



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-15-02

**Subject: Left Cylinder Head Limited Warranty Extension –
Certain 2011 – 2012 Model Year Routan with 3.6L
Engine (Engine Code CJRA)
(US Dealers)**

Date: Jan. 13, 2015

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Left Cylinder Head Limited Warranty Extension

Volkswagen has extended the Emissions Control Systems Warranty for the left cylinder head under specific conditions to 10 years or 150,000 miles, whichever occurs first, from the vehicle's original in-service date, for certain 2011 – 2012 Model Year Volkswagen Routan 3.6L Engine vehicles with engine code CJRA.

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 warranty extension is fully transferable to subsequent owners.

What is the Problem

Volkswagen has determined that, under specific conditions, a valve guide and valve seat wear condition on the left cylinder head may result in engine misfire and can cause the Malfunction Indicator Lamp (MIL) on the instrument cluster to illuminate due to the presence of specific fault codes caused by this condition. This may also lead to reduced engine performance if the MIL-on issue is not addressed.

The MIL is part of the on-board diagnostic system. Please refer to the owner's manual for additional information about the MIL. In some locales, an illuminated Malfunction Indicator Lamp could cause the vehicle to fail a smog check program, and the vehicle registration application could be denied.

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 only the diagnosis and replacement of a faulty left cylinder head.

What is Not Covered Under This Warranty Extension

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the



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installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.

- ▶ Other conditions *unrelated* to a faulty left cylinder head that 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 warranty extension.
- ▶ 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 are not covered by this warranty extension.

Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to their Volkswagen model. Owners should read these limited warranties carefully to determine their warranty rights and obligations, as this information also applies to the coverage provided to them in this warranty extension.

Repair Procedure

Refer to Technical Bulletin Instance Number 2038672 for the applicable repair procedure.

Vehicle Eligibility

To determine if a vehicle is eligible for the Left Cylinder Head Limited Warranty Extension, check the VIN in ElsaPro > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaPro 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 Left Cylinder Head Limited Warranty Extension.

- ▶ Claim Type: 1PT
- ▶ Service Number: 1570

Questions

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