730
Damage Code: 0055

Refer to Technical Bulletin Instance Number 2010640 or 2012394 for the applicable repair procedure.

3.69.1.2 IGNITION SWITCH LIMITED WARRANTY EXTENSION

Volkswagen is pleased to announce an extended limited warranty covering the electrical portion of the ignition switch on 1996 – 1997 Passat and 1996 – 1997 Jetta vehicles. The Ignition Switch Limited Warranty will cover the electrical portion of the vehicle ignition switch that upon failure results in the windshield wipers, headlamps, or the air conditioning system becoming inoperative immediately after the engine is started. This warranty will be in effect for a total period of eight (8) years or 100,000 miles, whichever occurs first, from the original in-service date of the vehicle.

The original in-service date of the vehicle is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Claim Type: 110
Service Number: 2804
Damage Code: 0040
Labor Operation: 28041900 TU: See ElsaWeb

3.69.1.3 MASS AIR FLOW SENSOR EMISSIONS CONTROL SYSTEM LIMITED WARRANTY EXTENSION

Volkswagen is pleased to announce an extended Emissions Control Systems Warranty for Mass Air Flow Sensors for 7 years or 70,000 miles, whichever occurs first, from the vehicle's original in-service date, on the following Volkswagen models.

- ▶ 1999 – 2001 Golf 2.0L, Jetta 2.0L, New Beetle 2.0L
- ▶ 1999 – 2001 New Beetle 1.8T, Passat 1.8T
- ▶ 1999 – 2001 Golf 1.9L TDI, New Beetle 1.9L TDI, Jetta 1.9L TDI
- ▶ 1999 – 2001 GTI VR6 2.8L, Jetta VR6 2.8L
- ▶ 2000 – 2001 Golf 1.8T, Jetta 1.8T

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

To accommodate this extension, SAGA has been modified to allow warranty claims to be entered under claim type 1E1 for Service Numbers 2445 or 2359 for the model, model year and appropriate engines. If the Mass Air Flow Sensor in the affected vehicles is already warrantable under the terms of the 7 years/70,000 miles, whichever occurs first, California Emissions Control System warranty, claim type 1E2 must be used.

Claim Type:	1E1 or 1E2 (as applicable)
Service Number:	2445 Gas Engine
	2359 TDI Engine

3.69.1.4 OIL SLUDGE LIMITED WARRANTY EXTENSION

Volkswagen is implementing an extended warranty for "oil sludge" related repairs for 1998 – 2004 Model Year Volkswagen Passats equipped with 1.8L Turbo engines. Repairs performed within 8 years, unlimited mileage, from the original in-service date will be covered at 100%. This extended warranty is fully transferable to a subsequent owner. This extended warranty does not affect other applicable warranty coverage.

Volkswagen will cover necessary engine repairs if "oil sludge" causes a malfunction in the engine where the owner can provide documentation of oil changes in accordance with the published maintenance schedule. This extended Warranty only applies to "oil sludge" related repairs for vehicles maintained as recommend by Volkswagen.

This warranty extension does not cover normal wear and tear or engine damage due to improper maintenance. Any malfunction not related to engine "oil sludging" remains subject to the normal terms of the New Vehicle Limited Warranty. If the recommended oil change procedures are not followed, this warranty extension may not apply.

Claim Type: 110
Service Number: S617
Damage Code: 0010

Refer to Technical Bulletin instance number 2013233 for the applicable repair procedure.

"ONE TIME ONLY" OIL SLUDGE-RELATED ENGINE REPAIR/REPLACEMENT FOR VEHICLES THAT FALL OUT OF THE SCOPE OF THE OIL SLUDGE LIMITED WARRANTY EXTENSION

APPLICABLE VEHICLES: 1998 – 2004 MODEL YEAR PASSAT EQUIPPED WITH 1.8L TURBO ENGINES

For oil sludge customers who have shown a good faith pattern of maintaining their vehicle with oil changes and who can provide documented proof of doing so. Based on the number of maintenances, Service Managers, at their own discretion, are empowered to assist customers one-time only on a case-by-case basis and authorize up to \$2,000 in repairs without having VWoA approval prior to taking care of the customer. Service Managers will confirm diagnosis with FOM for repairs estimates higher than \$2,000.

PROCESS:

Service Managers, at their own discretion, can self-authorize oil sludge repairs for repair estimates less than \$2,000.

Service Managers must contact FOM and confirm oil sludge diagnosis for repair estimates higher than \$2,000 and dealer wishes to consider customer for one-time only repairs.

- ▶ After reviewing the diagnosis, the FOM will validate the replacement of the engine or will instruct the technician on the appropriate repair procedure.
- ▶ The engine will be held for FOM inspection.
- ▶ FOM will sign and date the repair order to validate the repair after part inspection.

The Service manager must write the following comments on each repair order:

- ▶ "One time only repair"
- ▶ Date:..... Service Manager Signature:.....

Claim Type: 110
Service Number: S617
Damage Code: 0010

Comments: Enter the code GWSLDG in the first 6 spaces of the claim comments section.
Refer to Technical Bulletin instance number 2013233 for the applicable repair procedure.

3.69.1.5 ENHANCED OIL SLUDGE LIMITED WARRANTY EXTENSION FOR 2001 – 2004 MODEL YEAR VOLKSWAGEN PASSAT VEHICLES EQUIPPED WITH 1.8L TURBO ENGINES

INTRODUCTION

Volkswagen is providing an Enhanced Oil Sludge Limited Warranty Extension (as applicable and described below) covering oil sludge related repairs or engine replacement due to oil sludge for 2001 – 2004 model year Volkswagen Passat vehicles equipped with 1.8L turbo engines. The period of this extended warranty is 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. This warranty extension is fully transferable to subsequent owners. Customers are also eligible to receive a one-time only \$25.00 oil and filter change discount.

APPLICABILITY OF ENHANCED 10 YEAR/120,000 MILE OIL SLUDGE WARRANTY

WHAT VEHICLES ARE ELIGIBLE FOR COVERAGE UNDER THE ENHANCED 10 YEAR/120,000 MILE OIL SLUDGE WARRANTY ("ENHANCED OIL SLUDGE WARRANTY")?

The Enhanced Oil Sludge Warranty only applies to 2001 – 2004 model year Volkswagen Passat vehicles equipped with 1.8 liter turbo engines.

WHAT IS THE PERIOD OF COVERAGE?

10 years or 120,000 miles, whichever comes first, from the date the vehicle enters service in the hands of the first retail purchaser or lessee or as a company car.

WHAT DOES THE ENHANCED OIL SLUDGE WARRANTY COVER?

Engine repair or replacement due to oil sludge*. If the engine damage is not due to oil sludge, the Enhanced Oil Sludge Warranty does not apply.

* "Oil Sludge" is the deposits, including coking, which can form in the 1.8 liter turbo engine due to excessive degradation of engine oil and which impairs the lubrication of the engine.

WHAT IS REQUIRED FOR COVERAGE?

In order to qualify, the customer must present proof that after January 19, 2011, he/she had every oil and filter change which was required at the currently specified oil maintenance intervals performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00 oil.

This means that you, the Dealer, must require proof that all required oil and filter changes after January 19, 2011: (a) were performed, and (b) were performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00 oil.

Coverage under the Enhanced Oil Sludge Warranty depends upon how many oil and filter changes were required under the vehicle's oil maintenance schedule after January 19, 2011, and the proof presented by the customer.

THERE ARE THREE (3) BASIC CATEGORIES:

1. At the time the vehicle is brought in, no oil and filter changes were required under the oil maintenance schedule since January 19, 2011.
2. At the time the vehicle is brought in, one (1) oil and filter change was required under the oil maintenance schedule since January 19, 2011.
3. At the time the vehicle is brought in, two (2) or more oil and filter changes were required under the oil maintenance schedule since January 19, 2011.

CATEGORY 1 – WHAT PROOF DOES THE DEALER NEED FOR COVERAGE WHEN, AT THE TIME THE VEHICLE IS BROUGHT IN, NO OIL AND FILTER CHANGES HAD BEEN REQUIRED UNDER THE OIL MAINTENANCE SCHEDULE SINCE JANUARY 19, 2011?

The customer will be entitled to coverage for 100% parts and labor if he/she presents proof that the last two (2) required oil and filter changes were performed using an oil permitted by the maintenance schedule. If the customer cannot present proof of the last two (2) required oil and filter changes, he/she will be entitled to limited coverage for 50% parts and labor.

CATEGORY 2 – WHAT PROOF DOES THE DEALER NEED FOR COVERAGE WHEN, AT THE TIME THE VEHICLES IS BROUGHT IN, ONE (1) OIL AND FILTER CHANGE WAS REQUIRED UNDER THE OIL MAINTENANCE SCHEDULE SINCE JANUARY 19, 2011?

100% Coverage – Parts and Labor: The customer will be entitled to coverage for 100% parts and labor if he/she presents proof of two things: (1) that the oil and filter change required after January 19, 2011 was performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00, and (2) that the last oil and filter change required before January 19, 2011 was performed using an oil originally specified by the Owner's Manual. Proof of both is necessary for 100% parts and labor coverage.

50% Coverage – Parts and Labor: If the customer only presents proof of # 1 - the oil and filter change required after January 19, 2011 using VW specification 502 00 oil – then he/she will be entitled to limited coverage for 50% parts and labor.

No Coverage: If the customer does not present proof of # 1 – that the oil and filter change required after January 19, 2011 was performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00 – there is no coverage under the Enhanced Oil Sludge Warranty. This is because the customer must show proof that every oil and filter change required by the oil maintenance schedule after January 19, 2011 was performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW 502 00.

CATEGORY 3 – WHAT PROOD DOES THE DEALER NEED FOR COVERAGE WHEN, AT THE TIME THE VEHICLE IS BROUGHT IN, TWO (2) OR MORE OIL AND FILTER CHANGES WERE REQUIRED UNDER THE OIL MAINTENANCE SCHEDULES SINCE JANUARY 19, 2011?

The customer will be entitled to coverage for 100% parts and labor if he/she presents proof that all of the oil and filter changes required after January 19, 2011 were performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00. If the customer does not present such proof, there is no coverage under the Enhanced Oil Sludge Warranty.

You, the Dealer, must require proof that every required oil and filter change after January 19, 2011 (a) was performed, and (b) was performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00.

For example, if, at the time the vehicle is brought in, four (4) oil and filter changes had been required by the oil maintenance schedule since January 19, 2011, and the customer does not present proof that all four (4) required oil changes were performed at the proper intervals using the proper oil stated above, the customer is not eligible for coverage.

If, for example, eight (8) oil and filter changes were required under the vehicle's oil maintenance schedule after January 19, 2011, and the customer has proof that 7 of the required 8 were performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00, the customer is not eligible for coverage under the Enhanced Oil Sludge Warranty. Proof of all required oil and filter changes after January 19, 2011, using the proper oil stated above, is needed for the customer to have coverage.

WHAT "PROOF" IS NEEDED FOR COVERAGE?

- ▶ If the oil/filter change was performed at an oil change facility:
 - a. Cancelled check, credit/debit card receipt, or oil maintenance receipt from the oil change facility, and
 - b. Written confirmation or verification from the oil change facility which shows that the oil and filter change was actually performed using the required oil.
- ▶ If the oil/filter change was performed by the customer:
 - a. Receipts, cancelled checks, credit/debit card receipts for the purchase of the required oil, and
 - b. Affidavit, signed by the customer and notarized, stating the dates and mileage when each of the oil and filter changes were performed, and attesting that VW specification 502 00 oil was used after January 19, 2011, and oil specified in the Owner's Manual was used prior to January 19, 2011.

WHAT IF THE CUSTOMER DOES NOT USE VW SPECIFICATION 502 00 OIL OR A SYNTHETIC OIL CERTIFIED AS COMPLYING WITH VW 502 00 AFTER JANUARY 19, 2011?

If the Customer continues to maintain his/her vehicle with the oil originally specified in the Owner's Manual after January 19, 2011, then only the Eight (8) Year Extended Warranty (unlimited mileage) will apply if the vehicle is still eligible under that warranty.

ONE TIME ONLY \$25.00 OIL AND FILTER CHANGE DISCOUNT AT AN AUTHORIZED VOLKSWAGEN DEALER

1. The oil change discount only applies to 2001 – 2004 model year Volkswagen Passat vehicles equipped with 1.8 liter turbo engines.
2. The oil change must be performed using VW specification 502 00 oil or a synthetic oil certified as complying with VW specification 502 00 in order for the customer to qualify for the discount. Other types of oil do not qualify.
3. This \$25.00 credit is available one-time only per each eligible vehicle.
4. The one time oil change discount expires on April 28, 2012. Customers are only eligible for the discount until that date.

CLAIM PROCESSING**ENHANCED OIL SLUDGE LIMITED WARRANTY EXTENSION**

Claim Type: 110
Service Number: S617
Damage Code: 0010

Refer to Technical Bulletin Instance Number 2013233 for the applicable repair procedure.

ONE TIME ONLY \$25.00 OIL AND FILTER CHANGE DISCOUNT

Claim Type: 710
Service Number: 1720
Damage Code: 0099
Criteria ID: VW
Outside Labor Op: A000 00 00
Outside Labor Amount: \$25

Even though the \$25 oil change discount is claimed like a campaign, this is not a campaign and will not have a code visible in the Campaign/Action Information screen. This discount is a one-time offering only. To ensure that this discount has not been previously applied to the vehicle, check for a claim in the Service History section of ElsaWeb. Duplicate discount claims will not be processed.

ENHANCED OIL SLUDGE LIMITED WARRANTY EXTENSION HYPOTHETICAL SITUATIONS**HYPOTHETICAL SITUATION 1**

Customer comes in with her 2004 Passat in Feb. 2013 with oil sludge related engine failure. Her vehicle qualifies for the Enhanced 10 Year/120,000 Mile Oil Sludge Warranty. She shows proof of her last two oil changes which were performed pursuant to the regularly scheduled maintenance intervals occurring after January 19, 2011. The first receipt shows use of a synthetic oil certified as complying with VW specification 502 00, but the proof submitted for the prior oil and filter change does not indicate what type of oil was used.

What happens?

She is not entitled to the warranty benefits without proof that both oil and filter changes required after January 19, 2011 were performed with VW specification 502 00 oil or a synthetic certified as complying with VW specification 502 00.

HYPOTHETICAL SITUATION 2

Customer brings in his 2002 Passat on July 1, 2011 with oil sludge related engine problems. When the vehicle is brought in for repair, no regularly scheduled oil and filter change was due since January 19, 2011. He shows evidence of his last oil and filter change before January 19, 2011, using the oil specified in the Owner's Manual but does not have any proof of the oil change preceding the last one.

What happens?

He is entitled to 50% coverage for parts and labor. He must show proof of the last two regularly scheduled oil and filter changes using the oil specified in the Owner's Manual in order to qualify for 100% Parts and Labor. He does not need to show any proof prior to January 19, 2011 in order to qualify for 50% coverage for parts and labor.

HYPOTHETICAL SITUATION 3

Customer brings in his 2003 Passat in September 2011 with sludge related engine problems. When the vehicle is brought in, it has had one regularly scheduled oil and filter change due since January 19, 2011. Customer shows proof: (1) that he had the last oil and filter change using VW specification 502 00 oil after January 19, 2011 and (2) that he had the prior regularly scheduled maintenance oil and filter change before January 19, 2011 performed using oil specified in the vehicle's Owner's Manual.

What happens?

He is entitled to 100% parts and labor.

APPLICABILITY OF ENHANCED 10 YEAR/120,000 MILE OIL SLUDGE WARRANTY QUICK REFERENCE CHART

OIL MAINTENANCE REQUIRED AFTER JANUARY 19, 2011 PER VEHICLE'S OIL MAINTENANCE SCHEDULE			
	Category 1 If No Regularly Scheduled Oil Maintenance Has Been Required Since January 19, 2011	Category 2 If One (1) Regularly Scheduled Oil Maintenance Was Required Since January 19, 2011	Category 3 If Two (2) or More Regularly Scheduled Oil Maintenances Were Required Since January 19, 2011
Proof Required for 100% Parts and Labor Coverage (Last 2 Oil Changes)	Proof that the Last 2 Oil and Filter Changes Required per the Maintenance Schedule prior to January 19, 2011 were performed using Oil Quality per Owner's Manual	(1) Proof that the Last Oil and Filter Change Required per the Maintenance Schedule after January 19, 2011 was performed using VW Specification 502 00 Oil* and (2) Proof of the Last Oil and Filter Change prior to January 19, 2011 using Oil Quality per Owner's Manual	Proof that all of the Oil and Filter Changes Required per the Maintenance Schedule after January 19, 2011 were performed using VW Specification 502 00 Oil*
Proof Required for 50% Parts and Labor Coverage	No Proof Required	Proof that the Last Oil and Filter Change Required per the Maintenance Schedule after January 19, 2011 was performed using VW Specification 502 00 Oil*	No Coverage

*Any Synthetic Oil certified as complying with VW specification 502 00 also qualifies.

3.69.1.6 CABRIO VEHICLES WITH ORIGINAL BEIGE OR WHITE LEATHERETTE ROOFTOP LIMITED WARRANTY EXTENSION

Volkswagen of America, Inc. is offering a special warranty extension covering the original beige or white leatherette (vinyl) rooftops on 1996 – 1999 Model Year Volkswagen Cabrio vehicles.

This warranty extension does not cover normal wear and tear. Under the terms of this warranty extension, if the original beige or white leatherette (vinyl) rooftop in a 1996 – 1999 Model Year Volkswagen Cabrio vehicle develops abnormal black streaks, becomes sticky, or becomes brittle during a period of ten (10) years of the date that such vehicles are delivered to the original retail purchasers or first placed in service (regardless of mileage), Volkswagen will assist in replacing the **exterior** of the rooftop. Any malfunction of electrical components, and/or other shortcomings, however, remain covered by the normal terms of the New Vehicle Limited Warranty.

WARRANTY COVERAGE

- ▶ For replacements to correct the described conditions arising within five (5) years of the date that such vehicles are delivered to the original retail purchasers or first placed in service, the replacement will be entirely free of charge. (100% Goodwill Coverage, Claim Type 210)
- ▶ For replacements occurring to correct described conditions arising between five (5) and ten (10) years following the date that such vehicles are delivered to the original retail purchasers or first placed in service, Volkswagen will pay 50% of the cost of such repair, including parts and labor, for repairs performed by a Volkswagen authorized dealer. (50% Goodwill Coverage, Claim Type 210)

Once the exterior of the vehicle's leatherette (vinyl) top has been replaced under this warranty extension, the exterior of the new top will be covered by Volkswagen's Limited Warranty for New and Remanufactured Parts and Accessories for a period of 12 months/12,000 miles, whichever occurs first. (Claim type 121) should be used for a subsequent exterior rooftop replacement that is covered under the terms of the Limited Warranty for New and Remanufactured Parts and Accessories.)

Customers may choose a different color other than the original, as long as the color is available. Vinyl tops must be replaced with cloth tops.

CABRIO ROOFTOP LIMITED WARRANTY EXTENSION CLAIM CODING

Claim Type: 210

Service Number: 6128

Damage Code: 0030

Labor Operations:	61011500	TU: See ElsaWeb	Adjust Top
	70931950	TU: See ElsaWeb	Remove and Install Roof Padding
	61285500	TU: See ElsaWeb	Top Heat Soak Time (Paint Oven)
	01320000	TU: 20	Maximum Diagnosis Time

Use "Goodwill Share" to enter Customer/Dealer participation:

Goodwill Percentage:
 Enter **0** if within 5 years of original in-service date
 Enter **50** if between years 5 and 10 of original in-service date

Loaner: Not Applicable

Note: If an independent shop performs the labor for this repair, use Outside Labor Operation A0000000 for the repair costs.

3.69.1.7 VEHICLES EQUIPPED WITH COMFORT SEAT LIMITED WARRANTY EXTENSION

Volkswagen is providing a Limited Warranty Extension on the following seat heater components for the vehicles involved in the Customer Satisfaction Campaigns VV and VZ from May 25, 2005 through June 30, 2010.

APPLICABLE MODELS/MODEL YEARS

- ▶ 2002 – 2004 Jetta Sedan
- ▶ 2003 – 2005 Golf, GTI
- ▶ 2002 – 2005 Jetta Wagon

COVERED SEAT HEATER COMPONENTS

- ▶ Electrical Repair kit: 1JM971396
- ▶ Seat Heater Switch: 1J0963564F 01C
- ▶ All additional parts or labor claimed as consequential damage must be clearly documented in the technician notes.

EXTENDED WARRANTY POLICY

This Limited Warranty Extension will be in effect until June 30, 2010. The extension is only applicable after completion of the VV and VZ campaigns.

EXTENDED WARRANTY COVERAGE

The Customer Satisfaction Campaign VV and VZ part replacement listed above.

Consequential damage, excluding wear and tear of the seat cover or any conditions other than operation of the seat heater.

VIN RANGE

For the extended warranty to be applicable, the vehicles affected must be within the following VIN range and must have the VV and VZ campaigns open or completed. Verify ElsaWeb for vehicle eligibility.

- ▶ **Note:** This warranty extension does not apply to model year 2005 vehicles not sold as of May 25, 2005.

"COMFORT SEAT" LIMITED WARRANTY EXTENSION VIN RANGE	
2002 – 2004 MY Jetta Sedan	3VW__9M_2M097493 – 3VW__9M_4M128467
2002 – 2005 MY Jetta Wagon	WVW__1J_2W483642 – WVW__1J_5W016145
2003 – 2005 Golf/GTI	9BW__1J_34036883 – 9BW__1J_54005853

WARRANTY ELIGIBILITY

Check ElsaWeb > Campaigns/Actions and proceed as described in the following scenarios:

- ▶ Campaigns are open and vehicle does not present seat-heating malfunctions.
 - Perform and code the VV and VZ campaigns as described in their respective Customer Satisfaction Campaign Circulars.
- ▶ Campaigns are open and vehicle presents seat-heating malfunctions.
 - Perform and code the VV and VZ campaigns as described in their respective Customer Satisfaction Campaign Circulars.
- ▶ Campaigns are completed in ElsaWeb > Campaigns/Actions and vehicle presents seat-heating malfunctions.
 - Proceed with repair and claim the seat heating components and labor, following the "Comfort Seat" Extended Warranty Policy and code the repair as listed below.

WARRANTY CLAIMS

- ▶ Claim Type: 110
- ▶ Service Number: 7426
- ▶ Comment: Include VV and VZ Campaign Dealer Number and Claim ID, including description of repair and consequential related parts replacement, if applicable.

3.69.1.8 CATALYTIC CONVERTER LIMITED WARRANTY EXTENSION (10 YEARS OR 120,000 MI)

APPLICABLE MODELS/MODEL YEARS

- 1999 – 2001: Golf 2.0L AEG engine code, Jetta 2.0L AEG engine code,
New Beetle Sedan 2.0L AEG engine code
- 1999 – 2000: GTI 2.0L AEG engine code

EXTENDED WARRANTY POLICY

Volkswagen has extended the Emission Control System Warranty for catalytic converter replacement under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date.

The Vehicle may demonstrate one of the following symptoms:

- ▶ Rattling noise coming from under the vehicle in the area of the converter
- ▶ Malfunction Indicator Light (MIL) may illuminate

If only the following fault code is present, replace catalytic converter.

- ▶ P0422, Warm Up Catalyst, Bank1 Efficiency Below Threshold

If vehicle has any of the following additional faults present that could affect the efficiency of the catalytic converter, then these faults must be repaired (possibly at customer expense) prior to possible catalytic converter replacement under this extension:

P0131 P0132 P0133 P0134 P0135 P0137 P0138 P0139 P0140 P0141
P0171 P0172 P0300 P0301 P0302 P0303 P0304 P1127 P1128

See Technical Bulletin 26-07-04 (or instance number 2010464) for details on how to diagnose the symptoms and determine the limited warranty extension eligibility.

Damage due to intentional or unintentional modification to the converter or exhaust system is not covered under this limited extended warranty (i.e. dented converters, under chassis damage from collision, outside influence, or hitting parking curb, etc.) as well as any other expenses.

WARRANTY COVERAGE

Diagnosis and replacement of the catalytic converter, if necessary, without charge as long as the vehicle remains within the time and mileage limits of this warranty extension stated.

- ▶ **Note:** This limited warranty extension only covers diagnosis and replacement of the catalytic converter. There are other conditions that may result in the illumination of the MIL light, including some that may require repairs unrelated to the catalytic converter, but necessary for proper diagnosis. Repairs of that sort, which are necessary for proper diagnosis, or that are otherwise required to bring the vehicle's emission system up to factory specifications and are outside the emissions related warranty, are the owner's responsibility. Additional repairs or part(s) replacement will only be admissible under this limited extended warranty if directly caused by the catalytic converter malfunction.

In the event a customer refuses to have the repair performed after completion of the diagnosis, the technician diagnosis time will be covered under this limited extended warranty, if supported with proper punch time and documentation.

CATALYTIC CONVERTER WARRANTY EXTENSION CLAIM CODING		
Claim Type:	1E1*	
Service Number:	2673	
Damage Code:	0012	Diagnosis only, no repair performed
	0015	Replacement, rattling caused by broken or deteriorated monolith
	0016	Replacement, MIL light on, fault P0422
Comments:	Repair details including fault code if applicable	
*Use claim type 1E2 when the California Emission Warranty is applicable		

It is essential to follow Technical Bulletin 26-07-02 (or instance number 2010464) to determine if the extended warranty is applicable. Failure to comply with these requirements may result in a partial or complete charge-back of the warranty claim.

3.69.1.9 CATALYTIC CONVERTER LIMITED WARRANTY EXTENSION (10 YEARS OR 100,000 MILES)

AFFECTED VEHICLES

- ▶ 2001 – 2002 MY Volkswagen Golf, Jetta and New Beetle Sedan with 2.0L AVH or AZG Engine
- ▶ 2002 Cabrio with 2.0L Engine
- ▶ 2003 MY Volkswagen Golf, Jetta, New Beetle Sedan with 2.0L AVH Engine
- ▶ 2003 MY Volkswagen New Beetle Convertible with 2.0L BDC Engine

The Emissions Control Systems Warranty for catalytic converter replacement under specific conditions has been extended to 10 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

DIAGNOSIS AND ELIGIBILITY

For details on how to diagnose the symptoms and determine the vehicle's limited warranty extension eligibility, please refer to Technical Bulletin 26-10-04 (or instance number 2016073), "MIL is ON and/or Catalytic Converter is Rattling."

WARRANTY COVERAGE

This limited warranty extension only covers diagnosis and replacement of the catalytic converter, if necessary, without charge as long as the vehicle is within the time and mileage limits stated within this warranty extension.

There are other conditions that may result in the illumination of the MIL, including some that may require repairs unrelated to the catalytic converter, or that are otherwise required to bring the vehicle's emission system up to factory specifications. These repairs are outside the emissions-related warranty and are the owner's responsibility.

Additional repairs or part(s) replacement will only be admissible under this limited extended warranty if directly caused by the catalytic converter malfunction.

The following are not covered under this limited extended warranty:

- ▶ Damage due to intentional or unintentional modification(s) to the converter or exhaust system,
- ▶ Damage from collision or contact with rocks or parking curbs or other items, or outside influence.

In the event a customer refuses to have the repair performed after completion of the diagnosis, the technician diagnosis time will be covered under this limited extended warranty, if supported with proper punch time and documentation.

WARRANTY CLAIMS

Claim Type	1E1	Federal Emissions Warranty
	1E2	California Emissions Warranty (if applicable)
Service Number	2673	Catalytic converter
Damage Code	0012	Diagnosis only, no repair performed (with proper documentation)
	0015	Replacement; rattling caused by broken or deteriorated monolith
	0016	Replacement; MIL on, DTC P0420
Damage Location	003	Center
Comments	Record repair details, including DTC's, if applicable.	
Part Manufacturer Codes	WWO, VWK, or 3ME The part manufacturer code is located near the part number. It may be difficult to see if the area is corroded. Please use sandpaper or a wire brush to find and record the code.	

3.69.1.10 2002 – 2003 MY PASSAT VEHICLES EQUIPPED WITH SEAT HEATER LIMITED WARRANTY EXTENSION

EXTENDED WARRANTY POLICY

Volkswagen is providing a Limited Warranty Extension on the following seat heater components for the vehicles involved in the Customer Satisfaction Campaigns M2 and M3. This Limited Warranty Extension will be in effect until June 30, 2010. The extension is only applicable after completion of both M2 and M3 Campaigns.

EFFECTIVE DATE

From December 19, 2005 through June 30, 2010

APPLICABLE MODELS/MODEL YEARS

2002 – 2003 Passat

APPLICABLE SEAT HEATER COMPONENTS

Electrical Repair kit: 1JM971396

Seat Heater Switch: 3B0963564J 01C

Tie Wraps: N 0209048 and N 0209022

All additional parts or labor claimed as consequential damage must be clearly documented in the technician notes.

EXTENDED WARRANTY COVERAGE

- ▶ The Customer Satisfaction Campaigns M2 and M3 part replacement listed above.
- ▶ Consequential damage is covered when caused by the operation of the seat heater, excluding wear and tear of the seat cover or any conditions other than operation of the seat heater.

VIN RANGE

Vehicles affected must be within the following VIN range and must have the M2 and M3 campaigns completed. To verify campaign completions refer to ElsaWeb for vehicle eligibility.

- ▶ WVW___ 3B_2_402046 – WVW___ 3B_3_331308

WARRANTY ELIGIBILITY

Check ElsaWeb > Campaigns/Actions and proceed as described in the following scenarios:

- ▶ Campaigns are open and vehicle does not present seat-heating malfunctions.
 - Perform and code the M2 and M3 campaigns as described in the Customer Satisfaction Campaign Circulars.
- ▶ Campaigns are open and vehicle presents seat-heating malfunctions.
 - Perform and code the M2 and M3 campaigns as described in the Customer Satisfaction Campaign Circulars.
- ▶ Campaigns are completed in ElsaWeb > Campaigns/Actions and vehicle presents seat-heating malfunctions
 - Proceed with repair and claim the seat heating components and labor, following the Extended Warranty Policy and code the repair as listed below.

WARRANTY CLAIMS

- ▶ Claim Type: 110
- ▶ Service Number: 7426
- ▶ Comments: Include M2 and M3 Campaign Dealer number(s) and Claim ID and description of repair and consequential related parts replacement if applicable.
- ▶ This extended warranty only applies to vehicles involved in the Customer Satisfaction Campaigns M2 and M3 and is applicable only after completion of the M2 and M3 campaigns.

3.69.1.11 2003 – 2004 MY PASSAT VEHICLES EQUIPPED WITH SEAT HEATER LIMITED WARRANTY EXTENSION

Effective: From Sept. 28, 2007 through Sept. 30, 2010

Models: 2003 – 2004 MY Passat with Heated Seats

LIMITED EXTENDED WARRANTY COVERAGE

As of September 28, 2007, Volkswagen is providing a three year limited warranty extension for inoperative condition of both the installed seat heater electrical repair kit and switch, regardless of vehicle mileage. This limited warranty extension will be in effect until September 30, 2010 and will be applicable only after the R2 and R3 Customer Satisfaction campaigns have been performed.

This warranty extension is in addition to and does not affect any other applicable warranty with the vehicle (such as the New Vehicle Limited Warranty). This extended warranty does not cover wear and tear of the seat cover or any other condition other than operation of the installed seat heater electrical repair kit and switch.

VIN RANGE OF AFFECTED VEHICLES

Vehicles affected must be within the following VIN range and must have the R2 and R3 campaigns completed. To verify campaign completions for vehicle eligibility, refer to ElsaWeb.

- ▶ WVW___3B_3E234958 - WVW___3B_4E350871
- ▶ WVW___3B_3P288936 - WVW___3B_4P335062

WARRANTY CLAIMS

- ▶ Claim Type: 110
- ▶ Service Number: 7427 Seat heating control unit
7428 Front seat heater element

3.69.1.12 ENGINE COOLANT TEMPERATURE (ECT) SENSOR WARRANTY EXTENSION

The Emissions Control Systems Warranty for ECT sensor replacement under specific conditions has been extended to 10 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date.

AFFECTED VEHICLES

- ▶ 2001 – 2003 Passat 1.8T
- ▶ 2001 New Beetle 1.8T with AWV or AWW engine code, Golf 1.8T with AWV or AWW engine code, GTI 1.8T with AWV or AWW engine code, Jetta 1.8T with AWV or AWW engine code
- ▶ 2004 GTI 2.8L, Jetta GLI 2.8L

WARRANTY COVERAGE

Note: This limited warranty extension only covers diagnosis and replacement of the ECT sensor, if necessary, without charge as long as the vehicle is within the time and mileage limits stated within this warranty extension. Symptoms of a malfunctioning ECT sensor could include but are not limited to

erratic operation or complete malfunction of the coolant temperature gauge, and illumination of the MIL. However some symptoms may require repairs unrelated to the ECT sensor; repairs for these symptoms are outside the emissions-related warranty and are the owner's responsibility.

WARRANTY CLAIMS

- ▶ Claim Type 1E1 Federal Emissions Warranty
- ▶ Service Number 2462 Temperature sensor (for engine coolant)
- ▶ Damage Code 0040 Electrical malfunction

3.69.1.13 TIMING BELT LIMITED WARRANTY EXTENSION FOR 1999 PASSAT VEHICLES WITH 1.8L TURBO ENGINE

Volkswagen is implementing an extended warranty for timing belt related engine damage for 1999 Passat vehicles equipped with the 1.8L Turbo engines up to 105,000 miles, regardless of time in service. Volkswagen will cover necessary engine repairs if a broken timing belt causes a malfunction in the engine at or before 105,000 miles. This extended warranty is fully transferable to any subsequent owner. This warranty extension does not affect - and is in addition to - any other applicable warranty covering the vehicle.

The extended warranty does not cover replacement or repair of the timing belt system as part of scheduled maintenance or as indicated by inspection of the system. The warranty extension does not cover normal wear and tear or engine damage due to improper maintenance or timing belt or tensioner system repair or replacement which occurs as a result of recommended inspections.

WARRANTY CLAIMS

Dealers must use the following claim type and service number when submitting warranty claims for the Timing Belt Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 1524

3.69.1.14 CENTER HIGH-MOUNTED STOPLIGHT LEDS WARRANTY EXTENSION

Volkswagen has extended the New Vehicle Limited Warranty that covers the center high-mounted stoplight light-emitting diodes (LEDs) in 2006-2009 model year Volkswagen GTI and 2008 model year Volkswagen R32 vehicles to ten (10) years, regardless of vehicle mileage, from the vehicle's original in-service date.

This ten (10) year limited extended warranty is subject to the terms and conditions set forth below:

- ▶ Less than seven (7) years from the vehicle's original in-service date: Volkswagen will replace the center high-mounted stoplight at no cost if any LED stops working.
- ▶ Seven (7) to ten (10) years from the vehicle's original in-service date: Volkswagen will replace the center high-mounted stoplight at no cost if any of the four LED groups completely stop working or if within all four LED groups, a total of six or more individual LEDs stop working.

Note: The center high-mounted stoplight is composed of four groups of lights with each group of lights containing six (6) LEDs.

This warranty extension covers only the replacement of the center high-mounted stoplight due to non-working center high-mounted stoplight LEDs as described above.

This limited extended warranty does NOT cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension. Any malfunctions of electrical and mechanical components (unrelated to the center high-mounted stoplight) remain covered by the normal terms of the New Vehicle Limited Warranty.

WARRANTY CLAIMS

Dealers must use the following claim type and service number when submitting warranty claims for the center high-mounted stoplight LEDs warranty extension.

- ▶ Claim Type: 110
- ▶ Service Number: 9470

3.69.1.15 WARRANTY EXTENSION FOR CERTAIN 2007 – 2010 MODEL YEAR VOLKSWAGEN VEHICLES EQUIPPED WITH A DSG TRANSMISSION

Volkswagen has extended the warranty that covers the DSG gearbox transmission in certain 2007 – 2010 model year Volkswagen vehicles to ten (10) years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

AFFECTED VEHICLES

This warranty extension covers the following model year 2007 – 2010 Volkswagen vehicles equipped with a DSG transmission **AND** with a production date from February 19, 2007 through August 6, 2009.

- ▶ Eos, GTI, R32, Jetta, Jetta SportWagen, Passat Wagon, CC

WARRANTY EXTENSION COVERAGE

This warranty extension covers only the diagnosis and repair of the DSG transmission.

This warranty extension will not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to

factory specifications are not covered by this warranty extension. Additionally, the DSG transmission in the vehicle must have been maintained in accordance with the maintenance requirements found in the vehicle owner's manual. Any malfunctions of non-transmission electrical and mechanical components remain covered by the normal terms of the New Vehicle Limited Warranty.

This warranty extension is fully transferable to subsequent owners.

WARRANTY CLAIMS

Dealers must use the following claim type and one of the applicable service numbers below when submitting warranty claims for the DSG gearbox transmission warranty extension.

- | | | |
|-------------------------------|------|------------------------|
| ▶ Claim Type: | 1PT | |
| ▶ Applicable Service Numbers: | 3511 | Mechatronics |
| | 3490 | Speed Sensor |
| ▶ Claim Type: | 1SP | |
| ▶ Applicable Service Numbers: | 3925 | Flanged Shaft |
| | 3474 | Oil Cooler |
| | 3472 | Oil Pump |
| | 3461 | Oil Pump Cover |
| | 3460 | Mechatronics Cover |
| | 3059 | Cover for Multi-Clutch |
| | 3060 | Multiple Clutch |
| | 3435 | Transmission |

3.69.1.16 CATALYTIC CONVERTER WARRANTY EXTENSION FOR CERTAIN 2.0L ENGINE VEHICLES

The Emissions Control Systems Warranty for catalytic converter replacement under specific conditions has been extended to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

AFFECTED VEHICLES

- | | |
|---|-----------------|
| ▶ 2004 New Beetle Convertible | 2.0L BGD Engine |
| ▶ 2004-2005 Golf, Jetta, New Beetle Sedan | 2.0L BEV Engine |
| ▶ 2006 Golf | 2.0L BEV Engine |

DIAGNOSIS AND ELIGIBILITY

For details on how to diagnose the symptoms and determine the vehicle's limited warranty extension eligibility, please refer to Technical Bulletin 26-11-01 (Instance Number 2023049), "MIL is ON and/or Catalytic Converter is Rattling."

WARRANTY COVERAGE

This limited warranty extension covers only the diagnosis and replacement of the catalytic converter, if necessary, without charge as long as the vehicle is within the time and mileage limits stated within this warranty extension.

Other conditions unrelated to the catalytic converter may cause the MIL to illuminate; these conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this limited warranty extension.

This limited warranty extension will not cover any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.

WARRANTY CLAIMS

Catalytic Converter Warranty Extension Claim Coding

- ▶ Claim Type: 1E1 (Use 1E2 if the California Emissions Warranty is applicable)
- ▶ Service Number: 2673 Catalytic converter
- ▶ Damage Code:
 - 0012 Diagnosis only, no repair performed
 - 0015 Replacement, rattling caused by broken or deteriorated monolith
 - 0016 Replacement, MIL on, DTC P0420
- ▶ Comments: Record repair details, including DTC's, if applicable.

3.69.1.17 WINDOW REGULATOR CABLE LIMITED WARRANTY EXTENSION FOR 2007 – 2011 MODEL YEAR VOLKSWAGEN EOS VEHICLES

Volkswagen has extended the warranty that covers the window regulator cables in 2007 – 2011 model year Volkswagen Eos vehicles to five (5) years regardless of vehicle mileage, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

On some vehicles, corrosion on a window regulator cable can cause window operation to deteriorate over time, eventually causing the window to become stuck or inoperable.

WARRANTY EXTENSION COVERAGE

This warranty extension covers only the diagnosis and repair of the window regulator cable.

This warranty extension will not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition.

Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension. Any malfunction of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

This warranty extension is fully transferable to subsequent owners.

WARRANTY CLAIMS

Dealers must use the following claim type and service number when submitting warranty claims for the Window Regulator Cable Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 6452

3.69.1.18 GLOW PLUG LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the glow plugs and related software until October 31, 2012 in certain 2004-2006 MY Volkswagen diesel engine vehicles (previously repaired under emissions service action 28E6/R8) that experience hard/no-start at temperatures below freezing.

WHAT IS THE PROBLEM

Volkswagen has determined that after the 28E6/R8 emissions service action had been performed, certain vehicles had the potential to exhibit a hard or no-start condition when temperatures dropped below freezing. Hard or no-start conditions that occur when temperatures are above freezing are not related to the issue described above and are not covered under this warranty extension.

WARRANTY EXTENSION COVERAGE

This warranty extension covers only the diagnosis and replacement of the glow plugs and related software (if necessary) as long as the vehicle remains within the time limits of this warranty extension. This warranty extension covers only vehicles that Volkswagen's records show have had the 28E6/R8 emissions service action performed and that are experiencing a hard or no start condition when temperatures drop below freezing.

Other conditions unrelated to the 28E6/R8 emissions service action-related cold start issue may cause starting concerns. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system or glow plug system/related software up to factory specifications are not covered by this warranty extension.

This warranty extension will not cover any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine; engine controls; or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.

This warranty extension is fully transferable to subsequent owners.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Glow Plug Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, The "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with the warranty extension parameters.

REPAIR PROCEDURE

Refer to Technical Bulletin 28-10-04 (Instance number 2024284) for the applicable repair procedure.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Glow Plug Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2884

3.69.1.19 TRANSMISSION VALVE BODY LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the valve body in the following AQ-250 automatic transmission vehicles to 7 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date:

- ▶ 2003 – 2006 New Beetle/New Beetle Convertible
- ▶ 2005 – 2008 Jetta/Rabbit
- ▶ 2006 – 2008 Passat Sedan/Wagon

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has received customer complaints of affected vehicles that may experience a hard shift from first to second gear, and also from second to third gear.

WARRANTY EXTENSION COVERAGE

This warranty extension covers only the diagnosis and repair of the transmission valve body. This warranty extension will not cover any damage or malfunctions caused by installation of parts that alter

the performance of the transmission or transmission controls, such as the installation of transmission management components ("chipped" or "tuned" TCMs) not approved by Volkswagen.

Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

This warranty extension is fully transferable to subsequent owners.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Transmission Valve Body Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, The "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Transmission Valve Body Limited Warranty Extension.

- ▶ Claim Type: 1PT
- ▶ Service Number: 3877

3.69.1.20 INTAKE CAMSHAFT, CAMSHAFT FOLLOWER AND HIGH PRESSURE FUEL PUMP LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the intake camshaft, camshaft follower and high pressure fuel pump (as described in this bulletin) to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for the following 2.0L BPY ENGINE CODE vehicles:

- ▶ 2006 – 2007 Jetta/Jetta Wagon, GTI, Eos, Passat Sedan/Wagon

This warranty extension is fully transferable to subsequent owners.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has determined that under specific conditions, certain production deficiencies affecting the intake camshaft and camshaft follower in the vehicle's engine could make them susceptible to premature wear. If this happens, the premature wearing of these components could, in rare cases, lead to wear in the base of the high pressure fuel pump camshaft follower. This issue does not cause vehicle stalling.

Additionally, the Malfunction Indicator Lamp (MIL) on the instrument cluster will illuminate due to the presence of specific fault codes caused by this condition.

Please be aware that other conditions (unrelated to the issue described in this bulletin) may cause the MIL in the vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

WHAT DOES THIS WARRANTY EXTENSION COVER

This warranty extension covers the following items only if repairs were needed as a direct result of camshaft and/or camshaft follower wear:

- ▶ Diagnosis and repair/replacement of the intake camshaft and camshaft follower and high-pressure fuel pump.
- ▶ Replace engine oil and filter.

WHAT IS NOT COVERED UNDER THIS WARRANTY EXTENSION

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs).
- ▶ Costs to diagnose and repair other, unrelated conditions that cause the MIL to illuminate, with the following exception. 20 TU may be claimed if a customer visits the dealership with a MIL illuminated but DTC codes P0087, P1093, P2293, are not present. This is an initiative to increase customer satisfaction and to minimize any inconvenience for our customers and not to promote or warrant unnecessary GFF diagnostics.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

REPAIR PROCEDURE

Refer to Technical Bulletin Instance number 2015153 for the applicable repair procedure.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Intake Camshaft, Camshaft Follower & High Pressure Fuel Pump Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, The "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Intake Camshaft, Camshaft Follower & High Pressure Fuel Pump Limited Warranty Extension.

- ▶ Claim Type: 1PT
- ▶ Service Number: 1505

3.69.1.21 FUEL PRESSURE SENSOR (G410) LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the fuel pressure sensor (G410) under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for the following 2.0L TFSI BPY ENGINE CODE vehicles:

- ▶ Certain 2007 – 2008 Eos, Passat, Passat Wagon, Jetta, and GTI vehicles

This warranty extension is fully transferable to subsequent owners.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has determined that under specific conditions, the fuel pressure sensor (G410) can be susceptible to degraded performance.

If this happens, the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate due to the presence of specific fault codes.

Please be aware that other conditions (unrelated to the problem described in this bulletin) may cause the MIL in the vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

WHAT DOES THIS WARRANTY EXTENSION COVER

This warranty extension covers the initial diagnosis scan of the vehicle. This warranty extension will also cover the replacement of the fuel pressure sensor (G410) should the diagnosis indicate that this repair is needed.

WHAT IS NOT COVERED UNDER THIS WARRANTY EXTENSION

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ Costs to diagnose and repair/replace other, unrelated conditions that cause the MIL to illuminate, with the following exception. 20 time units may be claimed if a customer visits the dealership with a MIL illuminated but DTC codes P310B, P129F, P008B, P129E, P008A, P2540 or P0087 are not present. This is an initiative to increase customer satisfaction and to minimize any inconvenience for our customers and not to promote or warrant unnecessary GFF diagnostics.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

REPAIR PROCEDURE

Refer to Technical Bulletin Instance Number 2027458 for the applicable repair procedure.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Fuel Pressure Sensor (G410) Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with extended warranties coverage type USCVW-WTYEXT-ES Fuel Pressure Sensor (G410) Warranty Ext and the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Fuel Pressure Sensor (G410) Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2409

3.69.1.22 INTAKE MANIFOLD RUNNER CONTROL MOTOR LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the intake manifold runner control motor under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for the following 2.0L TFSI BPY ENGINE CODE vehicles:

- ▶ Certain 2006 – 2008 Eos, Passat, Passat Wagon, Jetta, and GTI vehicles

This warranty extension is fully transferable to subsequent owners.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has determined that under specific conditions, the intake manifold runner control motor can be susceptible to degraded performance.

If this happens, the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate due to the presence of specific fault codes.

Please be aware that other conditions (unrelated to the problem described in this bulletin) may cause the MIL in the vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

WHAT DOES THIS WARRANTY EXTENSION COVER

This warranty extension covers the initial diagnosis scan of the vehicle. This warranty extension will also cover the replacement of the intake manifold runner control motor should the diagnosis indicate that this repair is needed.

WHAT IS NOT COVERED UNDER THIS WARRANTY EXTENSION

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ Costs to diagnose and repair/replace other, unrelated conditions that cause the MIL to illuminate, with the following exception. 20 time units may be claimed if a customer visits the dealership with a MIL illuminated but DTC codes P0642, P2004, P2008, P3137, or P3138 are not present. This is an initiative to increase customer satisfaction and to minimize any inconvenience for our customers and not to promote or warrant unnecessary GFF diagnostics.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

REPAIR PROCEDURE

Refer to Technical Bulletin Instance Number 2027457 for the applicable repair procedure.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Intake Manifold Runner Control Motor Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with extended warranties coverage type USCVW-WTYEXT-EQ Intake Manifold Runner Control Warranty Ext and the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Intake Manifold Runner Control Motor Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2447

3.69.1.23 POSITIVE CRANKCASE VENTILATION (PCV) VALVE LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the positive crankcase ventilation (PCV) valve under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for the following 2.0L TFSI BPY ENGINE CODE vehicles:

- ▶ Certain 2006 – 2008 Eos, Passat, Passat Wagon, Jetta, and GTI vehicles

This warranty extension is fully transferable to subsequent owners.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has determined that under specific conditions, the PCV valve can be susceptible to degraded performance.

If this happens, the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate due to the presence of specific fault codes.

Please be aware that other conditions (unrelated to the problem described in this bulletin) may cause the MIL in the vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

WHAT DOES THIS WARRANTY EXTENSION COVER

This warranty extension covers the initial diagnosis scan of the vehicle. This warranty extension will also cover the replacement of the positive crankcase ventilation (PCV) valve should the diagnosis indicate that this repair is needed.

WHAT IS NOT COVERED UNDER THIS WARRANTY EXTENSION

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ Costs to diagnose and repair/replace other, unrelated conditions that cause the MIL to illuminate, with the following exception. 20 time units may be claimed if a customer visits the dealership with a MIL illuminated but DTC codes P1297, P2187 or P2279 are not present. This is an initiative to increase customer satisfaction and to minimize any inconvenience for our customers and not to promote or warrant unnecessary GFF diagnostics.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

REPAIR PROCEDURE

Refer to Technical Bulletin Instance Number 2027454 for the applicable repair procedure.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the PCV Valve Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with extended warranties coverage type USCVW-WTYEXT-ER Positive Crankcase Ventilation Warranty Ext and the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the PCV Valve Limited Warranty Extension.

- ▶ Claim Type: 1PT
- ▶ Service Number: 1726

3.69.1.24 FRONT WHEEL BEARINGS LIMITED WARRANTY EXTENSION

Volkswagen has extended the warranty that covers the **front wheel bearings** under specific conditions to **5 years or 90,000 miles**, whichever occurs first, from the vehicle's original in-service date, for certain **2009 – 2010 Routan** vehicles.

This warranty extension is fully transferable to subsequent owners.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

WHAT IS THE PROBLEM

Volkswagen has determined that some 2009 – 2010 model year Routan vehicles may experience premature front wheel bearing wear, resulting in a growl, hum or grinding noise while driving.

Please be aware that other conditions (unrelated to the problem described in this bulletin) may cause noises from the front of the vehicle. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

WHAT DOES THIS WARRANTY EXTENSION COVER

This warranty extension covers the initial diagnosis of the vehicle's front wheel bearings. This warranty extension will also cover the replacement of the front wheel bearings should the diagnosis indicate that this repair is needed.

WHAT IS NOT COVERED UNDER THIS WARRANTY EXTENSION

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by the installation of aftermarket parts, or parts that alter the performance of the front wheel bearings not approved by Volkswagen.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty.

REPAIR PROCEDURE

Refer to Technical Bulletin Instance Number 2028396 for the applicable repair procedure.

VEHICLE ELIGIBILITY

To determine if a vehicle is eligible for the Front Wheel Bearings Limited Warranty Extension, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaWeb will be populated with the warranty extension parameters.

SAGA WARRANTY CLAIM TYPE AND SERVICE NUMBER

Dealers must use the following claim type and service number when submitting warranty claims for the Front Wheel Bearings Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 4067

3.69.2 WARRANTY EXTENSION FOR DEMONSTRATOR, SERVICE LOANER, DRIVER EDUCATION, DEALER DAILY RENTAL OR VWOA COMPANY CARS

As of August 1, 2007, warranty extensions can no longer be purchased for vehicles that have been put in service prior to the retail delivery date. These vehicles include:

- ▶ Demonstrators
- ▶ Service loaners
- ▶ Driver education vehicles
- ▶ Dealer daily rentals
- ▶ VWOA company cars purchased by the dealer

Claims submitted for warranty extensions purchased through July 31, 2007 will continue to be honored until their normally scheduled expiration date or mileage, whichever occurs first.

When both the demonstrator extension and WorldAuto Certified Pre-Owned Limited Warranty apply, the demo extension takes precedence. This extension only pertains to the NVLW. No other warranties or Volkswagen Protection Plus can be extended.

WARRANTY EXTENSION REPAIR CLAIM PROCESSING – CLAIM TYPE S10

The warranty extension claim is processed in the usual manner. Claim type S10 extends the new vehicle warranty by the remaining time and mileage of the warranty extension.

3.70 WEAR AND TEAR COVERED COMPONENTS – NVLW

See section [1.2.1.1 Wear and Tear Covered Components - NVLW](#).

3.71 WHEEL ALIGNMENT AND BALANCE

NVLW

Wheel alignment (except for Touareg) and balance will only be accepted under warranty when the repair is made during the PDI. Once a vehicle has been delivered or put in use, alignment (except for Touareg) and balancing will not be considered under the terms of the New Vehicle Limited Warranty unless required in conjunction with a warrantable repair.

Touareg wheel alignment:* Wheel alignment on all model year Touareg vehicles is allowed only once between 1,000 miles and 6,000 miles in service, if supported with a customer concern. Touareg alignment is not allowed during PDI. After one wheel alignment or 6,000 miles, whichever occurs first, any subsequent need for wheel alignment will be considered a customer pay item unless required in conjunction with a warrantable repair. The before and after alignment specifications' printout must be attached to the repair order.

***One-time wheel alignment payment on Touareg exception – up to VIN 4D025443**

For a customer concern that a wheel alignment be performed on a vehicle, Volkswagen will also pay for a one-time wheel alignment on Touareg vehicles over 6,000 miles with a VIN up to 4D025443. Premature tire wear, for front tires only, will also be reimbursed as consequential damage, if applicable.

In cases where a wheel alignment was previously performed on those vehicles falling within the VIN break, but never claimed, Volkswagen will also accept a claim for a one-time wheel alignment, along with premature tire wear, for front tires only, if applicable.

Claim Type:	110
Service Number:	4485
Damage Code:	0011

If front tires are replaced due to consequential, premature wear, claim the cost of the front two tires in "outside material" (SAGA) and use the appropriate labor operations for front tire replacement.

The wheel alignment time must be punched on and off separately, and a copy of the wheel alignment printouts must be attached to the repair order hard copy.

Retain the prematurely worn tires, in case inspection is necessary, until the claim has paid. After the claim has paid, scrap and destroy the tires so that they cannot be used again for their intended purpose.

3.72 WINNEBAGO CONVERSIONS

WINNEBAGO CONVERSIONS, THE EUROVAN CAMPER AND RIALTA/VISTA/SUNSTAR MOTORHOME

Volkswagen of America supplies Winnebago Industries with conversion-ready Eurovans (panel vehicles) for Camper conversions and Eurovan based chassis cabs for Rialta/Vista/Sunstar motor home conversions.

RESPONSIBILITIES OF VOLKSWAGEN DEALERS FOR WINNEBAGO EUROVAN CAMPER

The Eurovan Camper conversion will be sold exclusively through VWoA dealers that have entered into a Camper sales and service agreement with Winnebago. These dealers are responsible for providing complete vehicle warranty service (VW Chassis and Winnebago Camper Equipment). Dealers who have not signed a Camper sales and service agreement with Winnebago are still responsible for providing warranty service for all Volkswagen manufactured mechanical and body components excluding Camper equipment and modified components related to the Camper conversion.

RESPONSIBILITIES OF VOLKSWAGEN DEALERS FOR RIALTA/VISTA/SUNSTAR MOTORHOME

The Volkswagen chassis based Rialta/Vista/Sunstar Motor Home will be sold through Winnebago dealers exclusively. Winnebago will purchase Eurovan based chassis cabs for production of the Winnebago Rialta/Vista/Sunstar (a 21' Class C motor home). Volkswagen dealers are responsible for providing warranty service to all Volkswagen manufactured Chassis Cab mechanical and body components excluding RV equipment and modified components related to the motor home conversion.

Technical support for the Volkswagen manufactured components will be provided through normal VWoA Service Information channels, such as the Eurovan Repair Manual, Technical Bulletins, and the Technician Helpline.

PRE-DELIVERY

Pre-delivery for the Rialta/Vista/Sunstar Motor Home and the Winnebago portion of the Eurovan Camper are performed by Winnebago Industries and included in the cost of each vehicle. Any additional pre-delivery inspection to these systems and components is a matter between the dealer and Winnebago Industries, and is not eligible for reimbursement from VWoA. Pre-delivery for the Volkswagen portion of the Eurovan Camper only is claimable in accordance with established Volkswagen procedures.

COVERAGE

Front shocks are covered under Volkswagen Warranty for both vehicles, however, the rear shocks are covered by Winnebago. Winnebago installed equipment or replacement parts are not covered by Volkswagen warranties, including any original Volkswagen component modified in the manufacturing of the Eurovan Camper/Rialta/Vista/Sunstar by Winnebago Industries that becomes inoperative such as modified or replaced body panels, radio or exhaust systems.

For the Rialta/Vista/Sunstar, the following components are covered by Winnebago Industries rather than the Volkswagen warranty:

- ▶ Rear suspension and axle components including wheel bearings
- ▶ Exhaust system rearward of the catalytic converter
- ▶ Hydraulic brake lines and hoses from the connection at the cab to the body seam rearward
- ▶ **Note:** The remainder of the chassis items are covered by Volkswagen's warranty.

VOLKSWAGEN COVERAGE FOR ELIGIBLE COMPONENTS	CAMPER/EUROVAN		RIALTA/VISTA/SUNSTAR
	1995-2001 MY	2002-2003 MY	1995-2005 MY
Base Warranty	2/24	4/50	2/24
Protection Plus	Yes	No	No
Powertrain	5/50	5/60	5/50
Emissions:			
Federal	2/24-8/80	2/24-8/80	*2/24-8/80
California	3/50-7/70	3/50-7/70	*3/50-7/70
Corrosion	6/unlimited	6/unlimited	N/A

*The Emissions Warranty is from Winnebago, however, repairs and administration is through VWoA. Contact the Winnebago Warranty Help Desk to determine covered components.

RIALTA/VISTA/SUNSTAR TOWING

See [3.65.2 Towing for Winnebago Rialta, Winnebago Vista and Itasca Sunstar](#) for information regarding Rialta/Vista/Sunstar towing.

RIALTA/VISTA/SUNSTAR LABOR REIMBURSEMENT RATE

Effective November 1, 1999 Volkswagen will provide a 25% increase in labor when performing warranty work on Winnebago Rialta/Vista/Sunstar. The dealership should calculate 25% of total labor and put the dollar figure in "outside labor" (SAGA).

VANAGON CAMPERS/EUROVAN WEEKENDER - DOMETIC REFRIGERATORS

For repair information concerning the Dometic Service Center closest to your dealership, call 1-800-544-4881.

3.73 WIPER BLADES

Also see [1.2.1.1 Wear and Tear Covered Components - NVLW](#).

NVLW

MY 2007 – 2013

- ▶ Covered for 6 months/6,000 miles, whichever occurs first, for wear and tear. Covered for defects in material or workmanship for the entire NVLW period.

4 VEHICLE RECEIPT, STORAGE AND CUSTOMER DELIVERY

4.1 NEW VEHICLE RECEIPT

TRANSPORTATION INSPECTION

At dealer delivery, all new vehicles must be carefully inspected before a dealer representative signs the carrier delivery receipt. This includes vehicles accepted for storage only, vehicles accepted for another entity, and vehicles with major damage including flood or fire damage. Volkswagen recommends trained personnel are available to inspect vehicles and document damage during normal business hours, including Saturday. Time allowed to inspect a vehicle is 15 minutes each, or a maximum of 1 hour for a full truckload. Inspection time is not eligible for reimbursement.

All damage and pilferage must be noted on the carrier delivery receipt, and co-signed by the transport driver. A signed delivery receipt transfers liability to the dealer for non-concealed damage found after the carrier leaves. Failure to properly note all vehicle damage may result in a transportation claim payment being delayed or denied.

Dealer personnel may not remove the RAPGUARD/Vehicle Shipping Cover/Safety Seal before inspection personnel have completed and signed the delivery receipt. It is unacceptable for dealer inspection personnel or the transport driver to write a notation on the delivery receipt for damage found under undisturbed RAPGUARD/Vehicle Shipping Cover/Safety Seal.

INSPECTION PROCESS AT TIME OF RECEIPT

- ▶ Verify the Vehicle Identification Number (VIN) on each document and vehicle.
- ▶ Carefully inspect:
 - All visible exterior areas
 - The cargo/trunk area on vehicles without a Vehicle Shipping Cover/Safety Seal
 - The complete interior area
- ▶ Panels/bumpers covered by the RAPGUARD/Vehicle Shipping Cover/Safety Seal require close examination. Should a disturbance be detected on a surface covered by the RAPGUARD/Vehicle Shipping Cover/Safety Seal, dealer inspection personnel and the transport driver must jointly remove the RAPGUARD/Vehicle Shipping Cover/Safety Seal to determine the extent of body damage. The cargo area of the vehicle should be inspected if the Vehicle Shipping Cover is not properly secured over the rear portion of the vehicle (evidence of entry during transport).
- ▶ Damage and missing items relating to transportation carrier responsibility must be noted on the carrier delivery receipt using the 5-digit damage code system established by the Automotive Industry Action group (AIAG). These codes can be found in WISE under Resource Center/Transportation Guidelines. It is the responsibility of both dealer inspection personnel and the transport driver to ensure damage notations and AIAG codes accurately describe damage or missing items. "Scratches" do not require straightening time to repair. If straightening time will be involved, use "dents" or "gouges" as the exception description. Damage relating to Warranty must not be noted on the carrier delivery receipt.

- ▶ The transport driver may list notations in the "Carrier Remarks" section of the delivery receipt referring to a noted exception as non-transportation damage. It is recommended that dealer inspection personnel include a notation in the "Dealer Remarks" section agreeing with, or denying the driver's non-transportation damage allegation. Unless there is a counter signature from dealer inspection personnel, non-transportation damage notations will be considered as transport related.
- ▶ Obtain the transport driver's signature. It indicates the transport driver has been informed of the delivery inspection results.
- ▶ Sign for vehicle receipt only after all of the above have been completed.
- ▶ A transportation claim may be filed through SAGA for carrier responsibility damage/pilferage found and noted on the delivery receipt.

VEHICLE INSPECTION "CONCEALED" DAMAGE

A vehicle must be inspected for concealed damage no later than 24 hours (next working day) after receipt.

Concealed damage only includes damage to the:

- ▶ Undercarriage
- ▶ Tire treads
- ▶ Insides of wheel wells

VEHICLE RECEIPT "SUBJECT TO INSPECTION" (STI)

A vehicle received after normal business hours or in a snow or ice-covered condition (not rain or dirt), must be inspected no later than 24 hours (next working day) after receipt. The carrier delivery receipt must be marked "subject to inspection" and signed by a dealer representative.

NOTIFYING TRANSPORT CARRIER OF "CONCEALED" DAMAGE OR "SUBJECT TO INSPECTION" DAMAGE

A suggested form letter for notifying the last transport carrier of "concealed" damage or "subject to inspection" damage is available on WISE under Resource Center/Transportation Guidelines. It should be put on the dealer's letterhead. If proper exceptions are noted on the carrier delivery receipt, a trucker notification letter is not needed.

All damage and pilferage must be reported to the last carrier/handler no later than 48 hours (second working day) after vehicle receipt. Damage information on the letter must be described in detail. The completed letter must be sent to the last transport carrier by certified mail, verifiable fax or email.

A copy of the letter and postmarked certified mail or fax receipt, the original carrier delivery receipt, photos, and any other applicable documents are to remain in the deal jacket for the corresponding vehicle, subject to request by the carrier or the Volkswagen Transportation Department.

It is recommended a copy of the dealer transportation damage notification letter be sent to the Volkswagen Transportation Damage Claims Department by mail, fax, or email.

VOLKSWAGEN TRANSPORTATION DAMAGE CLAIMS DEPARTMENT CONTACT INFORMATION	
Phone:	877-365-0343
Fax:	586-276-4730
Address:	6699 Chicago Road Warren, MI 48092
Email:	VW-damage@vehiclaims.com

TRANSPORTATION CLAIM DAMAGE

- ▶ Note: A repair order for all damage related to or associated with the transportation of a vehicle must be opened no later than 48 hours (second working day) after the vehicle is delivered to the dealership. A transportation claim (repair order) with a reception date more than 48 hours after delivery date will be cancelled.

Damage found at time of delivery, attributable to last transportation carrier and listed on the delivery receipt:

The following items should be noted as transportation carrier responsibility on the carrier delivery receipt and submitted for reimbursement on a transportation claim (claim type 9T1).

- ▶ Damage resulting from physical impact, abuse, abrasion, vandalism, weather conditions, or other carrier negligence. Include damage found through or under **disturbed** RAPGARD/Vehicle Shipping Cover.
- ▶ Missing standard equipment items such as antennas, license plate brackets, keys, wipers, wheel covers, center caps, spare tire/wheel/tools, or floor mats **when vandalism is evident**. List each item separately, including those from a disturbed by-pack bag
- ▶ Any paint deterioration or chips on left front driver's door
- ▶ Stained or soiled interior, including upholstery
- ▶ Broken glass that is not caused by stress
- ▶ Concealed damage, which is defined as damage to undercarriage, tire treads, or inside of wheel wells only

Damage related to RAPGARD/Vehicle Shipping Cover:

- ▶ Exterior damage hidden by undisturbed RAPGARD/Vehicle Shipping Cover, discovered only after removal of the RAPGARD/Vehicle Shipping Cover should be submitted for reimbursement on a transportation claim (claim type 9T1). Damage caused by flapping or deterioration of the RAPGARD/Vehicle Shipping Cover during transport must also be submitted on a transportation claim.
- ▶ All RAPGUARD/Vehicle Shipping Cover claims must be substantiated by detailed documentation and photographic evidence of the damage. A digital photo(s) of the RAPGUARD/Vehicle Shipping Cover damage must be taken, remain with the repair order, and be available for review by Volkswagen if documents are requested. The photo must contain the identifiable VIN for the appropriate vehicle.
- ▶ A copy of the repair order and delivery receipt must be provided to the Volkswagen Transportation Damage Claims Department by verifiable fax or email whenever damage related to RAPGUARD/Vehicle Shipping Cover occurs. The repair order must be opened and sent no later than 48 hours after the vehicle is delivered to the dealership. If the required notification is not provided to the Volkswagen Transportation Claims Department, a claim for the damage may be cancelled.

There are three (3) levels of damage for RAPGARD/Vehicle Shipping Cover claims:

- ▶ Level 1 – Impact damage under the RAPGARD/Vehicle Shipping Cover such as scratches, dents, broken glass, or other damage clearly attributable to outside influence; and such damage requires body panel repair or part replacement.
 - Claim comments must include 100FBC
- ▶ Level 2 – Damage caused by RAPGARD/Vehicle Shipping Cover being torn or ripped, or flapping during transit causing damage to painted body panels, trim, and/or parts; and such damage requires body panel repair or part replacement.
 - Claim comments must include 200FBC
- ▶ Level 3 – Damage caused by Vehicle Shipping Cover movement during transit (cover not torn, ripped, or flapping) resulting in scuffed parts requiring replacement and/or scuffed paint panels which require paint work.
 - Claim comments must include 300FBC

Note: Minor surface scratches, scuffs, or residue from the RAPGARD/Vehicle Shipping Cover, which can be removed by polishing the surface, are part of new vehicle prep and are not considered damage for any of the damage levels defined in this section.

WARRANTY CLAIM DAMAGE

The following items are to be corrected under warranty and submitted for reimbursement on a warranty claim:

- ▶ Sheet metal damage such as wavy or protruding metal; file, grinder, or weld marks, or painted over dents with a severity 1 code
- ▶ Missing "standard equipment" items (determined by the vehicle's model code) which are not presumed vandalism (see section [Transportation Claim Damage](#)) and missing moldings, emblems, or decals when there is clear evidence they were never installed. (For missing or additional "optional" equipment, see [Misbuilt Vehicles](#).)
- ▶ Paint color mismatched, chips on panel edges except left front driver's door, and paint damage caused by misalignment of panels or molding
- ▶ Broken glass that is caused by stress
- ▶ Wheel damage found under an undisturbed wheel cover

Note: Minor surface scratches or scuffs which can be removed by polishing the surface, are part of new vehicle prep and are not included as transportation claim damage or warranty claim damage.

Volkswagen strongly recommends that the vehicle delivery inspection for missing items be performed within 48-hours from vehicle delivery by the carrier.

For missing items covered under warranty:

- ▶ A repair order must be opened within 2 business days from vehicle delivery by the carrier
- ▶ A warranty claim must be submitted within 15 days from carrier delivery
- ▶ Missing items such as antennas, floor mats, and fuses should be claimed separately from the PDI (parts only) since the time to install them is included in the PDI. Do not charge out labor on the claim. Delivery receipt must be kept with the warranty repair order.

Volkswagen Warranty is not responsible for vehicle damage which occurs while said vehicle is in dealer inventory.

INTER-DEALER TRANSFERS

It is the responsibility of the repairing dealer to make transportation damage repairs and to file claims.

Once a vehicle is dealer-traded, neither Volkswagen nor the carrier are responsible for missing items, both dealers involved must work together to come to an agreement.

MISBUILT VEHICLES

A misbuilt vehicle is defined as a vehicle with "optional" equipment that does not match the Monroney Label. Volkswagen Warranty is not involved. When a vehicle is received, and equipment on the vehicle does not match the Monroney Label, either missing (not presumed theft) or additional, the Volkswagen Area Team must be notified within 24 hours (next business day) after receipt. A new

Monroney Label will be issued. (For missing "standard" equipment, see [Missing "standard equipment"](#).)

RECEIPT OF VEHICLES WITH MAJOR DAMAGE

Major damage is defined as steering, powertrain, structural, or safety equipment damage, or damage repair costs exceeding \$1,000. The dealer must temporarily store a vehicle that has flood, fire, or other major damage, even if it will not be repaired by the dealership. The transporter is not authorized to move the vehicle to another location. Notify the Transportation Damage Claims Department by telephone or email using the table *Volkswagen Transportation Damage Claims Department Contact Information*. Claims personnel will determine disposition of the vehicle. Be prepared to send an estimate of repair, copy of the delivery receipt and pictures, when available. Do not begin any repairs prior to the Transportation Damage Claims Department's disposition notification.

PHOTOGRAPHS

Digital photographs for each vehicle must accompany a transportation claim when:

- ▶ Labor for straightening exceeds 500 time units
- ▶ Body parts that exceed \$500 warranty price are replaced
- ▶ Glass is replaced
- ▶ Damage from the RAPGUARD/Vehicle Shipping Cover occurs

SALVAGE PARTS

Whenever transportation damaged parts (body or mechanical) are replaced, all damaged parts must be retained by the dealership for a minimum of 60 days following the date of vehicle delivery. The transport carrier has 60 days from the date of vehicle delivery to request parts be surrendered or shipped (collect) to a designated location.

REPAIR COMPLETION

Transportation damage repairs must be completed within 30 days of vehicle receipt.

TRANSPORTATION CLAIM SUBMISSION

- ▶ A transportation claim must be filed within 45 days after vehicle receipt.
- ▶ The dealer must retain all documentation. Do not send any documents, including claims, directly to carriers, ports, or the Volkswagen Transportation Damage Claims Department unless specifically advised to do so by the Transportation Damage Claims Department.
- ▶ The dealer is responsible to monitor transportation claims. Contact the Transportation Damage Claims Department by telephone or email using the table *Volkswagen Transportation Damage Claims Department Contact Information* if a claim is not paid within 6 weeks.

TRANSPORTATION CLAIM REIMBURSEMENT

- ▶ Reimbursement is made following approval by transportation claim adjusters. Claims are credited to the dealer's monthly accounts receivable statement with the reference "TC" followed by the audit trail number.
- ▶ Acceptance of the reimbursement credit constitutes a pledge that all repairs have been made in accordance with standards of the applicable Volkswagen repair manuals.
- ▶ Labor is reimbursed at the dealer's warranty reimbursement rate.
- ▶ Parts are reimbursed at the dealer's warranty reimbursement rate for the model year vehicle being repaired.
- ▶ Tires are reimbursed at dealer cost, either outside purchase or Volkswagen parts cost, as documented with the claim.
- ▶ Material units and set-up time are included in transportation damage refinishing times; therefore the material units and set-up time shown in the Volkswagen labor operation do not apply to transportation damage claims.

RETENTION OF DOCUMENTS

Each transportation claim file must be kept for a period of 2 years from the date the claim was paid and must contain:

- ▶ Carrier delivery receipt (consignee's copy #1) with
 - Itemized, detailed, and legible damage list
 - Driver's signature acknowledging damage list
 - Repair order number
- ▶ Original repair order (front and back) with
 - List of completed repairs
 - Time flag
 - Materials used
- ▶ Sublet repair invoices
- ▶ Photographs (when required)
- ▶ A copy of the transport carrier notification letter with certified mail receipt (if "concealed" damage or "subject to inspection" damage)
- ▶ Volkswagen parts order confirmation or outside purchase invoice (for tires only)

4.2 VEHICLE INVENTORY STORAGE/MAINTENANCE

NEW VEHICLE STORAGE GUIDELINES

- ▶ Dealers are responsible for the storage, care and proper conditioning of new vehicles held in dealer inventory.
- ▶ Damage or deterioration resulting from improper vehicle storage to items such as paint (except for chemical paint spotting from atmospheric fallout – acid rain), trim, seals, chrome and batteries are not covered by the NVLW.
- ▶ In cases where proper vehicle protection is neglected, the dealer is responsible for labor and/or parts replacement or refinishing.

ATMOSPHERIC FALLOUT

- ▶ Atmospheric fallout/acid rain is defined as transient particle deposition from an unidentifiable source.
- ▶ New vehicles in your inventory, requiring paint repair due to chemical spotting/etching (atmospheric fallout/acid rain) should be repaired prior to sale as an adjustment, submitted as a warranty claim.
- ▶ Atmospheric fallout/acid rain which occurs while in carrier possession must be handled as a transportation claim.
- ▶ FOM authorization must be obtained on all atmospheric fallout/acid rain claims before the repair is started.
- ▶ After sale of the vehicle to the retail customer, chemical spotting/etching will not be eligible for warranty repairs.
- ▶ Frequent vehicle washing continues to be one of the best preventative measures to minimize the risk of fallout damage. We urge you to continue this practice.

STORAGE LOCATION

Vehicles should be stored in a clean, dry, closed or roofed area, if possible. When outdoor storage is used, the following locations should be avoided:

- ▶ Low areas where flood waters can damage vehicles.
- ▶ Areas adjacent to factories emitting exhaust air which is corrosive or laden with dirt of any kind.
- ▶ Areas near body-shop operations.
- ▶ Storage under trees, where damage to finishes may result from tree sap and/or bird droppings.
- ▶ Areas near active railroad tracks.

STORAGE DAMAGE BEFORE DELIVERY TO DEALER

Damage resulting from inadequate protection of vehicles during storage is not a warranty matter. Storage damage must be noted on the delivery receipt at the time of delivery to the dealer (this includes atmospheric fallout damage).

- ▶ Examples: Discolored upholstery, deteriorated paint or trim, atmospheric fallout.
- ▶ Handling: File a transportation claim

STORAGE DAMAGE AFTER DELIVERY TO DEALER – PRIOR TO SALE

In the event a new Volkswagen vehicle becomes damaged while still in a dealer's possession and prior to its first use or delivery to a customer, the Volkswagen Dealer Agreement requires that the vehicle be repaired completely to like-new saleable condition using genuine Volkswagen replacement parts before such use or delivery. If it cannot be so repaired, it may not be sold to a consumer as a new vehicle and, at the discretion of Volkswagen, may not be eligible for new vehicle warranty coverage.

A vehicle which cannot be placed in like-new saleable condition must be reported by the dealer to Volkswagen (via the Area Team), and the dealer must follow the recommendations of Volkswagen in repairing or disposing of the unit after the dealer's insurance carrier has acted upon the dealer's claim. After the dealer's insurance carrier acts upon the claim, the Area Team must be informed of the disposition of the claim.

Without further notification, Volkswagen may deny warranty coverage on any vehicle that has been damaged prior to retail delivery. Warranty cancellation will be effective when there are records of damage or notification that the dealer's insurance carrier has repurchased a vehicle as a constructive total loss. Volkswagen will notify the dealer of record and his insurance carrier, in writing, of the reason for removal of warranty eligibility.

Volkswagen has the option under the *Dealer Agreement Standard Provisions* after vehicle inspection to repurchase any new vehicle which has sustained substantial damage to prevent such vehicles from being placed in service.

- ▶ **Dealer action:** Inform your Area Team of any substantial damage and of your insurance carrier's decision.
- ▶ **Area team action:** Inspect vehicle(s) and prepare report
- ▶ Proper maintenance and protection of new vehicles in storage is the dealer's responsibility. Repairs resulting from improper maintenance and storage are not reimbursable.
- ▶ Minor damage, such as paint scratches under the RAPGARD that may not be noticed before removal of the guarding, may be eligible for warranty coverage.
- ▶ Sheet metal damage must be identified during the unloading inspection and be noted on the delivery receipt and must be co-signed by the trucker.

FLOOD OR FIRE DAMAGE VEHICLES

Dealer is hereby notified that flood or fire-damaged vehicles must be scrapped and may not be used except for scrappage; vehicles with lesser damage will be considered on a case-by-case basis.

DISCLOSING DAMAGED VEHICLES

There is a small percentage of vehicles that have been brought up to factory standards due to factory imperfections or transportation damage.

The ports will apply a white round sticker with a blue "W" in the center to the windshield indicating that a particular vehicle has had a repair(s) performed on it. With this notification, dealers only have to inquire about stickered vehicles.

The sticker has to be removed prior to retail delivery.

Volkswagen dealers must view disclosure information in ElsaWeb for all enhancements done to a vehicle prior to retail delivery. It is the dealer's responsibility to inform the retail customer if the vehicle falls into the disclosure parameters applicable to the state in which the vehicle is sold.

If you have questions regarding Disclosure Claims, please contact the Transportation Damage Claims Department at 877-365-0343.

MISSING VEHICLE LITERATURE

When new vehicles are received from Volkswagen with the incorrect or missing vehicle literature, a SAGA claim may be submitted to seek reimbursement for the replacement(s).

SAGA claim submission can be for the following literature:

- ▶ Owners Manual
- ▶ Vehicle *Warranty and Maintenance* booklet
- ▶ Radio/CD Player Owners booklet
- ▶ **Note:** Claims for booklets other than for missing or incorrect booklets, will not be accepted. Such claims should be submitted after completion of the PDI, and must be submitted prior to the first scheduled maintenance.

Claim processing instructions:

Claim Type:	910
Service Number:	0671
Damage Code:	0038
Labor Operation:	Not applicable
Parts Information:	Use the "Outside Material" field for the part number when replacing Owner's Literature.

4.3 CUSTOMER DELIVERY

4.3.1 PREPAID PERFECT DELIVERY INSPECTION (PPDI) PROGRAM

The Prepaid Perfect Delivery Program (PPDI) program replaces the 2-Step PDI program.

- ▶ Dealers receive a single payment for the Sales and Service portions of the PDI.
- ▶ Dealer payments are triggered based on the vehicle wholesale date from Volkswagen to the dealer and processed through the Volkswagen Dealer Incentive System.
- ▶ Dealer payments are sent automatically via electronic funds transfer to the dealer's bank account on a weekly basis.
- ▶ PPDI payments are made to the vehicle's "Bill To" dealer. In cases where the "Bill To" dealer is a corporate code (courtesy deliveries, e. g.), the "Ship To" dealer will receive the PPDI payment.
- ▶ Dealer payment amounts are based on the PDI time units for each vehicle multiplied by the dealer warranty labor rate.
- ▶ Dealers are no longer required to submit a claim through the warranty system.
- ▶ The charge-back for negative VW Customer Experience Survey responses has been eliminated.
- ▶ In a dealer trade, the PPDI payment should be considered in the transfer price.
- ▶ In a vehicle credit/re-bill transaction, the PPDI payment is transferred to the new dealer.
- ▶ **Note:** This program only affects the payment method for the PDI. All current PDI procedures are still applicable and expected to be performed by dealers to ensure a perfect delivery to our customers.

Listed in the following table are the time units used in the calculation of the Pre-paid Perfect Delivery Inspection (PPDI) payment.

- ▶ The formula used to calculate the PPDI payment is:

$$\text{PPDI payment} = (\text{Time Units}/100) \times \text{Dealer Hourly Warranty Labor Rate}$$

TIME UNITS USED IN THE CALCULATION OF THE PPDI PAYMENT				
MODEL	2010	2011	2012	2013
New Beetle/Beetle (including Convertible models)	90	90	125	125
Jetta/Jetta Wagon/Jetta SportWagen (including Hybrid)	125	125	125	125
Golf/GTI/R32/Golf R	125	125	125	125
Passat/Passat Wagon/CC	125	125	125	125
Touareg (including Hybrid)	180	170*	170	170
Eos	125	125	125	125
Tiguan	125	125	125	125
Routan	105	105	105	105

*Effective with vehicles wholesaled beginning March 1, 2011

4.3.2 WARRANTY ACTIVATION

Warranty coverage begins at the in-service date, which is the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a demonstrator or company car, on the date such vehicle is first placed in service. The dealer is responsible to notify Volkswagen, through SAGA, of the correct in-service date, which becomes the warranty activation date.

RETAIL REGISTRATION

Dealers must complete the warranty voucher in the maintenance section of the *Warranty and Maintenance* booklet when the vehicle is placed in service:

- ▶ The lower portion of the Vehicle Data Label must be affixed in the appropriate location.
- ▶ The authorized dealer name, address, and dealer number must be stamped on the voucher.
- ▶ The in-service date must be entered.

This will establish warranty coverage for the customer, who must present the booklet for dealer stamp verification each time a maintenance service is performed.

MATCHING IN-SERVICE DATES

The in-service dates submitted to Volkswagen and entered in the maintenance section of the *Warranty and Maintenance* booklet must be the same or the vehicle is considered out of warranty. A servicing dealer will note the discrepancy when verifying warranty coverage.

UNREGISTERED VEHICLES

Unregistered vehicles that have accumulated more than 1,000 miles will be considered in-service. Warranty claims received for such vehicles will be returned to the dealer.

5 WORLDAUTO CERTIFIED PRE-OWNED LIMITED WARRANTY ADMINISTRATION

For the WorldAuto Certified Pre-Owned Limited Warranty statement see [6.9 WorldAuto Certified Pre-Owned Limited Warranty](#).

The WorldAuto Certified Pre-Owned Vehicle (CPO) Limited Warranty Program, for vehicles retailed on or after January 1, 2000, is a two (2) year or 24,000 miles, whichever occurs first, limited warranty. The warranty period begins when the New Vehicle Limited Warranty expires or on the WorldAuto Certified Pre-Owned sale date, whichever occurs later.

WorldAuto CPO warranty repairs for vehicles sold as a WorldAuto CPO vehicle on or after January 1, 2012, will be assessed a \$50 deductible payment per customer repair visit. Customers who purchased CPO vehicles prior to January 1, 2012 are not subject to a deductible for repairs.

The WorldAuto Certified Pre-Owned Limited Warranty is transferable only for private party sales of a vehicle from one owner to another owner, (for the remainder of the warranty) free of charge. The transfer of the WorldAuto CPO Limited Warranty is only eligible from owner to owner not from dealer to owner. Vehicles traded in or sold through non-VW dealerships are also not eligible for WorldAuto CPO warranty transfer.

WorldAuto Certified Pre-Owned also features 24-hour roadside assistance for two years with unlimited mileage.

The WorldAuto Certified Pre-Owned Vehicle Limited Warranty is not a service contract and may not be sold as a separate option to the purchaser, but applies to every eligible pre-owned vehicle as described herein.

All Volkswagen warranty policies and procedures apply to the WorldAuto Certified Pre-Owned Vehicle Limited Warranty except to the extent that they are modified by, or in conflict with, the policies and procedures set out in future bulletins.

IMPORTANT

- ▶ WorldAuto CPO vehicle fees may not be explicitly charged to customers
- ▶ WorldAuto CPO vehicles and their associated warranty may not be removed from the vehicle as an element of retail price negotiations or in order to lower the selling price
- ▶ Volkswagen dealers may not certify a pre-owned vehicle during or after the sale
- ▶ Vehicle certification and warranty must never be “up-sold” or offered as an option to the customer
- ▶ Vehicles may not be advertised as eligible or qualified for certification if they are not registered in VCAS
- ▶ Certification may only be removed in the event the vehicle is damaged in the interim, has an updated negative CARFAX report or is wholesaled, sold to another dealership, or sent to auction

5.1 VEHICLE ELIGIBILITY

To qualify as a WorldAuto Certified Pre-Owned vehicle, the vehicle must:

- ▶ Be no older than current or previous six (6) model years (the oldest model year will drop off on December 31st of each year)
- ▶ Have less than 75,000 miles at time of certification
- ▶ Have been in service a minimum of 120 days
- ▶ Have an eligible CARFAX® Vehicle History Report
- ▶ Meet inspection and reconditioning requirements of the program
- ▶ Be approved for sale after a review by Volkswagen (The "Certification Request" must be in "Approved – Sale Pending" status in the Vehicle Certification Administration System, VCAS; if it is not, an error will appear in VIM, the Vehicle Inventory Management system.)

A vehicle is not eligible for certification if:

- ▶ There is any major structural damage or if the vehicle was ever reported "totaled"
- ▶ The VIN does not match with the plates and paperwork
- ▶ The mileage showing on the odometer is different from the actual mileage
- ▶ The vehicle does not have a CARFAX® Vehicle History Report
- ▶ The title is branded
- ▶ Buybacks that are repurchased from customers due to manufacturer's defects, mechanical problems and lemon law issues **are not** eligible for the certification program. Vehicles that were repurchased under the Volkswagen customer goodwill policy are eligible for certification. VINs can be confirmed as "eligible" by entering a certification request into the VCAS certification tab.
- ▶ **Note:** If there are any open campaigns, vehicles can be certified after the campaign is completed and reported.

5.2 INSPECTION AND CERTIFICATION

Pre-certified vehicles purchased from auction do not require the inspection process at the dealership level.

Prior to the sale of any vehicle with a WorldAuto Certified Pre-Owned Vehicle Limited Warranty, it must be certified.

- ▶ The vehicle must receive the technical and safety inspection as outlined in the *Inspection and Condition Report* provided by VWoA. A Vehicle *Inspection and Condition Report* supported by a signed repair order must be completed and maintained at the dealership. Only vehicles inspected and repaired (as necessary) by a qualified Volkswagen technician are eligible for coverage by the WorldAuto Certified Pre-Owned Vehicle Limited Warranty. When the technician signs the Inspection and Condition Report, the dealership takes responsibility that the technician is qualified to make the necessary and required repairs.

- ▶ In order to qualify for this program, the vehicle must be upgraded to a first class saleable condition at the Dealer's expense. Any deficiencies on covered items must be replaced/repaired using Genuine Volkswagen Replacement Parts and minimum requirement tools and equipment. This upgrade is the financial responsibility of the selling dealer. Existing warranties such as the New Vehicle Limited Warranty and Powertrain Limited Warranty are not to be used to upgrade vehicles to a saleable condition. If a vehicle has remaining New Vehicle Limited Warranty, factory defects noted during the WorldAuto CPO inspection can be corrected. A service manager's signature is required on the repair order that addresses these warranty repairs.
- ▶ Scheduled maintenance service, recommended by the manufacturer, must be performed at dealer expense.
- ▶ All open recall campaigns must be completed.

Volkswagen will make the determination if the vehicle is eligible and certifiable. Do not retail a vehicle until the certification request is in an "Approved – Sale Pending" status.

- ▶ If a vehicle is retailed prior to certification being granted, the WorldAuto Pre-Owned Warranty Department reserves the right to deny the warranty. A \$100 administrative fee, as described in [5.5 Administrative Fee for Non-Standard Parameters of the WorldAuto CPO Program](#) will be charged to dealers for each occurrence where a non-standard parameter of the CPO program applies.

A WorldAuto Certified Pre-Owned vehicle must be retailed within 180 days of certification. Mileage on the vehicle at the retail sale date must not be greater than 1,000 miles of the certification mileage. Vehicles that are bought pre-qualified at auction carry a 180 day/1,000 mile certification. When a certification lapses, the dealer may certify the car again, provided it meets the vehicle eligibility guidelines.

5.2.1 WORLDAUTO CERTIFIED PRE-OWNED VEHICLE CERTIFICATION REQUEST

Certification for eligible vehicles must be applied for online through the Vehicle Certification Administration System (VCAS). The certification request must be made the same day the *Vehicle Inspection and Condition Report* is completed (these two steps are simultaneous). If a vehicle is sold prior to an "Approved – Sale Pending" status, the dealer may be held financially responsible for all warranty expenses that occur after the used sale date.

For instructions on how to request WorldAuto CPO certification using the VCAS system, please refer to the *VCAS User Manual* and the *VCAS Quick Reference Guide*.

5.2.2 DENIAL OF CERTIFICATION REQUEST/CANCELLATION

Vehicle certification will be denied online for any of the following reasons:

- ▶ Insufficient training or experience of the technician that signed the *Inspection and Condition Report*
- ▶ Incomplete or open recall campaign(s)
- ▶ Vehicle repair history requires further investigation
- ▶ Vehicle requires inspection by a Volkswagen FOM/QTM
- ▶ Vehicle does not meet eligibility requirements (e.g. model year or mileage)

The certification on a vehicle can only be canceled if the vehicle is wholesaled. In this situation, it is the dealer's responsibility to cancel the certification request through VCAS. The WorldAuto Certified Pre-Owned Vehicle Limited Warranty cannot be canceled on a vehicle after retail sale.

5.3 WARRANTY INITIATION

The WorldAuto Certified Pre-Owned Vehicle Limited Warranty activation is a two-step process.

- ▶ First, a certification request must be filed in the VCAS system as notification that an inspection has been performed as required. The certification request must reach the "Approved – Sale Pending" status before the car is sold.
- ▶ Secondly, the WorldAuto Certified Pre-Owned sale must then be properly entered on the VIM system. When the sales team reports the WorldAuto Certified Pre-Owned sale in the VIM system, the VCAS system will automatically activate the WorldAuto Certified Pre-Owned warranty through the certification request that is in an "Approved – Sale Pending" status. You are not debited for certification requests that time-out due to the car not being sold in a 180 day period from filing the certification request.

The Bill of Sale must be filled out and signed by the customer and the salesperson. The Bill of Sale must state, "Sold as a Certified Pre-Owned". A copy must be given to the customer and another copy must be placed in the deal jacket.

If you wish to confirm the initiation of warranty, check the VIN on ElsaWeb within 48 hours.

WORLD AUTO CERTIFIED PRE-OWNED WARRANTY CLAIM TYPE AND COVERED SERVICE NUMBERS

The warranty claim type for the WorldAuto Certified Pre-Owned program is always G10. For a listing of service numbers covered by the WorldAuto Certified Pre-Owned Warranty, refer to WISE under Resource Center/CPO Service Numbers. Please check ElsaWeb to confirm WorldAuto CPO coverage.

Volkswagen of America, Inc. reserves the right to audit all G10 claims with regard to the original certification documents.

For all questions concerning the claim processing/certification and warranty coverage, please contact Volkswagen Warranty at 1-866-306-8447.

5.4 WORLDAUTO CPO WARRANTY FEES

The following fees are debited to the dealer through the certification request at the time of the WorldAuto Certified Pre-Owned retail sale.

WORLD AUTO CERTIFIED PRE-OWNED WARRANTY FEES*	
CLASS, MODEL	EFFECTIVE 01/01/12
A Golf, Rabbit, New Beetle, New Beetle Convertible, Beetle, Jetta, SportWagen, GTI	\$470
B Tiguan, Passat, Eos, CC, R32, Jetta Hybrid	\$520
C Touareg, Routan	\$770

*reflects current cost for the limited warranty, subject to change

5.5 ADMINISTRATIVE FEE FOR NON-STANDARD PARAMETERS OF THE WORLDAUTO CPO PROGRAM

Dealers will be charged a \$100 administrative fee for each occurrence where a non-standard parameter of the WorldAuto CPO program applies.

The fee will be charged for all cases when a dealer is unable to report a sale or requires a sale unwind as follows:

- ▶ Unable to report sale: If the dealership sells a WorldAuto CPO vehicle and the certification request is not in an "Approved – Sale Pending" status. To avoid the fee, please ensure that all open campaigns are completed and that the claims for these campaigns are accepted by the SAGA system and closed in ElsaWeb, before submitting the certification request.
- ▶ Unable to report sale: If the dealership sells the vehicle without filing a certification request. To avoid this fee, please ensure that the certification request is in an "Approved – Sale Pending" status before the vehicle is sold to the customer.
- ▶ Sale unwind: If the dealership submits the certification request twice and/or reports that sale twice (note that the WorldAuto CPO certification fee would have been charged twice).
- ▶ Sale unwind: If the dealership reports the sale that ultimately does not close, thus needing the sale to be "unwound".
- ▶ Sale unwind - If the dealership tries to transfer WorldAuto CPO warranty. Processing the warranty transfer can only be done by corporate; if the dealer attempts this process, it cancels the WorldAuto CPO coverage on that unit.

5.6 CUSTOMER/DEALER DEDUCTIBLE

WorldAuto CPO warranty repairs for vehicles sold as a WorldAuto CPO vehicle on or after January 1, 2012, will be assessed a \$50 deductible payment per customer repair visit. Customers who purchased CPO vehicles prior to January 1, 2012 are not subject to a deductible for repairs. The deductible will cover all eligible repairs made during a specific visit to the dealership; in other words, multiple repairs during a single dealership visit will only be assessed the payment of one \$50 deductible for that visit. To verify if repairs for a CPO vehicle will be assessed a deductible, check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data > Enhanced Coverage > Coverage Type. The deductible will not be visible on the G10 claim in SAGA. The deductible will be automatically charged to the dealer and will appear as a separate line item in the dealer warranty audit trail (credit note) detail at the time of claim payment. The dealer is responsible to collect the \$50 deductible fee from the WorldAuto CPO customer. The deductible only applies to the WorldAuto CPO portion of the warranty for vehicles sold on or after January 1, 2012. The deductible does not apply to the remainder, if any, of the original factory limited warranty.

5.7 WARRANTY TRANSFER

In the event of a private sale of a vehicle, the remainder of the WorldAuto Certified Pre-Owned Limited Warranty may be transferred to the subsequent owner at no charge. The new owner is responsible for initiating the transfer. The transfer is activated by submitting a letter containing the new owner's name, address, phone number, the name of the previous owner (seller), and the complete VIN of the vehicle, to Volkswagen of America, Inc.

Send to:

Volkswagen of America, Inc.

Attn: WorldAuto Certified Pre-Owned Warranty Department

Mail Code 2E01

3800 Hamlin Road

Auburn Hills, MI 48326

- ▶ The WorldAuto Certified Pre-Owned Limited Warranty is transferable only for private party sales of a vehicle from one owner to another owner. The transfer of the WorldAuto CPO Limited Warranty is only eligible from owner to owner not from dealer to owner. Vehicles traded in or sold through non-VW dealerships are also not eligible for WorldAuto CPO warranty transfer.

5.8 DEALER CONFIRMATION OF COVERAGE

Utilize ElsaWeb to determine whether or not an owner has the WorldAuto Certified Pre-Owned Limited Warranty and to verify if repairs for a CPO vehicle will be assessed a deductible. Check the VIN in ElsaWeb > Vehicle-Specific Notes > Vehicle Data > Enhanced Coverage > Coverage Type.

While ElsaWeb provides the most accurate WorldAuto CPO information, vehicle information is subject to change. Being that a printout given to a customer can be considered a contract, no ElsaWeb screen shots (prints) should be given to the customer.

5.9 INQUIRIES/LITERATURE

WorldAuto operational materials can be ordered through the Volkswagen Brand Store accessible through www.vwhub.com.

5.10 DEALER COMPLIANCE WITH FEDERAL TRADE COMMISSION USED MOTOR VEHICLE RULE

Dealers are required to comply with Federal Trade Commission Used Motor Vehicle Trade Regulation Rule 16 CFR 455, as well as all other federal and state laws respecting the offering of a used vehicle limited warranty.

6 APPENDIX: WARRANTY STATEMENTS

6.1 NEW VEHICLE LIMITED WARRANTY

United States – MY13

For coverage of model years prior to MY13, please refer to the *Warranty and Maintenance* booklet for each model year and to sections [1.2.1 New Vehicle Limited Warranty](#) and [1.2.1.1 Wear and Tear Covered Components - NVLW](#).

6.1.1 WHAT IS COVERED

WARRANTY PERIOD

The New Vehicle Warranty period is 3 years or 36,000 miles, whichever occurs first.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

COVERAGE

This limited warranty covers any repair to correct a manufacturer's defect in material or workmanship except wheel alignment, tire balance, unwired headphones (Routan), and the repair or replacement of tires.

The repair or replacement of wear and tear items, which are defined as brake pads/shoes worn below manufacturer specifications and brake discs/drums worn below manufacturer specifications, replaced for wear and tear, are covered up to one year or 12,000 miles, whichever occurs first. Wiper blades replaced for wear and tear are covered up to 6 months or 6,000 miles, whichever occurs first.

ORIGINAL EQUIPMENT BATTERY

Original equipment batteries are covered 100% parts and labor for 2 years or 24,000 miles, whichever occurs first, for defects in material or workmanship.

MECHANICAL ADJUSTMENTS

Mechanical adjustments not associated with a defect in material and workmanship, are covered for up to one year or 12,000 miles, whichever occurs first (i.e. headlight adjustment).

24-HOUR ROADSIDE ASSISTANCE SERVICES

24-Hour Roadside Assistance services include the following:

- ▶ Towing for a mechanical breakdown or collision
- ▶ Battery jump-start
- ▶ Flat-tire service

- ▶ Lockout service
- ▶ Fuel-delivery service
- ▶ Trip interruption benefits

Refer to the *24-Hour Roadside Assistance Owner's Guide* for specific details on the services provided.

WHERE TO GO FOR WARRANTY SERVICE

This limited warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen model is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States New Vehicle Limited Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

WHEN THE WARRANTY PERIOD BEGINS

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This New Vehicle Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

FREE-OF-CHARGE REPAIR

Repairs under this warranty are free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

EMERGENCY REPAIRS

If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders, and parts removed from your Volkswagen.

You will be reimbursed if the repair work was needed and correctly performed and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen to the nearest authorized Volkswagen dealer.

A statement of the circumstances that prevented you from getting to an authorized Volkswagen dealer, together with the paid receipts, repair orders, and replaced parts must be submitted to your authorized Volkswagen dealer in order to be considered for reimbursement.

6.1.2 WHAT IS NOT COVERED

TIRES

Tires are not covered by this warranty, but are separately warranted by the tire manufacturer. To assist you in obtaining related Warranty information, a list of tire manufacturers and addresses is provided at the end of this booklet. Verify with the tire manufacturer what is covered under their warranty.

UNWIRED HEADPHONES (ROUTAN ONLY)

Unwired headphones are not covered by this warranty, but are separately warranted by the manufacturer. You can find the unwired headphones warranty statements in your Owner's Literature Package.

MAINTENANCE SERVICES¹ AND MECHANICAL ADJUSTMENTS

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service¹.

This warranty does not cover the replacement of spark plugs, clutch discs, filters, oil, lubricants, fluids, or air conditioner refrigerant charge, unless their replacement is a necessary part of warranty service on a covered component.

Mechanical adjustments not associated with a defect in material or workmanship are not covered after the first year or 12,000 miles, whichever occurs first (i.e., headlight adjustment). This warranty does not cover wheel alignment or tire balancing.

DAMAGE OR MALFUNCTION DUE TO MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT OR FIRE

This warranty does not cover:

- ▶ damage or malfunctions which are the result of improper repair of the vehicle, installation of any non-Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer, modifications to the vehicle (including the engine management system), accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment, defects or failures resulting from the use of new parts not sold or approved by Volkswagen, or used parts, or the resultant damage to associated parts or systems; or
- ▶ damage or malfunctions which were caused by the alteration of the vehicle, in particular any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- ▶ damage or malfunctions caused by using contaminated or improper fuel, intentional or unintentional misfueling; or
- ▶ damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or

¹ Some specific maintenance services are covered by the Volkswagen Carefree Maintenance Program. Please consult the Volkswagen Carefree Maintenance Program guidelines in the maintenance section of the *Warranty and Maintenance* booklet.

- ▶ damage or malfunctions resulting from the use of the vehicle in competitive events or caused by accident or fire; or
- ▶ damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- ▶ damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This warranty does not cover vehicles severely damaged and/or declared to be a total loss by an insurer or vehicles substantially reassembled from or repaired with parts obtained from another used vehicle.

DAMAGE OR MALFUNCTIONS DUE TO LACK OF MAINTENANCE

This warranty does not cover damage or malfunctions due to failure to follow recommended maintenance and use requirements as set forth in the Volkswagen Owner's Manual and the maintenance section of this booklet.

Your dealer will deny warranty coverage unless you present to the dealer proof in the form of Service or Repair Orders that all scheduled maintenance was performed in a timely manner.

DAMAGE CAUSED BY THE ENVIRONMENT

This warranty does not cover damage caused by airborne industrial pollutants (e.g. acid rain), bird droppings, stones, floodwater, windstorms, tree sap or other similar occurrences.

GLASS

This warranty does not cover glass breakage, unless due to a defect in manufacturer's material or workmanship.

ODOMETER TAMPERING

These warranties do not cover repairs on a Volkswagen on which the odometer has been altered or on which the actual mileage cannot readily be determined.

If the speedometer unit is replaced, a "Speedometer Replacement Record" must be filled out by an authorized Volkswagen dealer.

OTHER EXPENSES

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging ².

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

² Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

OTHER TERMS

This warranty is issued by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"). This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen.

This warranty, the Limited Warranty Against Corrosion Perforation, the Powertrain Limited Warranty and the Emissions Warranties are the only express warranties made in connection with the sale of this Volkswagen. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so, the above limitation may not apply to you.

Volkswagen of America, Inc. reserves the right to make improvements or change the design of any Volkswagen model at anytime with no obligation to make similar changes on vehicles previously sold.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

6.2 POWERTRAIN LIMITED WARRANTY

United States – MY13

For coverage of model years prior to MY13, please refer to the *Warranty and Maintenance* booklet for each model year and to section [1.2.2 Powertrain Limited Warranty](#).

6.2.1 WHAT IS COVERED

WARRANTY PERIOD

All Models Except Touareg:

The coverage under this warranty lasts for 5 years or 60,000 miles, whichever occurs first, from the date the vehicle was first placed in service.

Touareg:

The coverage under this warranty lasts for 10 years or 100,000 miles, whichever occurs first, from the date the vehicle was first placed in service.

This limited warranty does not apply to vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine.

If a commercial vehicle is sold to a subsequent retail owner, this warranty still does not apply.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

COVERAGE

The Powertrain Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

- ▶ Engine
 - Cylinder block and all internal parts, cylinder head and all internal parts, valve train, spur belt, flywheel, oil pump, water pump, manifolds, all related seals and gaskets.
- ▶ Transmission
 - Case and all internal parts, torque converter, all related seals and gaskets.
- ▶ Drivetrain
 - Differential and all internal parts, drive shafts and constant velocity (CV) joints.

WHERE TO GO FOR WARRANTY SERVICE

This warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen is within the United States Powertrain Limited Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

WHEN THE WARRANTY PERIOD BEGINS

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company car", on the date such vehicle is first placed in service.

The Powertrain Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

FREE-OF-CHARGE REPAIR

Repairs under this limited warranty are made free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

6.2.2 WHAT IS NOT COVERED

MAINTENANCE SERVICES

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in the Maintenance section of this booklet.

This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component.

DAMAGE OR MALFUNCTION DUE TO MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT OR FIRE

This warranty does not cover:

- ▶ damage or malfunctions which are the result of improper repair of the vehicle, installation of any non-Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer, modifications to the vehicle (including the engine management system), accessories including but not limited to alarm systems, remote starters, roof racks or

communications equipment, defects or failures resulting from the use of new parts not sold or approved by Volkswagen, or used parts, or the resultant damage to associated parts or systems; or

- ▶ non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as Salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- ▶ damage or malfunctions which were caused by the alteration of the vehicle, in particular any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- ▶ damage or malfunctions caused by using contaminated or improper fuel, intentional or unintentional misfueling; or
- ▶ damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- ▶ damage or malfunctions resulting from the use of the vehicle in competitive events or caused by accident or fire; or
- ▶ damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- ▶ damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This warranty does not cover vehicles severely damaged and / or declared to be a total loss by an insurer or vehicles substantially reassembled from or repaired with parts obtained from another used vehicle.

WEAR AND TEAR ITEMS

This warranty does not cover the replacement of any powertrain components that wear as a result of normal use or deterioration.

DAMAGE OR MALFUNCTIONS DUE TO LACK OF MAINTENANCE

This warranty does not cover damage or malfunctions which are due to failure to follow recommended maintenance requirements as set forth in the Volkswagen Owner's Manual and the maintenance section of this booklet. Your dealer will deny warranty coverage unless you present to the dealer proof in the form of service or repair orders that all scheduled maintenance was performed in a timely manner.

DAMAGE CAUSED BY THE ENVIRONMENT

This warranty does not cover damage caused by airborne industrial pollutants (e.g., acid rain), bird droppings, tree sap, stones, flood water, windstorm or other similar occurrences.

OTHER EXPENSES

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging³.

The "Other Terms" presented in The New Vehicle Limited Warranty also apply to this warranty.

³ Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

6.3 HYBRID SYSTEM LIMITED WARRANTY

United States – MY13

Also see [1.2.3 Hybrid System Limited Warranty](#)

6.3.1 WHAT IS COVERED

WARRANTY PERIOD

The coverage under this warranty lasts for 8 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

This limited warranty does not apply to vehicles used for commercial purposes including but not limited to taxi, courier or delivery service, or limousine.

If a commercial vehicle is sold to a subsequent retail owner, this warranty still does not apply.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

COVERAGE

The Hybrid System Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Volkswagen parts and components:

- ▶ High-Voltage Battery (including Protective Box)
- ▶ Battery Energy Control Module
- ▶ Battery Cooling System (including battery fans, housing, and air induction vents)
- ▶ Hybrid Electric Motor
- ▶ Hybrid Electric Motor Clutch
- ▶ Hybrid Electric Motor Clutch Actuator
- ▶ Power Electronics (inverter and converter)
- ▶ High-Voltage Cables (including connection boxes, safety plugs and pilot line cable system)
- ▶ Electronic Control Module (ECM)
- ▶ Electric A/C Compressor¹
- ▶ Power Steering System (including Pump and Control Module)
- ▶ Electric Transmission Oil Pump (including Control Module)

¹Touareg Hybrid vehicles only

WHERE TO GO FOR WARRANTY SERVICE

This warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

- ▶ Hybrid components can only be serviced by a certified Volkswagen Hybrid Specialist. For a Volkswagen Hybrid dealer near you, please contact Customer Care at 800-822-8987. In the event of an emergency relating to the Hybrid System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

If your Volkswagen is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the limited warranty for new Volkswagen vehicles in effect in that country (except Canada).

WARRANTY REPAIRS WHILE TRAVELING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. Hybrid components can only be serviced by a certified Volkswagen Hybrid Specialist. For a Volkswagen Hybrid dealer near you, please contact Customer Care at 800-822-8987. In the event of an emergency relating to the Hybrid System on your Volkswagen model, please take the vehicle to the closest Volkswagen dealer and arrangements will be made for diagnosis and repair.

If your Volkswagen is within the United States Hybrid System Limited Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

WHEN THE WARRANTY PERIOD BEGINS

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company car", on the date such vehicle is first placed in service.

The Hybrid System Limited Warranty is automatically transferred without cost if the ownership of the vehicle changes within the Warranty period.

FREE-OF-CHARGE REPAIR

Repairs under this limited warranty are made free of charge. Your authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

6.3.2 WHAT IS NOT COVERED

MAINTENANCE SERVICES*

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. Scheduled maintenance services are described in the maintenance section of the Warranty and Maintenance booklet.

This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component.

*Some specific maintenance services are covered by the Volkswagen Carefree Maintenance Program. Please consult the Volkswagen Carefree Maintenance Program guidelines in the maintenance section of the Warranty and Maintenance booklet.

DAMAGE OR MALFUNCTIONS DUE TO MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT OR FIRE

This warranty does not cover:

- ▶ damage or malfunctions which are the result of improper repair of the vehicle, installation of any non-Genuine Volkswagen parts that will alter the vehicle performance specifications from those set by the vehicle manufacturer, modifications to the vehicle (including the engine management system), accessories including but not limited to alarm systems, remote starters, roof racks or communications equipment, defects or failures resulting from the use of new parts not sold or approved by Volkswagen, or used parts, or the resultant damage to associated parts or systems; or
- ▶ non-Genuine Volkswagen parts (referred to as Aftermarket parts), crash parts repaired due to damage in a collision (referred to as Remanufactured collision parts), parts obtained from another used vehicle (referred to as Salvage parts), and any resultant damage to associated vehicle parts or systems caused by the failure of the aforementioned parts; or
- ▶ damage or malfunctions which were caused by the alteration of the vehicle, in particular any major or structural alterations including but not limited to the conversion of the vehicle to a convertible or the modification of the roof to accommodate a glass roof structure or other similar structural alterations; or
- ▶ damage or malfunctions caused by using contaminated or improper fuel, intentional or unintentional misfueling; or
- ▶ damage or malfunctions caused by collision or modifications of the vehicle, including but not limited to the installation of engine management components not approved by Volkswagen; or
- ▶ damage or malfunctions resulting from the use of the vehicle in competitive events or caused by accident or fire; or
- ▶ damage or malfunctions resulting from continued operation of the vehicle after a warning light, gauge reading or other warnings indicate a mechanical or operational problem; or
- ▶ damage or malfunctions due to suspension modifications, including but not limited to the installation of aftermarket springs, shock absorbers, or lowering kits.

This warranty does not cover vehicles severely damaged and/or declared to be a total loss by an insurer or vehicles substantially reassembled from or repaired with parts obtained from another used vehicle.

WEAR AND TEAR ITEMS

This warranty does not cover the replacement of any Hybrid System components that wear as a result of normal use or deterioration.

DAMAGE OR MALFUNCTIONS DUE TO LACK OF MAINTENANCE

This warranty does not cover damage or malfunctions which are due to failure to follow recommended maintenance requirements as set forth in the Volkswagen Owner's Manual and the maintenance section of the Warranty and Maintenance booklet. Your dealer will deny warranty coverage unless you

present to the dealer proof in the form of service or repair orders that all scheduled maintenance was performed in a timely manner.

DAMAGE CAUSED BY THE ENVIRONMENT

This warranty does not cover damage caused by airborne industrial pollutants (e.g., acid rain), bird droppings, tree sap, stones, flood water, windstorm or other similar occurrences.

OTHER EXPENSES

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

OTHER TERMS

This warranty is issued by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"). This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by Volkswagen.

This warranty, the New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, the Powertrain Limited Warranty and the Emissions Warranties are the only express warranties made in connection with the sale of this Volkswagen. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so, the above limitation may not apply to you.

Volkswagen of America, Inc. reserves the right to make improvements or change the design of any Volkswagen model at anytime with no obligation to make similar changes on vehicles previously sold.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

6.4 LIMITED WARRANTY AGAINST CORROSION PERFORATION

United States – MY13

For coverage of model years prior to MY13 as well as coverage for the MY12 Routan, please refer to the applicable *Warranty and Maintenance* booklet and see [1.2.4 Limited Warranty Against Corrosion Perforation](#).

6.4.1 WHAT IS COVERED

WARRANTY PERIOD

The coverage under this warranty lasts for 12 years without mileage limitation (excludes Routan)*.

*For the Routan corrosion warranty statement, please refer to the 2012 MY *Routan Warranty and Maintenance* booklet.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Neither Volkswagen nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

COVERAGE

This warranty covers any repair or replacement of body sheet metal panels that have been perforated by rust.

WHERE TO GO FOR WARRANTY SERVICE

This warranty will be honored by any authorized Volkswagen dealer in the United States, including its territories.

If your Volkswagen is brought to an authorized Volkswagen dealer outside the United States, including its territories, this limited warranty will not apply. Defects in material or workmanship will be corrected under the terms of the warranty for new Volkswagen vehicles in effect in that country (except Canada).

WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States Limited Warranty Against Corrosion Perforation, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

WHEN THE WARRANTY PERIOD BEGINS

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a "demonstrator" or "company" car, on the date such vehicle is first placed in service.

This Limited Warranty Against Corrosion Perforation is automatically transferred without cost if the ownership of the vehicle changes within the warranty period.

Repairs under this warranty are made free of charge. The authorized Volkswagen dealer will repair the defective part or replace it with a new or remanufactured genuine Volkswagen part.

Your Volkswagen model is corrosion-protected at the factory. You do not need to purchase rustproofing when you buy your Volkswagen model in order to keep this warranty in effect.

6.4.2 WHAT IS NOT COVERED

SURFACE CORROSION WITHOUT PERFORATION

Repairs are covered under this warranty only if there is rust-through condition in the body sheet metal not caused by outside influences.

PERFORATION OF SHEET METAL DUE TO ACCIDENT, LACK OF CARE, OR FAILURE TO REPAIR OR MODIFICATIONS TO THE PAINT/PAINTED SURFACE

This warranty does not cover corrosion perforation resulting from the failure to promptly repair paint damage, damaged undercoating, or surface corrosion.

It does not cover damage due to failure to wash or otherwise regularly care for the vehicle as described in the Volkswagen Owner's Manual.

This warranty does not cover corrosion perforation resulting from unrepaired collision damage or improper collision repair.

SPECIAL EXCLUSION FOR ANY ALUMINUM PORTIONS THAT MAY BE PART OF YOUR VOLKSWAGEN VEHICLE

This limited warranty does not cover corrosion perforation due to failure to perform body repairs in accordance with Volkswagen's specified repair procedures, including use of non-aluminum alloy parts.

It does not cover corrosion perforation resulting from the use of any inferior rustproofing agent or method.

Your authorized Volkswagen dealership will do its best to match your vehicles original finish, but this warranty does not cover the cost of painting the entire vehicle solely for paint matching.

ENVIRONMENTAL DAMAGE

This warranty does not cover damage caused by airborne industrial pollutants (e.g., acid rain), bird droppings, stones, flood water, wind storms, tree sap or other similar occurrences.

CORROSION PERFORATION BECAUSE OF FAILURE TO RUSTPROOF WHEN COLLISION DAMAGE IS REPAIRED

Body parts that have been repaired or newly installed after a collision must be treated with a rustproofing agent that is compatible with Volkswagen's own factory corrosion protection. If you fail to have your vehicle treated in this way after a collision, Volkswagen will not be responsible for the repair of any resulting rust-through.

The "Other Terms" presented in the New Vehicle Limited Warranty also apply to this warranty.

6.5 FEDERAL EMISSIONS WARRANTIES

United States – MY13

For coverage of model years prior to MY13, please refer to the *Warranty and Maintenance* booklet for each model year and to section [1.2.5 Federal Emissions Warranty](#).

6.5.1 GENERAL INFORMATION

The Emissions Warranties set out on the following pages are warranties which the manufacturer is required by law to furnish to you at the time you take delivery of your new vehicle. These coverages may also be included in the Volkswagen 3 years/36,000 miles New Vehicle Limited Warranty.

The warranties required by Federal laws apply to all new Volkswagen vehicles imported and distributed by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") for sale in the United States, including its territories. The warranties required by the State of California law apply to all new Volkswagen vehicles imported and distributed by Volkswagen for sale and registration in the States of California, Connecticut, Maine, Maryland, New Jersey, Oregon, Rhode Island, Vermont, Washington and the Commonwealths of Massachusetts and Pennsylvania. Therefore, the owner of an above-mentioned vehicle may have warranty rights under both Federal and state mandated emissions warranties.

The State of New York has adopted emissions warranty requirements identical to California mandated emissions warranties ONLY for vehicles equipped to meet California's Partial Zero Emission Vehicle (PZEV)/Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV) emissions requirements, as identified on the Vehicle Emission Control Information Label located under the hood.

Therefore, the owner of a Volkswagen equipped to meet California's PZEV/AT-PZEV emissions requirements and imported and distributed by Volkswagen of America, Inc (Volkswagen) for sale in New York may have warranty rights under both Federal and state mandated emissions warranties.

Please read these warranties carefully. If you have any questions concerning the applicability of each warranty to your vehicle or want to know whether a particular repair will be performed free of charge pursuant to these warranties, please write to or telephone:

Volkswagen Customer CARE Center
Volkswagen of America, Inc.
3499 West Hamlin Road
Rochester Hills, MI 48309
Tel.: 1 (800) 822-8987

You may obtain further information regarding the Emissions Performance Warranty or report violation of the terms of the Emissions Performance Warranty by contacting: Manager, Certification and Compliance Division (6405J), Warranty Claims, Environmental Protection Agency, Ariel Rios Building, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460

6.5.2 FEDERAL EMISSIONS CONTROL SYSTEM DEFECT WARRANTY

FOR 2 YEARS OR 24,000 MILES

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), the authorized importers of Volkswagen vehicles in the United States, warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every model year 2013 Volkswagen vehicle imported by Volkswagen:

- ▶ was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the United States Environmental Protection Agency (EPA), and
- ▶ is free from defects in material and workmanship which causes the vehicle to fail to conform with EPA regulations for 2 years after the date of first use or delivery of the vehicle to the original retail purchaser or original lessee or until the vehicle has been driven 24,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to EPA emission standards. The following parts or systems listed, if defective, could cause the vehicle to fail to conform with EPA regulations:

- ▶ Evaporative Emission Control System: including fuel tank, filler cap, filler neck and leak detection pump
- ▶ Exhaust System: including manifolds, turbochargers, catalytic converters, down pipes and particulate traps
- ▶ EGR System: including valves, pipes and coolers
- ▶ Fuel Injection System: including control modules, sensors, switches, valves and fuel lines
- ▶ Intake System: including camshaft adjuster units, sensors, manifold, pipes and control valves
- ▶ Ignition System: including coils and sensors
- ▶ OBD System: including Malfunction Indicator Lamp (MIL) and Data Link Connector
- ▶ PCV System: including control valves and pipes
- ▶ Secondary Air Injection System (AIR system): including air pump and control valves
- ▶ Emission-related hoses, gaskets, clamps and other accessories used with the above components

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories, the dealer will make repairs as may be required by these regulations free of charge.

FOR 8 YEARS OR 80,000 MILES

If the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, your Volkswagen dealer will repair or replace free of charge the following major emission control components only:

- ▶ Catalytic Converter and Diesel Particulate Filter
- ▶ Engine Electronic Control Module (Powertrain Control Module – Routan)
- ▶ On Board Diagnostic Device

6.5.3 FEDERAL EMISSIONS PERFORMANCE WARRANTY

FOR 2 YEARS OR 24,000 MILES AND 8 YEARS OR 80,000 MILES

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen") warrants to the original retail purchaser or original lessee of a model year 2013 Volkswagen vehicle and any subsequent purchaser or lessee of the vehicle that if the following conditions are met, any authorized Volkswagen dealer in the United States, including its territories, will remedy any nonconformity, as determined below, free of charge, under the following conditions:

- ▶ the vehicle fails to conform at any time during 24 months or 24,000 miles, whichever occurs first, to applicable emission inspection standards as determined by an EPA approved Inspection and Maintenance Test (I/M), or
- ▶ if the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, the vehicle fails an Inspection and Maintenance Test (I/M) resulting from a malfunction of a catalytic converter, engine electronic control module or on-board diagnostic device (OBD), and
- ▶ the failure of the Inspection and Maintenance Test (I/M) requires the vehicle owner to bear any penalty or other sanction, including the denial of the right to use the vehicle under local, state or federal law, and
- ▶ the vehicle has been maintained and operated in accordance with Volkswagen's instructions for proper maintenance and use.

PERFORMANCE WARRANTY CLAIM APPROVAL

You may raise a claim under this warranty immediately after your vehicle has failed an Inspection and Maintenance Test (I/M) if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States, including its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state or Federal law, whichever is shorter, except when a delay is caused by events not attributable to Volkswagen or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, Volkswagen is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in the Maintenance section of this booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Volkswagen may require you to furnish proof of compliance only with those maintenance instructions which Volkswagen has reason to believe were not performed and which could be the cause of the Inspection and Maintenance Test (I/M) failure.

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part not certified by the EPA was used in the maintenance or repair of the vehicle if Volkswagen can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an

emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Volkswagen will not deny a claim relating to:

- ▶ warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or
- ▶ work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- ▶ the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use, which is not related to the Inspection and Maintenance Test (I/M) failure

ADDITIONAL INFORMATION ABOUT YOUR FEDERAL EMISSIONS WARRANTIES

WARRANTY PERIOD

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or original lessee, and any subsequent purchaser or lessee or, if the vehicle is first placed in service as a demonstrator or company demonstrator or company car prior to delivery, on the date it is first placed in service.

PROPER MAINTENANCE AND USE

Instructions for proper maintenance are contained in the Maintenance section of this booklet. Time and mileage intervals, at which maintenance is to be performed, may vary from model to model.

Volkswagen recommends you keep a record of scheduled maintenance by having your Volkswagen *Warranty and Maintenance* booklet validated at the approximate time or mileage intervals by the authorized Volkswagen dealer or other service facility that performed the maintenance. If you perform the maintenance yourself, keep all documentation as proof you have performed the maintenance at the approximate time or mileage intervals recommended, that you have used proper parts, and that you were able to perform the maintenance properly.

Failure to maintain your vehicle according to the instruction for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Volkswagen will not deny a warranty claim solely on the basis of your failure to maintain the vehicle according to the instructions or failure to keep a record of maintenance.

Instructions for proper use of the vehicle are contained in your Volkswagen Owner's Manual.

USE OF GENUINE VOLKSWAGEN PARTS

Volkswagen recommends that Genuine Volkswagen parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen parts does not invalidate these warranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

EPA-CERTIFIED REPLACEMENT PARTS

Maintenance, repair, or replacement of emission control devices and systems may be performed by any automotive service and repair establishment or qualified individual using Environmental Protection Agency ("EPA")-certified replacement parts.

MAINTENANCE AND REPAIRS PERFORMED BY INDEPENDENT SERVICE SHOPS

Without invalidating these warranties, you may choose to have maintenance, repair or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Volkswagen dealer and have the defect corrected free of charge. Volkswagen will not be liable for any expenses, which you have incurred at the independent service establishment, except for emergency repairs. See "Emergency Repairs" for further details.

PARTS NOT SCHEDULED FOR INSPECTION OR REPLACEMENTS

Any part, which is not scheduled for inspection or replacement at maintenance intervals specified in the maintenance section of this booklet, is covered by this warranty for the full warranty period.

SCHEDULED PART INSPECTION OR REPLACEMENT

A part scheduled only for inspection in accordance with Volkswagen's instructions or required scheduled maintenance is covered for the duration of these warranties.

A part installed in accordance with Volkswagen's instructions or required scheduled maintenance is warranted until the next scheduled replacement interval or for the duration of these warranties.

DAMAGE TO NON-WARRANTY PARTS

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will also be replaced free of charge.

WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen is within the United States Federal Emissions Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

EMERGENCY REPAIRS

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- ▶ A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer
- ▶ Paid receipt(s)
- ▶ Repair order(s), and
- ▶ Part(s) removed from your Volkswagen model

DAMAGE CAUSED BY TAMPERING, USE OF IMPROPER FUEL, ABUSE, NEGLECT AND IMPROPER MAINTENANCE

These warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, and abuse, neglect or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

IMPLIED WARRANTIES

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

INCIDENTAL AND CONSEQUENTIAL DAMAGES

These warranties do not cover any incidental or consequential damages, including loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

TIPS

In the event you have not received the services promised in these warranties, please follow the procedures described in this booklet under the title "Customer CARE".

You may obtain further information regarding the Emissions Performance Warranty or report violation of the terms of the Emissions Defect or Performance Warranty by contacting: US Environmental Protection Agency, Compliance and Innovation Strategy Division, Attention: Emissions Warranty Claims, 2000 Traverwood Rd., Ann Arbor, MI 48105.

6.6 CALIFORNIA EMISSIONS WARRANTIES

United States – MY13

For coverage of model years prior to MY13, as well as coverage for the MY12 Routan, please refer to the applicable *Warranty and Maintenance* booklet and to sections [1.2.6 California Emissions Warranty](#), [3.25 Emissions Warranties](#) and [3.25.2 California Emissions Warranties Tables](#).

California law requires us to provide you with the following Emissions Warranty Statement.

CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT

YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board is pleased to explain the emission control system warranty on your model year 2013 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Volkswagen must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts including but not limited to the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Volkswagen will repair your vehicle at no cost to you including diagnosis, parts and labor.

MANUFACTURER'S WARRANTY COVERAGE

FOR 3 YEARS OR 50,000 MILES, WHICHEVER OCCURS FIRST

If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Volkswagen to ensure that your vehicle passes the inspection. This is your Emission Control System PERFORMANCE WARRANTY.

If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Volkswagen. This is your short-term Emission Control System DEFECTS WARRANTY.

FOR 7 YEARS OR 70,000 MILES, WHICHEVER OCCURS FIRST

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Volkswagen. This is your long-term Emission Control System DEFECTS WARRANTY.

FOR 15 YEARS OR 150,000 MILES, WHICHEVER OCCURS FIRST

Some Volkswagen models may be specially equipped to meet California Partial Zero Emission Vehicle (PZEV)/Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV) requirements, as identified on the Vehicle Emission Control Information Label located under the hood. For these vehicles, if your Volkswagen model fails a Smog Check inspection, OR if any emission-related part is found to be

defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original retail purchaser or original lessee. This represents your Emission Control System PERFORMANCE WARRANTY and DEFECTS WARRANTY.

For High-Voltage batteries in Hybrid models equipped to meet PZEV or AT-PZEV requirements, this warranty term is 10 years or 150,000 miles, whichever occurs first.

OWNER'S WARRANTY RESPONSIBILITIES

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Maintenance booklet. Volkswagen recommends that you retain all receipts covering maintenance on your vehicle, but Volkswagen cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Volkswagen dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Volkswagen may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Volkswagen Group of America, Inc.
Customer Care
1 (800) 822-8987

or the

California Air Resources Board
P.O. Box 8001
El Monte, CA 91734-2302

CALIFORNIA EMISSIONS CONTROL SYSTEM DEFECT WARRANTIES

GENERAL

FOR 3 YEARS/50,000 MILES

Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen"), warrants to the original retail purchaser or original lessee and any subsequent purchaser or lessee that every model year 2013 Volkswagen vehicle imported by Volkswagen and certified for sale and registered in California:

- ▶ was designed, built and equipped so as to conform with all applicable requirements of the California Air Resources Board ("CARB") and

- ▶ is free from defects in material and workmanship which cause the vehicle to fail to conform with ARB requirements, including any defect which would cause the vehicle's on-board malfunction indicator to illuminate, for 3 years or 50,000 miles, whichever occurs first.

A warranted part is any part installed on a motor vehicle or motor vehicle engine by the vehicle or engine manufacturer, or installed in a warranty repair, which affects any regulated emission from a motor vehicle or engine which is subject to California emission standards.

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with California regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the United States, including its territories, the dealer will make repairs as may be required by these regulations free of charge.

These coverage's may also be included in the Volkswagen 3 years/36,000 miles New Vehicle Limited Warranty.

FOR 7 YEARS/70,000 MILES COVERING CERTAIN EMISSION SYSTEM PARTS

Certain emission control system parts are covered for 7 years or 70,000 miles, whichever occurs first. The list of covered parts for MY13 is contained in [3.25 Emissions Warranties](#).

CALIFORNIA EMISSIONS PERFORMANCE WARRANTY

California maintains a mandatory Smog Check inspection (a State Inspection and Maintenance program), requiring motor vehicles to be tested at regular intervals. If your vehicle fails to pass a Smog Check inspection performed by a Licensed Smog Check inspection station pursuant to the California Smog Check inspection program within 3 years or 50,000 miles, whichever occurs first, any authorized Volkswagen dealer in the United States, including its territories, will perform free of charge any repairs necessary for the vehicle to pass the smog test.

After the 3 year/50,000 miles performance warranty has expired, a Smog Check inspection failure due to a defect in a part which is warranted for 7 years/70,000 miles, whichever occurs first, is covered. These repairs include diagnosis, parts and labor.

FOR 15 YEARS OR 150,000 MILES, WHICHEVER OCCURS FIRST

Some Volkswagen models may be specially equipped to meet California Partial Zero Emission Vehicle (PZEV)/Advanced Technology Partial Zero Emissions Vehicles (AT-PZEV) requirements, as identified on the Vehicle Emission Control Information Label located under the hood. For these vehicles, if your Volkswagen model fails a Smog Check inspection, OR if any emission-related part is found to be defective, the part will be repaired or replaced by Volkswagen for 15 years or 150,000 miles, whichever occurs first, from the time of delivery of the vehicle to the original retail purchaser or original lessee. This represents your Emission Control System PERFORMANCE WARRANTY and DEFECTS WARRANTY.

For High-Voltage batteries in Hybrid models equipped to meet PZEV or AT-PZEV requirements, this warranty term is 10 years or 150,000 miles, whichever occurs first.

PERFORMANCE WARRANTY CLAIM APPROVAL

You may raise a claim under this warranty immediately after your vehicle has failed a California Smog Check inspection if, as a result of that failure, you are required by law to repair the vehicle to avoid imposition of a penalty or cancellation of your right to use the vehicle. You need not actually suffer the loss or lose the right to use your vehicle or pay for the repair before presenting your claim.

Claims may be presented only by bringing your vehicle to any authorized Volkswagen dealer in the United States, including its territories. The dealer will honor or deny your claim within a reasonable time, not to exceed thirty (30) days, from the time at which your vehicle is presented for repair or within any time period specified by local, state or federal law, whichever is shorter, except when a delay is caused by events not attributable to Volkswagen or the dealer. If the dealer denies your claim, you will be notified in writing of the reasons for rejecting the claim. If you do not receive notice of denial of your claim within the above time period, Volkswagen is required by law to honor the claim.

Under certain circumstances, your claim may be denied because you have failed to comply with instructions for scheduled maintenance contained in your Volkswagen Maintenance booklet. In determining whether you have complied with the instructions for scheduled maintenance and proper use, Volkswagen may require you to furnish proof of compliance only with those maintenance instructions which Volkswagen has reason to believe were not performed and which could be the cause of the Smog Check inspection failure.

Volkswagen may deny an emission performance warranty claim on the basis that a replacement part not certified by the EPA was used in the maintenance or repair of the vehicle if Volkswagen can prove that the non-certified part is either defective in materials or workmanship, or not equivalent from an emission standpoint to the original part, and you are not able to offer information that the part is either not defective or equivalent to the original part with respect to its emission performance.

Volkswagen will not deny a claim relating to:

- ▶ warranty work or pre-delivery service performed by an authorized Volkswagen dealer, or
- ▶ work performed in an emergency to rectify an unsafe condition attributable to Volkswagen, provided you have taken steps in a timely manner to put the vehicle back into a conforming condition, or
- ▶ the use of an uncertified part or to noncompliance with the instructions for proper maintenance and use, which is not related to the Smog Check inspection failure

ADDITIONAL INFORMATION ABOUT YOUR CALIFORNIA EMISSIONS WARRANTIES**WARRANTY PERIOD**

The warranty period begins on the date the vehicle is delivered to the original retail purchaser or original lessee, and any subsequent purchaser or lessee or, if the vehicle is first placed in service as a demonstrator or company car prior to delivery, on the date it is first placed in service.

PROPER MAINTENANCE AND USE

Instructions for proper maintenance are contained in your Volkswagen Maintenance booklet. Time and mileage intervals at which maintenance is to be performed, may vary from model to model.

Volkswagen recommends you keep a record of scheduled maintenance performed by having your Maintenance booklet validated at the approximate time or mileage intervals by an authorized Volkswagen dealer, and that you provide these records to the new owner whenever you sell the vehicle.

Failure to maintain your vehicle according to the instruction for proper maintenance may cause the vehicle to exceed applicable emissions standards and could result in denial of warranty coverage. However, Volkswagen will not deny a warranty claim solely on the basis of your failure to maintain the vehicle according to the instructions or failure to keep a record of maintenance.

Instructions for proper use of the vehicle are contained in your Volkswagen Owner's Manual.

USE OF GENUINE VOLKSWAGEN PARTS

Volkswagen recommends that Genuine Volkswagen parts be used as replacement parts for the maintenance, repair or replacement of emission control systems. Use of replacement parts which are not equivalent to Genuine Volkswagen parts in emission performance and durability may impair the effectiveness of emission control systems. Although use of parts other than Genuine Volkswagen parts does not invalidate these warranties, Volkswagen assumes no liability under these warranties for failure of such parts and damage to other parts caused by such failure.

MAINTENANCE AND REPAIRS PERFORMED BY INDEPENDENT SERVICE SHOPS

Without invalidating these warranties, you may choose to have maintenance, repair or replacement of emission control components performed by any automotive service establishment or individual qualified to perform such services. However, the cost of such services is not covered by these warranties except in emergencies. If the independent service establishment finds a warrantable defect, you may deliver the vehicle to an authorized Volkswagen dealer and have the defect corrected free of charge. Volkswagen will not be liable for any expenses which you have incurred at the independent service establishment, except for emergency repairs. See "Emergency Repairs" for further details.

PARTS NOT SCHEDULED FOR INSPECTION OR REPLACEMENT

Any part, which is not scheduled for inspection or replacement at maintenance intervals specified in your Volkswagen Maintenance booklet, is covered by this warranty for the full warranty period. Any such parts repaired or replaced under warranty are warranted for the remaining warranty period.

SCHEDULED PART INSPECTION OR REPLACEMENT

A part scheduled only for inspection in accordance with Volkswagen's instructions or required scheduled maintenance is covered for the duration of these warranties.

A part installed in accordance with Volkswagen's instructions or required scheduled maintenance is warranted until the next scheduled replacement interval for the duration of these warranties.

DAMAGE TO NON-WARRANTY PARTS

If failure of a warranted part causes damage to a part not covered by warranty, the non-warranted part will also be replaced free of charge.

WARRANTY REPAIRS WHILE TRAVELLING IN CANADA

Warranty repairs while travelling in Canada should be performed by an authorized Volkswagen dealer. If your Volkswagen model is within the United States California Emissions Warranty, Canadian dealers can submit a warranty claim. Proof of United States residence is required. If the Canadian dealer cannot submit your claim, you may be asked to pay for the repair. On your return to the United States, please present the invoice to your United States Volkswagen dealer, who will submit a claim on your behalf and obtain reimbursement for you.

EMERGENCY REPAIRS

Emergency repairs performed by a non-Volkswagen service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Volkswagen model to the nearest authorized Volkswagen dealer. The maximum reimbursement allowable is an amount equal to the cost if your authorized Volkswagen dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Volkswagen dealer:

- ▶ A statement explaining the circumstances that prevented you from getting to an authorized Volkswagen dealer
- ▶ Paid receipt(s)
- ▶ Repair order(s), and
- ▶ Part(s) removed from your Volkswagen model

DAMAGE CAUSED BY TAMPERING, USE OF IMPROPER FUEL, ABUSE, NEGLECT AND IMPROPER MAINTENANCE

These limited warranties do not cover any damage to the vehicle caused by tampering with emission controls, use of fuel containing lead, or fuel not meeting the specifications set forth in the Owner's Manual, and abuse, neglect or improper maintenance of the vehicle. Diagnosis and repair of such damage are at the expense of the owner.

IMPLIED WARRANTIES

Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

INCIDENTAL AND CONSEQUENTIAL DAMAGES

These limited warranties do not cover any incidental or consequential damages, including but not limited to loss of resale value, lost profits or earnings, and out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

TIPS

In the event you have not received the services promised in these warranties, please follow the procedures described in the Warranty and Maintenance booklet under the title "Customer CARE".

6.7 VOLKSWAGEN PARTS AND ACCESSORIES LIMITED WARRANTY

The following terms of warranty apply to all new or factory-remanufactured parts and accessories sold by authorized Volkswagen dealers.

LIMITED WARRANTY FOR NEW AND FACTORY-REMANUFACTURED PARTS AND ACCESSORIES

Issued by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen")

FREE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND ACCESSORIES FOR 1 YEAR OR 12,000 MILES, WHICHEVER OCCURS FIRST

Volkswagen warrants that every new and factory-remanufactured part and accessory, (excluding tires and batteries) which is imported or distributed by Volkswagen and sold as a new or factory-remanufactured part or accessory to a retail customer or authorized dealer, will be free from defects in material and workmanship under normal use and service for 1 year after the date of delivery of the part or accessory to the customer or until the vehicle in which the part or accessory is installed has been driven 12,000 miles, whichever occurs first. This warranty is transferable to subsequent owners free of charge.

If the defective part or accessory was installed by an authorized Volkswagen dealer and the vehicle is brought during this period to the workshop of any authorized Volkswagen dealer, the dealer will, without charge, either repair or replace it with a new or factory-remanufactured part or accessory.

If the defective part or accessory was sold "Over-the-Counter", the dealer will, without charge, repair the part or accessory or furnish a new or remanufactured part or accessory. The labor required to remove the defective part or accessory and to install the new or remanufactured part or accessory is not reimbursable.

If a part is installed in a vehicle after the New Vehicle Warranty period has expired, that part is warranted for 12 months or 12,000 miles, whichever occurs first. If the replaced part fails, the new part will also receive a 12-month or 12,000 mile warranty, whichever occurs first.

If a part is installed during the New Vehicle Warranty period (as a warranted replacement part), the part is covered for the remainder of the New Vehicle Warranty period, or for 12 months or 12,000 miles, whichever is greater.

If an accessory (e.g., roof rack, MDI box, alloy wheels) is installed prior to New Vehicle delivery, it is covered for the New Vehicle Limited Warranty period.

If an accessory is installed by a Volkswagen authorized dealer, during the New Vehicle Limited Warranty period, it is covered for the greater of:

- ▶ the remainder of the New Vehicle Limited Warranty period, or
- ▶ 12 months or 12,000 miles, whichever occurs first

Electrical parts and electronic components are subject to inspection by Volkswagen and, if found to be damaged due to improper installation or handling by an unauthorized repair facility, cannot be

accepted for warranty reimbursement. For details about the Battery Limited Warranty, see your Volkswagen Parts or Service Professional.

DAMAGE AND MALFUNCTIONS NOT COVERED BY WARRANTY

Volkswagen is not responsible for damage or malfunctions resulting from:

- ▶ misuse, negligence, alteration, modification, environmental damage, accident or fire;
- ▶ improper repair of the vehicle or damage due to improper installation or diagnosis;
- ▶ use of the part or accessory in a vehicle used for a competitive purpose; or
- ▶ failure to follow recommended maintenance intervals and requirements.

WEAR AND TEAR, AND MAINTENANCE AND SERVICE ITEMS NOT COVERED BY WARRANTY

This warranty does not cover wear and tear items such as clutch linings, brake pads/shoes, brake linings, windshield wiper blades, fuses, radio tape head cassette cleaning, worn seat covers and other trim and appearance items that wear as a result of normal use, lack of normal care, or deterioration. Except where specifically required as part of a repair covered by warranty, maintenance and service items are at the expense of the owner.

NO OTHER WARRANTIES MADE

This warranty is in lieu of all other express warranties of Volkswagen, the Manufacturer, and the selling dealer for new or factory-remanufactured parts and accessories. Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited to the duration of this written warranty.

Neither Volkswagen nor the Manufacturer assumes, or authorizes any person to assume on its behalf, any other obligation or liability.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

CONSEQUENTIAL DAMAGE EXCLUDED

Volkswagen is not responsible for incidental or consequential damage, including lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

OTHER LEGAL RIGHTS

This warranty also gives you specific legal rights, and you may also have other rights, which vary from state to state.

Warranty information may be obtained by phoning 1-800-822-8987, or by writing to:

Volkswagen of America, Inc.
Customer CARE Center
3499 West Hamlin Road
Rochester Hills, MI 48309

6.8 REPLACEMENT MUFFLER, SHOCK ABSORBER, STRUT, STRUT INSERT

The following terms of warranty apply to Volkswagen Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts sold by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Volkswagen").

LIMITED LIFETIME WARRANTY FOR VOLKSWAGEN REPLACEMENT MUFFLERS, SHOCK ABSORBERS, STRUTS AND STRUT INSERTS

Volkswagen warrants against malfunction any Volkswagen Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts ("Replacement Parts") which were acquired by a retail customer and installed in a Volkswagen vehicle on or after May 1, 1991, for as long as the purchaser continues to own or lease the vehicle.

In the event of a malfunction, Volkswagen will provide a new Replacement Part free of charge. The cost of removal of the malfunctioning part from the vehicle and the installation of a new Replacement Part into the vehicle are not covered by this warranty, except as noted below:

Labor may be reimbursable under the Limited Warranty for New and Remanufactured Parts and Accessories within one year or 12,000 miles, whichever occurs first, from date of purchase of the replacement Limited Lifetime Part (only if installed by an authorized Volkswagen dealership). Volkswagen is not responsible for labor reimbursement beyond one year or 12,000 miles, whichever occurs first.

The new Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts will continue to be covered by the Limited Lifetime Warranty for Volkswagen Replacement Mufflers, Shock Absorbers, Struts and Strut Inserts.

OWNER'S OBLIGATIONS

In order to claim under this warranty, the purchaser must do the following:

- ▶ Present the vehicle equipped with the malfunctioning part to any authorized Volkswagen dealer in the United States for repair;
- ▶ Present the "Limited Lifetime Warranty" certificate delivered to the purchaser on the date of the original sale of the Replacement Part and proof of current vehicle registration to any authorized Volkswagen dealer in the United States or to the service facility which installed the warranted component.

In order to be acceptable, such proof of vehicle registration must at a minimum show the purchaser's name and the Vehicle Identification Number of the vehicle in which the Replacement Part was originally installed.

This warranty is not transferable.

EXCLUSIONS FROM THE LIFETIME WARRANTY

Catalyst, exhaust pipes (unless part of muffler assembly) clamps, gaskets, hangers, other mounting hardware associated with the replacement of the Mufflers, Shock Absorbers, Struts and Strut Inserts are not covered by this warranty.

DAMAGE OR MALFUNCTIONS UNRELATED TO A MALFUNCTION OF THE REPLACEMENT PART

Damage to or malfunctions of the Replacement Part caused by misuse, negligence, alteration, accident, fire, the improper repair of the vehicle, environmental damage, or the use of the vehicle in competitive events are not covered by this warranty.

IMPLIED WARRANTIES

Any implied warranty, including any warranty of merchantability or fitness for a particular purpose is limited in duration to the stated period of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

CONSEQUENTIAL AND INCIDENTAL DAMAGE

This warranty does not cover any consequential or incidental damage, including loss of value of the vehicle, lost profits or earnings or out-of-pocket expenses for substitute transportation or lodging.

Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.

NO OTHER WARRANTIES MADE

This warranty is the only express warranty made by Volkswagen, the Manufacturer, and the selling dealer in connection with the sale or installation of a Replacement Part covered by this warranty. Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited to the duration of this written warranty.

Neither Volkswagen nor the Manufacturer assumes, or authorizes any person to assume on its behalf, any other obligation or liability.

SPECIFIC LEGAL RIGHTS

This warranty also gives you specific legal rights, and you may also have other rights, which vary from state to state.

Warranty information may be obtained by phoning 1-800-822-8987, or by writing to:

Volkswagen of America, Inc.
Customer CARE Center
3800 Hamlin Road
Auburn Hills, MI 48326

6.9 WORLDAUTO CERTIFIED PRE-OWNED LIMITED WARRANTY

WARRANTY PERIOD

The warranty period of WorldAuto Certified Pre-Owned is two years or 24,000 miles, whichever occurs first.

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

START OF WARRANTY PERIOD

The warranty period begins when the New Vehicle Limited Warranty expires or on the WorldAuto CPO sale date, whichever occurs later.

TERMS OF WARRANTY

Repairs under this warranty will be performed free of charge after a deductible of \$50 per dealer visit. In the event several repair attempts are necessary to repair a manufacturer's defect in material or workmanship covered by this warranty, the deductible with respect to that repair must be paid only once. Vehicles purchased before January 1, 2012, are not subject to a deductible.

WHAT IS COVERED

2 years/24,000 miles

This warranty covers any repair to correct a defect in material or workmanship (except wear and tear), unless excluded in the section titled "What is Not Covered".

WHAT IS NOT COVERED

TIRES

Tires are not covered by this warranty, but may be separately warranted by the tire manufacturer.

MAINTENANCE SERVICES AND ADJUSTMENTS

This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. This warranty does not cover the replacement of filters, oil, lubricants, or fluids unless their replacement is a necessary part of warranty service on a covered component. This warranty does not cover wheel alignments and balancing, brake and clutch adjustments or any mechanical adjustments which become necessary as a result of normal use or wear and tear. Adjustments are minor repairs not usually associated with the replacement of parts, such as headlight adjustments.

UNWIRED HEADPHONES (ROUTAN ONLY)

Unwired headphones are not covered by this warranty, but are separately warranted by the manufacturer.

WEAR AND TEAR ITEMS

This warranty does not cover any wear and tear items, including, but not limited to, the replacement of clutch linings, brake pads/shoes, brake linings, brake rotors, brake drums, timing belts, spark plugs, the dust-pollen filter, the clutch-pressure plate, ignition wires, the distributor cap, the ignition rotor, ignition points, the ATF oil filter, the strut, shocks, strut bearings, batteries, exhaust systems, windshield wiper blades or inserts, incandescent bulbs, fuses, worn seatcovers, the Cabrio/convertible top or other trim and appearance items that wear as a result of normal use or deterioration, radio/cassette head cleaning, CD lens cleaning and belts, hoses and clamps that wear as a result of normal use.

CAMPER EQUIPMENT

Winnebago®-installed equipment or replacement parts are not covered by this warranty, nor is any original Volkswagen component modified in the manufacturing of the Eurovan Camper by Winnebago Industries that becomes inoperative such as modified or replaced body panels, radio or exhaust systems.

LOANER

This warranty does not include loaner allowance.

COMMERCIAL USE

Vehicles sold for commercial use, i.e. taxi, courier, limousine, driver education, etc. are not covered.

DAMAGE OR MALFUNCTIONS DUE TO LACK OF MAINTENANCE, MISUSE OR ALTERATION

This warranty does not cover any damage or malfunctions caused by abuse, intentional or unintentional misfueling, use of the vehicle in competitive events, use of inferior parts, alteration of the vehicle or lack of maintenance, including, but not limited to, the failure to follow recommended maintenance-and-use instructions as set forth in the Owner's Manual and the Maintenance Manual.

DAMAGE OR MALFUNCTIONS DUE TO IMPROPER REPAIR OR INSTALLATION OF EQUIPMENT, ACCIDENT OR FIRE

This warranty does not cover any damage or malfunction caused by improper repair of the vehicle, use of high-performance parts, modifications to the vehicle, use of non-OEM parts (and any subsequent damage including damage or malfunctions to associated parts or systems), i.e., "chip tuning" or other modifications of factory-installed engine-management systems that would alter the vehicle performance specifications from those set by the vehicle manufacturer, improper installation of accessories, such as alarm systems or communications equipment, accident or accidental fire.

DAMAGE CAUSED BY THE ENVIRONMENT

This warranty does not cover damage caused by airborne industrial pollutants (i.e. acid rain), bird droppings, stones, floodwater, windstorms and other similar occurrences.

COST OF MAINTENANCE SERVICES

This warranty does not cover the cost of any maintenance services (i.e., oil changes, tire rotation). Some specific maintenance services may be covered by the remaining portion, if any, of the *Volkswagen Carefree Maintenance Program*.

OTHER EXPENSES

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings and out-of-pocket expenses for substitute transportation or lodging. Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply.

ADDITIONAL IMPORTANT WARRANTY TERMS

This warranty is issued by Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (VWoA). This warranty does not apply to Volkswagen vehicles or parts and accessories not imported or distributed by VWoA.

This warranty and the remaining portions, if any, of the New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, and the Emissions Control System Warranties, to the extent that they have not expired, are the only express warranties made by VWoA with respect to this Certified Pre-Owned vehicle. Neither VWoA nor the manufacturer assumes or authorizes any person to assume any other obligation or liability on its behalf.

WHERE TO GO FOR WARRANTY SERVICE

Warranty repairs will be performed by any authorized Volkswagen dealer or an authorized Volkswagen Service Center in the United States. This warranty does not apply outside the United States.

EMERGENCY REPAIRS

In the event that it is impossible or unreasonable in an emergency to drive or tow the vehicle to the nearest authorized Volkswagen dealer, VWoA will reimburse to the purchaser the reasonable cost of warranty repairs performed by service facilities other than an authorized Volkswagen dealer. If an emergency repair was performed by a non-Volkswagen service facility, keep all receipts, repair orders and parts removed from your Volkswagen vehicle. A statement describing the circumstances which prevented the purchaser from bringing the vehicle to an authorized Volkswagen dealer, together with original paid receipts and repair orders issued by the service facility, must be submitted in support of a request for reimbursement. Mail this request to:

Volkswagen of America, Inc.
Attn: WorldAuto Certified Pre-Owned Warranty Department
3800 Hamlin Road
Auburn Hills, MI 48326

WARRANTY TRANSFER

In the event of a private sale of a vehicle, the remainder of the Certified Pre-Owned Limited Warranty may be transferred to the subsequent owner at no charge. The new owner is responsible for initiating the transfer. The transfer is activated by submitting a letter containing the new owner's name, address and phone number, the name of the previous owner (seller), and the complete VIN of the vehicle to Volkswagen of America, Inc.

Send to: Volkswagen of America, Inc.
Attn: WorldAuto Certified Pre-Owned Warranty Department
3800 Hamlin Road
Auburn Hills, MI 48326

This warranty gives you specific legal rights and you may also have other rights, which vary from state-to-state.

Additional warranty information may be obtained by writing to:
Volkswagen of America, Inc.
Attn: Customer CARE Center
3800 Hamlin Road
Auburn Hills, MI 48326

Telephone: 1-800-822-8987

VOLKSWAGEN 24-HOUR ROADSIDE ASSISTANCE

You will receive your Owner's Manual in two to four weeks following delivery. The Volkswagen 24-Hour Roadside Assistance program offers the following roadside assistance services for two years (from date of purchase):

- ▶ Towing to the nearest authorized Volkswagen dealership
- ▶ Battery jump-start
- ▶ Flat-tire service
- ▶ Lockout service
- ▶ Fuel-delivery service

CALL 1-800-411-6688

To obtain service, you must provide the following information:

- ▶ Your VIN number
- ▶ Year, model, color and license-plate number of vehicle
- ▶ Area code and phone number from which you are calling
- ▶ Exact location of your vehicle (street address and nearest intersection)
- ▶ Type of service required or a brief description of the problem

TRIP INTERRUPTION BENEFITS

If your registered Volkswagen is disabled because of a mechanical breakdown over 100 miles from your residence address, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Trip interruption coverage is limited to a maximum of \$500 per incident. Reference your Owner's Manual for benefit details. It is required that you contact your Dispatch Center to obtain a pre-authorization number and reimbursement instructions. Call 1-800-411-6688.

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