



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-16-05

Subject: Heater Core Limited Warranty Extension

Date: June 14, 2016

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Heater Core Limited Warranty Extension

Volkswagen has extended the warranty for the heater core under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for certain 2013 – 2014 Model Year Volkswagen Passat TDI vehicles with engine code CKRA.

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

An occupant may notice that the cabin heating output is insufficient on the passenger side.

What Does this Warranty Extension Cover

This warranty extension covers the diagnosis and replacement of the heater core in cases where there is insufficient heating output on the passenger side of the vehicle.

What is Not Covered Under This Warranty Extension

This warranty extension will not cover 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.

Repair Procedure

Refer to Technical Bulletin Instance Number 2040580 for the applicable repair procedure.

Vehicle Eligibility

To determine if a vehicle is eligible for the Heater Core 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 Heater Core Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 8023

Questions

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