



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-17

**Subject: Factory-Installed HID Headlight Bulb(s) Limited
Warranty Extension for Certain MY 2004, 2005, 2006,
and 2007 Touareg Vehicles
(US Dealers)**

Date: Aug. 14, 2013

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Effective: Reception Date August 5, 2013

HID Headlight Bulb(s) Limited Warranty Extension

The New Vehicle Limited Warranty for HID headlight bulb(s) for certain Model Year 2004, 2005, 2006, and 2007 Touareg vehicles is extended to 5 years or 50,000 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.

Extended Warranty Parameters

- ▶ The extension will cover the repair or replacement, by an authorized Volkswagen dealer, of the HID headlight bulb(s) for certain Model Year 2004, 2005, 2006, and 2007 Touareg vehicles.
- ▶ The extension will also cover repair or replacement of a covered HID headlight bulb(s) for certain Model Year 2004, 2005, 2006, and 2007 Touareg vehicles after the 5 years or 50,000 miles (whichever occurs first) period if the customer provides proof that the problem which necessitated the repair/replacement had previously been brought to the attention of, and documented by, an authorized Volkswagen dealer, or other repair facility, within the 5 years or 50,000 miles period.
- ▶ The warranty extension will not cover any damage or malfunction 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.

Reimbursement is applicable only to the repairs described in this Warranty Bulletin.



Das Auto.

Warranty Information

Settlement Reimbursement Information for Customers

The reimbursement part of the settlement is separate and distinct from the extended warranty and is administered exclusively by the settlement claim administrator, *Rust Consulting, Inc.* Key points follow:

- ▶ The settlement also provides for reimbursement of money previously paid by a customer for repair or replacement of a covered HID headlight bulb(s) prior to **August 5, 2013** and within 5 years or 50,000 miles, whichever occurs first, from the date of the first original purchase or lease of the vehicle.
- ▶ Reimbursement may also be available for **pre-August 5, 2013** repairs performed after the 5 years or 50,000 miles, whichever occurs first, period if the customer provides proof that the covered HID headlight bulb(s) problem which required the repair was brought to the attention of, and documented by, an authorized Volkswagen dealer, or other repair facility, within the 5 years or 50,000 miles period.

Any customer who has a question regarding reimbursement for a prior paid repair or replacement should be referred to the settlement administrator (1-888-519-6913) or the settlement website www.HIDheadlightsettlement.com.

Vehicle Eligibility

To determine if a vehicle is eligible for the Factory-Installed HID Headlight Bulb(s) 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 Factory-Installed HID Headlight Bulb(s) Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 9459

Questions

For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

Warranty Quick Reference Guide Updates

Periodically updated pages of the Warranty Quick Reference Guide will be reprinted and shipped to Dealers for inclusion into the guide. In the interim, in order to keep the guide up-to-date, please print this update and insert into the applicable section(s) of the guide.

Volkswagen Limited Extension Warranties	Country	Model Year	Model	Engine	Years (Whichever Occurs First)	Miles
Secondary air pressure sensor limited warranty extension	USA	2012	Passat	CBUA		
		2012	Beetle	CBUA	10	120,000 mi
		2010 - 2012	Golf (A6)	CBUA		
Factory-installed HID headlight bulb(s) limited warranty extension	USA	2004 - 2007	Certain Touareg vehicles	All	5	50,000 mi