



Volkswagen

Warranty Information

General Communication

Number: VWC-18-09

Subject: Fuel Refill Key

Date: Aug. 14, 2018

This document conveys
Volkswagen Warranty general
information.

For 3.0L TDI customer vehicles receiving the TDI emissions modification, it is mandatory that the dealer return the vehicle to the customer with a full tank of fuel after the modification is performed. This complimentary fuel tank refill was included in the Campaign Notification and Information booklet that was sent to customers and is available online. Dealers will be reimbursed for the cost of the refill.

We have identified certain customers for whom a fuel refill claim was not submitted along with the warranty claim. Dealers should offer these customers a fuel tank top off at their next service visit. To ensure that the fuel refill is offered to customers who were not previously offered the refill, the following warranty key has been created:

U34: 3.0L TDI one time fuel refill

Dealers should follow the fuel reimbursement claiming procedures outlined in VWP-17-16.

Questions

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