



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-14-03

Subject: Carefree Maintenance Coverage for Interim Oil Changes for Certain 2009 – 2015 MY Volkswagen TDI® Clean Diesel Engine Vehicles Registered in the State of Minnesota Only (US Dealers)

Date: July 10, 2014

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Carefree Maintenance Coverage for Interim Oil Changes for certain 2009 - 2015 MY Volkswagen TDI® Clean Diesel Engine Vehicles (with Engine Codes CATA, CBEA, CJAA, CKRA, or CNRB) Registered in the State of Minnesota Only

Because Volkswagen supports the development and use of renewable fuels (such as biodiesel fuel blends), customers with certain 2009-2015 MY Volkswagen TDI® Clean Diesel Engine vehicles registered in the State of Minnesota only will receive a communication in July 2014 regarding the use of biodiesel fuel blends in their vehicles.

IMPORTANT!

Due to new Minnesota state regulations regarding biofuels, biodiesel blends of B5 or less may not be available in Minnesota. 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 certain 2009 - 2015 MY Volkswagen TDI® Clean Diesel engine vehicles (with engine codes CATA, CBEA, CJAA, CKRA, or CNRB) registered in the State of Minnesota.

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.



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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 a Minnesota-registered 2009 - 2015 MY 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 Minnesota 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 certain 2009 - 2015 MY Volkswagen TDI[®] Clean Diesel engine vehicles (with engine codes CATA, CBEA, CJAA, CKRA, or CNRB) registered in the State of Minnesota, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.