



Volkswagen

VOLKSWAGEN DEALERSHIP COMMUNICATION

To: General Managers and Service Directors

Mark Thomas	Name
Sr. Director	Title
Volkswagen Warranty	Department

Subject: "Class Bridge Warranty" as part of the 3.0L Proposed Agreements with PSC/FTC

February 1, 2017 Date

As previously announced, today we reached settlement agreements with a nationwide class of private plaintiffs represented by the Plaintiffs Steering Committee (PSC) and with the Federal Trade Commission (FTC) regarding affected 3.0L TDI V6 vehicles in the U.S.

The PSC agreement provides for a number of consumer benefits, including the "Class Bridge Warranty." The Class Bridge Warranty, which applies only to Generation 2 Eligible Vehicles, provides coverage mirroring the coverage and terms provided by the New Vehicle Limited Warranty (NVLW). The Class Bridge Warranty only applies to Eligible Vehicles where the NVLW has expired, and the vehicle repair is not otherwise covered by any current, applicable warranty or service contract (provided through VWoA, VCI or a third-party).

This Class Bridge Warranty will become effective beginning today, February 1, 2017 and will cover conditions arising between January 31, 2017 and the date on which an Emissions Compliant Repair is approved or denied by the applicable regulators. Please note that there may be different approval or denial dates for each of the Sub-Generations (2.1 SUV, 2.2 SUV, and 2 PC) of Generation 2 Eligible Vehicles. It is essential that all personnel in the service department are aware of this benefit to ensure that no Class Member is denied benefits covered under this Class Bridge Warranty. Complete details regarding the coverage can be found in the attached Warranty Policies and Procedures Bulletin VWP-17-02.

Beginning today, Dealer personnel will be able to identify eligible VINs in ElsaPro>Vehicle Data, referencing the Warranty Extension Key "U97 Class Bridge Warranty US Only." Should there be any questions regarding this Class Bridge Warranty, dealers may call Volkswagen Warranty at 866.306.8447.

Any questions regarding Class Member benefits as outlined in the settlement agreements should be directed to either the settlement website, www.vwcourtsettlement.com, or to the dedicated call center (1-844-98-CLAIM).

Sincerely,

Mark Thomas
Sr. Director, Volkswagen Warranty



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Warranty Information

Policies and Procedures Bulletin

Number: VWP-17-02

Subject: Class Bridge Warranty for 3.0L TDI Gen. 2 Eligible Vehicles
(Warranty Key: U97 Class Bridge Warranty US ONLY)

Date: Feb. 1, 2017

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

For Volkswagen 3.0L TDI Generation 2 vehicles impacted by the emissions modification recall, the following warranty is applicable.

Class Bridge Warranty

The Class Bridge Warranty is applicable to 3.0L TDI Generation 2 eligible vehicles whose original New Vehicle Limited Warranty (NVLW) expired/expires prior to the availability of an Emissions Compliant Repair and are not covered by any other warranty and/or service contract (provided through Volkswagen, VCI or a third-party). The Class Bridge Warranty provides coverage and terms mirroring those provided by the expired NVLW.

The Class Bridge Warranty shall exclusively apply to covered repairs performed by a Volkswagen Authorized Dealer based on conditions that arose between January 31, 2017, or the expiration date of the NVLW, whichever is later, and the date that an Emissions Compliant Repair is approved or denied. For avoidance of doubt, the benefits set forth in this provision are available only to Class Members who do not opt out. Individuals who opt out of the 3.0-liter Class Action Settlement will not be eligible for the Class Bridge Warranty and will be responsible for payment for any repairs performed by a Volkswagen Authorized Dealer that are not covered by another warranty and/or service contract.

What is Covered Under this Class Bridge Warranty

The Class Bridge Warranty provides bumper-to-bumper coverage for manufacturer's defects in material or workmanship, and applies to vehicles with active Warranty Key U97. All components covered in the NVLW are covered by the Class Bridge Warranty with terms and conditions mirroring the NVLW (including, but not limited to, exceptions such as wheel alignment, tire balance, the repair or replacement of tires and certain items subject to wear; see below for exceptions to base NVLW coverage).

What is Not Covered Under this Class Bridge Warranty

This Warranty does not cover any repairs or service excluded under the terms of the NVLW, including:

- ▶ 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 installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ 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.
- ▶ Items subject to normal wear, including tires (alignment and balancing), brake pads, brake discs, windshield wiper blades, filters, belts, paint finish, worn upholstery, and other trim and appearance items.



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Warranty Information

Class Bridge Warranty Coverage Limitations

The limitations to the Class Bridge Warranty shall be the same as set forth for the NVLW. 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.

Vehicle Eligibility

To determine if a vehicle is eligible for the Class Bridge Warranty, check the VIN in ElsaPro > Vehicle Data. If the warranty is applicable to the vehicle, the Warranty Key below will be present and active:

Warranty Key: U97 Class Bridge Warranty US ONLY

SAGA Warranty Claim Type

Dealers must use claim type 110 when submitting warranty claims for the Class Bridge Warranty.

Questions or Concerns

Contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com with questions or concerns related to this warranty.

Example of How a Vehicle with Warranty Key U97 will Appear in ElsaPro

Vehicle Data

Vehicle Data			
Brand:	V	VIN:	WVGEP9BP5DD000750
Model Year:	2013	Description:	Touareg V6TDI 176 TDIABA
Model Code:	7P52K3	Production Date:	2012-06-10
Engine Code:	CNRB	Delivery Date:	2012-08-09
Transmission Code:	NUJ	Type Approval Number:	
Country Code:	USA	Importer:	444
		Dealer Number:	09429
Color Trim			
Model	Color Code	Paint number (Paint No.)	Description
Exterior (body/roof)	A1/A1	L041	Black/Black
Interior	JZ		Corn Silk Beige/Natural Brown/Corn Silk Beige/Corn Silk Beige
Warranty Key			
Code	Description	Change Date	Service life
U97	Class Bridge Warranty US ONLY	2017-02-01	
Enhanced Coverage			

Example of How a Vehicle with Warranty Key U97 will Appear in SAGA

The screenshot shows the SAGA software interface for vehicle data. The 'Warranty Key' field is highlighted in red and contains the text 'U97 Class Bridge Warranty US ONLY'. Other fields include Manufacturer (VOLKSWAGEN AG), Sales model (Touareg V6TDI 176 TDIABA), Delivery date (08/09/2012), and Production date (06/10/2012).