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Warranty Information

Policies and Procedures Bulletin

Number: VWP-15-08

Subject: **Engine Exhaust Flap Limited Warranty Extension –
REVISED to include Certain 2013 Model Year
Volkswagen 2.0 L TDI® Clean Diesel Engine Vehicles
(Engine Codes CJAA and CKRA)
(US Dealers)**

Date: Aug. 10, 2015

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Engine Exhaust Flap Limited Warranty Extension

Volkswagen has extended the Emissions Control Systems Warranty for engine exhaust flap replacement 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 Volkswagen 2.0 L TDI® Clean Diesel Engine vehicles with engine codes CBEA, CJAA and CKRA
- ▶ **2013 Model Year Volkswagen 2.0 L TDI® Clean Diesel Engine vehicles with engine codes CJAA and CKRA**

This warranty extension is fully transferable to subsequent owners.

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.

What is the Problem

Volkswagen has determined that under specific conditions, certain deficiencies affecting the engine exhaust flap could make the engine exhaust flap susceptible to degraded performance. If this happens, the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate due to the presence of specific fault codes caused by a faulty engine exhaust flap. Volkswagen has not identified any vehicle drivability concerns related to this issue.

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 the engine exhaust flap.

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 the engine exhaust flap 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.

Repair Procedure

Refer to Technical Bulletin Instance Number 2031583 for the applicable repair procedure.

Vehicle Eligibility

To determine if a vehicle is eligible for the Engine Exhaust Flap 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 Engine Exhaust Flap Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2671

Questions

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