



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-04

Subject: Carefree Maintenance Coverage for Interim Oil Changes for Certain 2009 MY and Forward Volkswagen TDI® Clean Diesel Engine Vehicles Registered in the State of Illinois Only (US Dealers)

Date: Feb. 15, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Carefree Maintenance Coverage for Interim Oil Changes for 2009 MY and Forward Volkswagen TDI® Clean Diesel Engine Vehicles (with Engine Codes CATA, CBEA, CJAA, CKRA, or CNRB) Registered in the State of Illinois Only

Because Volkswagen supports the development and use of renewable fuels (such as biodiesel fuel blends), customers with 2009-2013 MY Volkswagen TDI® Clean Diesel Engine vehicles registered in the State of Illinois only will receive a communication in February 2013 regarding the use of biodiesel fuel blends in their vehicles.

IMPORTANT!

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. Volkswagen will continue to honor the terms and conditions of Volkswagen Limited Warranties that came with these vehicles.

Biodiesel blends (up to B20) may be used in 2009 MY and forward Volkswagen TDI® Clean Diesel engine vehicles (with engine codes CATA, CBEA, CJAA, CKRA, or CNRB) registered in the State of Illinois.

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and can affect the quality of the oil.

Customers are being advised to routinely check the engine oil level. A good time to do this is when the customer refuels, especially if the customer regularly does a lot of short distance or stop-and-go driving. This will help the customer see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) Customers' should see the Owner's Manual for additional information on checking the engine oil level in their vehicle.

If a customer ever notices that the engine oil level has risen or is above the maximum indicator, the customer should contact an authorized Volkswagen dealer or Volkswagen Customer CARE to schedule an oil change – regardless of the time or mileage that has elapsed since the vehicle last had an oil change performed.



Das Auto.

Warranty Information

IMPORTANT!

If the oil level is getting higher due to biodiesel fuel use, the oil change will be covered under Carefree Maintenance even if the vehicle has not yet reached the official oil change interval (as specified in the maintenance booklet) – *provided that the vehicle is within the time/mileage limits of the Volkswagen Carefree Maintenance Program.*

Customers should continue to follow the oil change intervals found in the maintenance booklet that came with the vehicle, and only use engine oil that expressly complies with Volkswagen quality standard VW 507 00.

Customers should refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.

When the vehicle will be in storage (or not driven) for several weeks or months, Volkswagen recommends that the customer completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

Vehicle Eligibility

To substantiate that an Illinois-registered 2009 MY and forward Volkswagen TDI® Clean Diesel engine vehicle (with engine code CATA, CBEA, CJAA, CKRA, or CNRB) is eligible for interim oil change coverage under Carefree Maintenance, attach a copy of the Illinois vehicle registration to the repair order.

SAGA Warranty Claim Type and Service Number

Dealers must use the following claim type and service number when submitting claims for a subject vehicle requiring an interim oil change under Carefree Maintenance due to the dilution of the oil in the system (a potential characteristic of biodiesel use).

- ▶ Claim Type: 1MA
- ▶ Service Number: 0305

Questions

For any questions regarding interim oil change coverage under Carefree Maintenance for 2009 MY and forward Volkswagen TDI® Clean Diesel engine vehicles (with engine codes CATA, CBEA, CJAA, CKRA, or CNRB) registered in the State of Illinois, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



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Frequently Asked Questions (FAQ)

Using Biodiesel Blend Fuels in 2009-2013 Model Year Volkswagen TDI® Clean Diesel Vehicles Registered in the State of Illinois

Why are only customers with 2009-2013 model year Volkswagen TDI® Clean Diesel engine vehicles registered in the State of Illinois receiving this information?

2009-2013 model year Volkswagen TDI® Clean Diesel engine vehicles were originally designed to run on “ULSD” – Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. We want to assure our customers with 2009-2013 model year Volkswagen TDI® Clean Diesel engine vehicles registered in Illinois that, even though Illinois state tax incentives for biofuels limit their diesel fuel choices, we will continue to honor the terms and conditions of the Volkswagen Limited Warranties that came with their vehicle.

What is biodiesel fuel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and affect the quality of the oil.

When a customer uses biodiesel blends in their Illinois-registered TDI® Clean Diesel engine vehicle, what do they need to remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner's Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Volkswagen dealer or Volkswagen Customer CARE to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Volkswagen quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

A customer with a subject vehicle registered in the State of Illinois concludes that their vehicle needs an oil change because they believe that the oil level in their vehicle is getting higher due to biodiesel fuel use. Will the oil change be covered under Carefree Maintenance even if the vehicle has not yet reached the official oil change interval (as per the maintenance booklet)?

This situation may arise in very rare cases. Customers with subject vehicles inquiring on such cases should be advised that yes, the additional oil change can be performed at no cost, as long as the vehicle is within the time/mileage parameters of Carefree Maintenance.



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: 2009-2013 Model Year Volkswagen TDI® Clean Diesel Vehicles Registered in Illinois
Using Biodiesel Blend Fuels**

Dear Volkswagen TDI Clean Diesel Owner,

As a valued Volkswagen customer, your satisfaction is our utmost priority. Because we support the development and use of renewable fuels (such as biodiesel fuel blends) we are writing to customers who have Volkswagen TDI® Clean Diesel engine vehicles registered in the State of Illinois in order to share some important information about using biodiesel fuel blends in these vehicles.

What is biodiesel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

Why is it important for me to know about biodiesel fuel blends?

Your vehicle was originally designed to run on "ULSD" - Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. However, we want to assure you that Volkswagen will continue to honor the terms and conditions of the Volkswagen Limited Warranties that came with your vehicle.

Biodiesel blends (up to B20) may be used in your Illinois-registered TDI® Clean Diesel vehicle; however please be aware that biodiesel has characteristics that are different from other kinds of fuel, especially petroleum-based fuels.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and can affect the quality of the oil.

When I use biodiesel blends in my Illinois-registered Volkswagen TDI® Clean Diesel vehicle, what should I remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner's Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Volkswagen dealer or Volkswagen Customer CARE to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Volkswagen quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

Can we assist you further?

If you have additional questions about your Illinois-registered TDI® Clean Diesel vehicle, please call or write to us at:

*Volkswagen of America, Inc.
Attn: Customer CARE
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-444-8982*

Please keep this letter with your Warranty booklet for future reference, and deliver it to any new owner, along with the owner's manual.

We hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality