



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-16-07

Subject: AdBlue Heater Limited Warranty Extension

Date: Oct. 21, 2016

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

AdBlue Heater Limited Warranty Extension

Volkswagen has extended the emissions warranty for the AdBlue heater under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for:

- ▶ Certain 2009 – 2016 Model Year Volkswagen Touareg 3.0L TDI vehicles with engine codes CATA and CNRB
- ▶ Certain 2012 – 2014 Model Year Volkswagen Passat 2.0 L 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

In some vehicles, it is possible for the AdBlue heater to become contaminated by SCR (selective catalytic reduction) fluid, causing the Malfunction Indicator Lamp (MIL) on the instrument cluster to illuminate due to the presence of specific fault codes caused by this component.

Warranty Extension Coverage/Limitations

If the MIL in the vehicle comes on and stays on while the vehicle is within the time and mileage limits of this warranty extension, an authorized Volkswagen dealer will perform a diagnosis to determine if the light is on due to a faulty AdBlue heater issue as described in this bulletin.

- ▶ If diagnosis confirms that the vehicle has the issue, the repair will be covered under this warranty extension.
- ▶ If diagnosis reveals that the vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

Additional Information

Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, and repairs that are necessary for proper diagnosis of these conditions or required to bring the vehicle up to factory specifications are not covered by this warranty extension.



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Repair Procedure

Refer to Technical Bulletin Instance Number 2041110 for the applicable repair procedure.

Vehicle Eligibility

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

- ▶ Claim Type: 110
- ▶ Service Number: 2682

Questions

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