



Volkswagen

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-17-12**

**Subject: "Extended Emissions Warranty" Limited Warranty Extension for 3.0L TDI Vehicles Gen. 2.1 SUV (Model Year 2013-2014 Touareg)**

**Date: Nov. 1, 2017**

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

For Volkswagen 3.0 L TDI Generation 2.1 SUV vehicles repaired by the emissions modification recall, the following warranty extension is applicable.

## "Extended Emissions Warranty" Limited Warranty Extension

The Limited Warranty Extension is applicable to 3.0L TDI vehicles Generation 2.1 SUV with engine code CNRB.

### Warranty Period

The warranty period for the "Extended Emissions Warranty" limited warranty extension shall be the **greater** of:

- 1) 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date; or
- 2) 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification.

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.

### Transferability

This limited warranty extension is fully transferable to subsequent owners.

### What is Covered Under this Limited Warranty Extension

The "Extended Emissions Warranty" limited warranty extension consists of two parts, the Emission Control System Warranty and the Engine Long Block Warranty.

#### Emission Control System Warranty

The emissions control system warranty covers all components that are replaced as part of the emissions modification and any component that can reasonably be impacted by effects of the emissions modification, including the OBD System and any malfunctions detected by the OBD systems. A detailed list of parts or systems included in the warranty are listed in the *Emission Control System Warranty* tables below.<sup>1</sup>

#### Engine Long Block Warranty

The engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train. A complete list of parts included in the warranty is provided in the *Engine Long Block Warranty* table below.<sup>2</sup>



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## What is Not Covered Under this Limited Warranty Extension

This Limited Warranty Extension does not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified emissions related parts, including such damage or malfunction to parts needed for proper diagnosis of a covered part.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect.

## Warranty Extension Coverage Limitations

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 extension.

## Vehicle Eligibility

To determine if a vehicle repaired by the emissions modification recall is eligible for the "Extended Emissions Warranty" 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

Dealers must use claim type G14 when submitting warranty claims for the "Extended Emissions Warranty" limited warranty extension.

## Loaner Vehicle Applicability

The cost or provision of a loaner vehicle for this warranty extension is applicable for warranty service lasting longer than 3 hours.

Claim Type	A1A
Service Number	CU02
Damage Code	0010
Damage Location	Blank
Part Manufacturer Code	MOB
Outside Labor Operation	CU020000
Causal Indicator	Select Outside Labor Operation

## Questions or Concerns

Contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com) with questions or concerns related to this limited warranty extension.



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# Warranty Information

## <sup>1</sup>Emission Control System Warranty

### FOR GENERATION 2.1 VEHICLES (Model Year 2013 -2014 Touareg)

Exhaust After Treatment System Components:	
Oxygen Cat (DOC) Catalyst	Post- Catalyst NOx Sensor (G687)
Diesel Particulate Filter	PM Sensor
DeNox (SCR) Catalyst	Differential Pressure Sensor (G505)
Urea/AdBlue Pump	Exhaust Gas Temperature Sensor Upstream Turbocharger (G448)
Urea/AdBlue Dosing Valve (N474)	Exhaust Gas Temperature Sensor Upstream DOC (G495)
Urea/Adblue Control Module (J880)	Exhaust Gas Temperature Sensor Upstream PM Trap (G235)
Urea/Adblue Supply Line	Exhaust Gas Temperature Sensor Downstream PM Trap (G648)
Urea/Adblue Tank	Exhaust Gas Temperature Sensor Downstream LP EGR Cooler (G648)
Oxygen Sensor (G39)	Urea/Adblue Tank Heater/Level & Temp Sensor (G684 & G685)
Pre- Catalyst NOx Sensor (G687)	
Fuel System Components:	
High Pressure Fuel Pump (HPFP)	Fuel Tank
High Pressure Injection Lines	Diesel Glow Plug (Q10-Q15)
High Pressure Injection Line (Rail to Rail)	Diesel Glow Plug (Pressure Sensing)
High Pressure Injection Line (Rail to Pump)	Diesel Glow Plug Control Unit (J179)
High Pressure Injection Line (Rail to Return)	High Pressure Fuel Sensor (G247)
High Pressure Injector (N30-N33, N83, N84)	Pressure Regulating Valve (On Fuel Rail, N276)
High Pressure Fuel Rail (Left)	Cylinder Pressure Sensors (Cyl 2 & 5 - G678 & G681)
High Pressure Fuel Rail (Right)	Fuel Metering Unit (N290)
Electric Fuel Pump	Fuel Temperature Sensor (G81)
Fuel Pump Control Module (J538)	Fuel Pump Relay (J17)
EGR System Components:	
EGR Valve	EGR Connecting Pipe (EGR Cooler to Air Duct)
EGR Motor (V338)	EGT Sensor in EGR Cooler
EGR Cooler	EGR Temperature Sensor (G98)
EGR Cooler Bypass Valve	EGR Solenoid
EGR Cooler Switch Over Valve (N381)	EGR Pressure Converter
EGR Bypass Valve	EGR Switch Over Valve (N345)
Exhaust Manifold (Left)	EGR Actuator (Potentiometer G212)
Exhaust Manifold (Right)	Intake Manifold
EGR Connecting Pipe (EGR cooler to Turbocharger)	
Turbocharger System Components:	
Turbocharger	Charge Air Cooler (Right)
Charge Air Cooler (Left)	Throttle Body



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Throttle Valve	Turbo Pressure Pipe (Right Charge Air Cooler to Pressure Hose)
Turbo Pressure Pipe (Pressure Hose to Turbocharger)	Turbo Pressure Pipe (Charge Air Tube to Turbo Pressure Hose)
Pressure Hose	Turbo Pressure Hose (Turbo Pressure Hose to Throttle Valve)
Connecting Pipe	Turbo Pressure Pipe (Charge Air Tube to Throttle Valve)
Air Pipe (Left Charge Air Cooler to Pressure Hose)	Boost Pressure Sensor
Turbo Charge Air Tube	Boost Pressure Actuator (VTG J724)
Turbo Pressure Pipe (Air Pipe to Pressure Hose)	Charge Air Pressure & Intake Air Temperature Sensor (G31 & G42)
Turbo Pressure Pipe (Left Charge Air Cooler to Charge Air Tube)	Throttle Valve Position Sensor/Module (J338)
Turbo Pressure Pipe (Charge Air Tube to Right Charge Air Cooler)	
<b>OBD System Components:</b>	
Mass Air Flow Sensor (G70 )	CAN: PM Sensor
Camshaft Position Sensor (G40)	CAN: Powertrain CAN (ECU/TCU)
Crankshaft Position Sensor (Engine Speed Sensor G28)	CAN: Gateway Control Unit
Engine coolant temp (Main Sensor G62)	CAN: Transmission Control Module (TCM)
Throttle Position Sensor (G185 & G79)	CAN: Instrument Cluster
Brake light Switch (F47)	CAN: Brake Unit
Engine Wiring Harness	CAN: NOx Sensor
Engine Off Timer	Reduced Oil Pressure Switch
CAN: Ambient Air Temperature Sensor	Oil Pressure Switch
CAN: Body Control Module (BCM)	Oil Level/Temperature Sensor (G266)
CAN: Vehicle Speed Sensor	Oil Pressure Regulator (N428)
<b>Engine Control Unit and Transmission Control Unit</b>	
Engine Control Unit (ECU/EDC J623)	Transmission Control Unit (TCU)

## <sup>2</sup>Engine Long Block Warranty

**FOR GENERATION 2.1 VEHICLES (Model Year 2013 -2014 Touareg)**

<b>Engine Long Block Components:</b>	
Engine Long Block	Cylinder Head (Cyl 1-3)
Block/Crankcase	Cylinder Head (Cyl 4-6)
Crankshaft	Cylinder Head Gasket
Crankshaft Bearing (Upper)	Cylinder Head Cover
Crankshaft Bearing (Lower)	Oil Pump
Crankshaft Oil Seal	Oil Pump Gasket
Balance Shaft	Oil Pan (Upper)
Balance Shaft Chain	Oil Pan (Lower)



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Camshafts	Piston Rings
Camshaft Bearing	Piston Pin
Intake Valve	Connecting Rod
Exhaust Valve	Connecting Rod Bearing (Upper)
Piston	Connecting Rod Bearing (Lower)