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# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-15-06**

**Subject: High-Pressure Fuel Pump Limited Warranty Extension  
– Certain 2009-2012 Model Year Volkswagen TDI®  
Clean Diesel Engine Vehicles  
(US Dealers)**

**Date: June 25, 2015**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## High-Pressure Fuel Pump Limited Warranty Extension

Volkswagen has extended the warranty for the high-pressure fuel pump (HPFP) under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for certain 2009 – 2012 Model Year (MY) Volkswagen TDI® Clean Diesel Engine vehicles.

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.

Certain 2009 – 2012 MY Jetta TDI Vehicles Certain 2009 – 2012 MY Jetta Sportwagen TDI Vehicles Certain 2010 – 2012 MY Golf TDI Vehicles	Certain 2009 – 2012 MY Touareg TDI Vehicles Certain 2012 MY Passat TDI Vehicles
This warranty extension covers the-replacement of the high-pressure fuel pump <u>only</u> if: <ul style="list-style-type: none"> <li>▶ the vehicle has a Volkswagen-approved misfueling guard installed prior to the HPFP failure <u>and</u></li> <li>▶ the correct, uncontaminated fuel is present in the vehicle.</li> </ul> Diagnosis to determine the cause of the failure will be covered regardless if the HPFP replacement is covered by the warranty extension.	This warranty extension covers the replacement of the high-pressure fuel pump <u>only</u> if: <ul style="list-style-type: none"> <li>▶ the correct, uncontaminated fuel is present in the vehicle.</li> </ul> Diagnosis to determine the cause of the failure will be covered regardless if the HPFP replacement is covered by the warranty extension.
Upon confirmation of both the correct, uncontaminated fuel and the installation of the misfueling guard, the high-pressure fuel pump will have coverage under this warranty extension.	Upon confirmation of the correct, uncontaminated fuel, the high-pressure fuel pump will have coverage under this warranty extension.
If the misfueling guard is damaged or absent, or if analysis shows incorrect or contaminated fuel, the vehicle will <u>not</u> have coverage under this extension.	If analysis shows incorrect or contaminated fuel, the vehicle will <u>not</u> have coverage under this extension.
Refer to Technical Bulletin Instance Number 2041063 for the applicable repair procedure.	Refer to Technical Bulletin Instance Number 2041057 for the applicable repair procedure.



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Additionally, this warranty extension will not cover:

- ▶ Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured "alternate" fuel.
- ▶ Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light 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.

## Vehicle Eligibility

To determine if a vehicle is eligible for the High-Pressure Fuel Pump 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 High-Pressure Fuel Pump Limited Warranty Extension.

- ▶ Claim Type: 1PT
- ▶ Service Number: 2374

## Loaner Vehicle Eligibility

Active VW Customer Mobility Program (VWCMP) loaner vehicles are eligible to receive \$35 per day for loaner expense reimbursement under this warranty extension. For dealers enrolled in the VWCMP, a non-VWCMP loaner vehicle can be provided at a reimbursement rate of \$25 per day or a VW rental at \$35 if a VWCMP loaner is not available. These claims must be submitted in SAGA on a separate line using claim type 1SP.

## Additional Important Information

A printout of the fuel sample lab report (*Certificate of Analysis*) is a mandatory claim documentation requirement and must be attached to the repair order to substantiate a warranty claim.

An automated email (example below) will be forwarded to the Dealer advising them that the fuel sample lab report (*Certificate of Analysis*) is available. The email will include an embedded link to VW Google (allowing the Dealer to log in right from the email) and will instruct the Dealer on how to obtain the report (*Certificate of Analysis*).

## Automated Email Example

To: Doe, John  
Cc: Fuel Samples VW  
Subject: Fuel Sample Lab Report Available for: 3VWZZAJ1BM000001\_20150420

Thank you submitting your fuel sample for VIN: 3VWZZAJ1BM000001

The laboratory analysis results have been uploaded as a PDF file to: <https://www.vwhub.com/gsaict/VWGSASearch/ctr/request?brand=V>

Please use the VIN in the VW Google Search box. The report will be found under the ServiceNet heading.




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## Fuel Sample Lab Report (Certificate of Analysis) Examples

IAC Linden  
1301 W. Blancke Street  
Linden, New Jersey 07036 USA  
T: 908-862-1717  
F: 908-862-1525




### Certificate of Analysis


Terminal / Port / Office: 403100  
Product: Ultra Low Sulfur Diesel  
Client Reference: PO# 1295378  
VIN #: 3VWZZAJ1BM000001  
Job ID: 063-1500392  
Comments: **PASS**

Sample Submitted By: Volkswagen Group of America  
Analysis Performed By: IAC Chicago  
Date Sampled: 20-Apr-2015  
Date Reported: 23-Apr-2015  
Access Code: 1295378

Method	Test	Result	Specification
ASTM D4052	API Gravity @ 60°F	34.9	
	Density @ 15°C, kg/m <sup>3</sup>	849.9	
	Relative Density (SG) @ 15.56°C	0.8504	
ASTM D86	Initial Boiling Point, °F / °C	348.3 / 175.7	149.9 °C Min.
	10% Recovered, °F / °C	421.3 / 216.3	
	50% Recovered, °F / °C	555.2 / 262.9	
	90% Recovered, °F / °C	694.2 / 317.9	282 - 338 °C
	Endpoint, °F / °C	662.2 / 350.1	
	Recovery, %	98.7	
	Residue, %	1.1	
	Loss, %	0.2	
ASTM D93 Proc. A	Flash Point, °C / °F	64.5 / 148	52.0 °C Min.
ASTM D7688	Lubricity, Major Axis, µm	415	
	Lubricity, Minor Axis, µm	379	
	Lubricity, Wear Scar Diameter, µm	397	520 Max.
	Test Temperature, °C	60	
ASTM D445	Test Temperature	40°C (104°F)	
	Kinematic Viscosity, cSt	2.735	1.9 - 4.1
ASTM D6304 Proc. B	Water Content, % Mass / % V/V	0.0028 / 0.0024	0.050 % V/V Max.

For Inspectorate:   
Jim Krause, Laboratory Manager

IAC Linden  
1301 W. Blancke Street  
Linden, New Jersey 07036 USA  
T: 908-862-1717  
F: 908-862-1525




### Certificate of Analysis

Terminal / Port / Office: 403100  
Product: Ultra Low Sulfur Diesel  
Client Reference: PO# 1294399  
VIN #: 3VWZZAJ1BM000001  
Job ID: 063-1500392  
Comments: **FAIL**

Sample Submitted By: Volkswagen Group of America  
Analysis Performed By: IAC Chicago  
Date Sampled: 20-Apr-2015  
Date Reported: 23-Apr-2015  
Access Code: 1294398

Method	Test	Result	Specification
ASTM D4052	API Gravity @ 60°F	35.3	
	Density @ 15°C, kg/m <sup>3</sup>	848.0	
	Relative Density (SG) @ 15.56°C	0.8482	
ASTM D86	Initial Boiling Point, °F / °C	335.9 / 169.4	149.9 °C Min.
	10% Recovered, °F / °C	410.7 / 210.4	
	50% Recovered, °F / °C	500.4 / 260.2	
	90% Recovered, °F / °C	654.1 / 317.8	282 - 338 °C
	Endpoint, °F / °C	660.0 / 348.9	
	Recovery, %	98.0	
	Residue, %	1.3	
	Loss, %	0.7	
ASTM D93 Proc. A	Flash Point, °C / °F	48.0 / 116.4	52.0 °C Min.
ASTM D7688	Lubricity, Major Axis, µm	414	
	Lubricity, Minor Axis, µm	406	
	Lubricity, Wear Scar Diameter, µm	410	520 Max.
	Test Temperature, °C	60	
ASTM D445	Test Temperature	40°C (104°F)	
	Kinematic Viscosity, cSt	2.579	1.9 - 4.1
ASTM D6304 Proc. B	Water Content, % Mass / % V/V	0.0022 / 0.0019	0.050 % V/V Max.

For Inspectorate:   
Jim Krause, Laboratory Manager

### Questions

Frequently asked questions (FAQs) regarding the High-Pressure Fuel Pump Limited Warranty Extension have been compiled and are attached to this bulletin for reference. For any additional questions regarding this warranty extension, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).



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## Frequently Asked Questions (FAQ)

### SUMMARY

**Vehicles Covered:** Certain 2009-2012 model year Volkswagen TDI® Clean Diesel engine vehicles that may be eligible for coverage will have a warranty contract loaded into Elsa; however the vehicle must be within the time/mileage parameters, and not otherwise be ineligible for warranty coverage (example: totaled status vehicle = not covered). Dealers should check the Enhanced Coverage section in ELSA to help determine if a vehicle is eligible for consideration under this warranty extension.

**Warranty Extension Description:** Volkswagen has extended the warranty for the high-pressure fuel pump (HPFP) in certain 2009-2012 MY Volkswagen TDI® Clean Diesel engine vehicles under specific conditions 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.

**For Touareg/Passat only:** This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump only if correct, uncontaminated fuel is present in the vehicle.

**For all others included in the warranty extension:** This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump only if the vehicle has a Volkswagen-approved misfueling guard installed and only if correct, uncontaminated fuel is present in the vehicle.

**Dealers should refer to the Warranty Bulletin for additional information.**

**Dealers should check the Enhanced Coverage section in ELSA to validate whether or not a vehicle is included for coverage consideration.**

### What does the driver experience if the high-pressure pump starts to fail/fails?

If the high-pressure fuel pump begins to fail, vehicle performance may be adversely affected; if the vehicle continues to be driven when there is a problem, there is a risk of total pump failure.

A driver with a vehicle experiencing this issue will immediately be made aware of a problem by how the vehicle is performing (vehicle will fall into limp mode), but also by the illumination of indicator lights on the instrument panel indicating a vehicle problem.

As always, whenever a driver experiences vehicle performance issues, it is advised to take the vehicle to an authorized dealer for inspection/diagnosis and repair. Owners should also ensure that they have read their owner's manual and are familiar with the meanings of the vehicle's warning lights and gauges.

### Is a loaner vehicle or towing assistance being covered under this warranty extension?

Active VW Customer Mobility Program (VWCMP) loaner vehicles are eligible to receive \$35 per day for loaner expense reimbursement under this warranty extension. For dealers enrolled in the VWCMP, a non-VWCMP loaner vehicle can be provided at a reimbursement rate of \$25 per day or a VW rental at \$35 if a VWCMP loaner is not available. These claims must be submitted in SAGA on a separate line using claim type 1SP.

Should a customer request towing assistance, please follow existing Roadside Assistance Program guidelines.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the warranty bulletin. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have warranty-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

**Is it still required to open a VTA ticket prior to initiating a HPFP repair?**

No. It is no longer required to create a VTA ticket for a HPFP repair for vehicles associated with this warranty extension.

**What is included in the process for a dealer diagnosing a vehicle with a suspected high-pressure fuel pump issue?**

**For Touareg/Passat:** As part of diagnosing a vehicle with a suspected high-pressure fuel pump issue, a dealer will analyze a fuel sample from the vehicle to determine if the correct, uncontaminated fuel is present. Upon confirmation of the correct, uncontaminated fuel, the high-pressure fuel pump will be replaced at no cost to the customer, as long as the vehicle remains within the time and mileage limit of this warranty extension.

**For all others included in the warranty extension:** As part of diagnosing a vehicle with a suspected high-pressure fuel pump issue, a dealer will inspect the fuel filler neck for a correct misfueling guard. If the misfueling guard is present, the dealer will submit a fuel sample from the vehicle for analysis to determine if the correct, uncontaminated fuel is present. Upon confirmation of both the misfueling guard and correct, uncontaminated fuel, the high-pressure fuel pump will be replaced at no cost to the customer, as long as the vehicle remains within the time and mileage limit of this warranty extension.

**Is HAZMAT certification required for packaging or shipping the diesel fuel sample to the laboratory?**

HAZMAT certification is required for packaging the fuel sample for shipment; HAZMAT paperwork is not required.

**What does a fuel sample analysis cost?**

Fuel sample analysis for the vehicles covered by this warranty extension is done free of charge.

**How long does it take for the fuel sample analysis results to be returned?**

Provided the dealer sends out the sample promptly (i.e., the same day it is taken from the vehicle) results can be expected in 3-5 business days. Results are provided electronically (online access). Please refer to the applicable technical bulletin for additional details, and the applicable warranty bulletin for claim documentation requirements.

Dealers are welcome to provide a printed copy of the results to a customer if requested.

**Who is performing the fuel sample analysis?**

Fuel sample analysis is being performed by a company called Inspectorate (an independent, third-party laboratory).

**So if a fuel sample shows incorrect/contaminated fuel, there is no coverage under this warranty extension?**

Correct. If a vehicle does not have the correct, uncontaminated fuel in it, warranty coverage will be denied. At that point, repairs can be performed at customer expense, or the customer may wish to contact their insurance company for coverage assistance.

**Why would a vehicle be denied warranty coverage if incorrect/contaminated fuel is present?**

Use of incorrect/contaminated fuel in a vehicle is considered outside influence.

**What else is not covered under this warranty extension?**

Additionally, this warranty extension will not cover:

- Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured "alternate" fuel.
- Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light 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.

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- 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.

**What if a vehicle does not have a misfueling guard installed? Does that mean a vehicle will not have coverage under this warranty extension?**

Correct. With the exception of Touareg and Passat vehicles included in this extension, if a vehicle does not have a misfueling guard installed, or if the guard has been damaged, warranty coverage will be denied. At that point, repairs can be performed at customer expense, or the customer may wish to contact their insurance company for coverage assistance.

Touareg and Passat vehicles do not have the misfueling guard requirement because a guard is not available for these vehicles.

**How can a customer (non-Touareg/Passat) have a misfueling guard installed?**

In calendar year 2013, certain TDI® Clean Diesel engine vehicles were included in a service action to have a misfueling guard installed free of charge. This guard acts as an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel the vehicle.

To determine whether or not a vehicle needs a guard installed, customers can visit [www.vw.com](http://www.vw.com) and enter their Vehicle Identification Number (VIN) into the *Recall/Service Campaign Lookup* tool. Dealers can also use ELSA to check for an open service action.

- If Service Action 20T8 shows “REPAIR NEEDED”, customers should contact an authorized Volkswagen dealer without delay to have a guard installed free of charge before May 31, 2016. After that date, the dealer’s normal parts and labor cost associated with the installation will apply.
- If Service Action 20T8 does **not** show with “REPAIR NEEDED”, or if the misfueling guard has been damaged or is missing, customers should contact an authorized Volkswagen dealer without delay to have the vehicle inspected (and a new guard installed). The dealer’s normal parts and labor cost associated with the installation will apply.

**Is this warranty extension transferable to subsequent owners?**

Yes. Should a customer ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

**What do customers seeking reimbursement for out-of-pocket expenses need to know?**

Customers seeking reimbursement under this warranty extension should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. If eligibility requirements are met, reimbursement will come directly from Volkswagen, and is not something that a dealership would address.

Should your customers have any questions regarding this Warranty Extension, please don’t hesitate to have them contact Customer CARE, Monday through Friday from 8AM to 6PM, local time, by phone at (866) 896-2872. Customers are also welcome to e-mail through the “Contact Us” page <http://www.vw.com/contact/>.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this warranty extension should contact the Volkswagen Warranty Helpline at 866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

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