



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-07

**Subject: Timing Chain/Timing Chain Tensioner Limited
Warranty Extension**

Date: Aug 27, 2018

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Timing Chain/Timing Chain Tensioner Limited Warranty Extension

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Volkswagen dealer) of a failed timing chain and/or timing chain tensioner for a period of 10 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date.

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.

The Timing Chain/Timing Chain Tensioner Limited Warranty Extension is applicable for certain Volkswagen vehicles:

- ▶ 2012-2014 Beetle
- ▶ 2012-2014 Beetle Convertible
- ▶ 2009-2012 CC
- ▶ 2009-2012 Eos
- ▶ 2008-2012 GTI
- ▶ 2008-2010 and 2012-2014 Jetta Sedan
- ▶ 2009 Jetta SportWagen
- ▶ 2008-2010 Passat Sedan
- ▶ 2008-2010 Passat Wagon
- ▶ 2009-2013 Tiguan

What is Covered?

The warranty extension will be subject to the terms and conditions of the original applicable New Vehicle Limited Warranty (other than the extended time/mileage period) and will include the timing chain tensioner, timing chain and any parts and labor necessary to effectuate a repair. It will apply to all Settlement Class Vehicles irrespective of whether the vehicle has been repaired on or before the effective date of the settlement.

Damage resulting from abuse, alteration or modification, a collision or crash, vandalism and/or other impact is excluded and not covered under the extended warranty. Repair or replacement under this extended warranty must be performed by an authorized Volkswagen dealer.



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Eligibility – Documents That Must Be Provided By The Settlement Class Member

In order to obtain a repair/replacement under the extended warranty, the Settlement Class Member must provide, to the dealer, proof of reasonable adherence to the oil maintenance requirements of the vehicle's maintenance schedule during the class member's ownership/lease of the vehicle. Reasonable adherence is considered to be within a 10% variance of scheduled time and mileage maintenance requirements. The proof provided to the dealer must be in the following form:

Documents [i.e., maintenance records, invoices, receipts, etc.] evidencing the Settlement Class Member's good faith adherence to the relevant aspects of the vehicle maintenance schedule during the time he/she owned the Settlement Class Vehicle, in particular, scheduled oil changes, up to the date/mileage of repair/replacement, within the variance set forth above.

However, in the event maintenance records cannot be obtained despite a good faith effort to obtain them, the Settlement Class Member may submit a sworn declaration detailing what efforts were made to obtain the records, why the records are not available, and attesting to adherence to the vehicle maintenance schedule and, in particular, scheduled oil changes, up to the date/mileage of replacement/repair, within the variance set forth above. A standard Vehicle Maintenance Declaration form is included in this communication to provide guidance to you and to customers regarding the requirements for a sworn declaration in the event a customer is unable to obtain the scheduled vehicle maintenance records despite a good faith effort to obtain them. The customers are not required to submit this exact form, but they must submit a written statement, signed under penalty of perjury, containing the information that is requested in this form. .

Transferability

The warranty, as extended, is fully transferable to subsequent owners.

Vehicle Eligibility

To determine if a vehicle is eligible for the Timing Chain/Timing Chain Tensioner 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 extension claims for the Timing Chain/Timing Chain Tensioner Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 1535

Questions or Concerns

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

Vehicle Maintenance Declaration

Volkswagen/Audi Timing Chain/Timing Chain Tensioner Vehicle Maintenance Declaration

Instructions:

Use this Vehicle Maintenance Declaration as a supporting document if you cannot obtain, despite a good faith effort, maintenance records evidencing your adherence to the relevant aspects of the vehicle maintenance schedule, set forth in the Warranty and Maintenance Booklet for the vehicle, during the time you owned or leased your vehicle.

Carefully read and fill in all applicable fields in the Contact and Vehicle Information and Declaration sections, and sign and date this Declaration.

I. CONTACT AND VEHICLE INFORMATION:

Primary Owner/Lessee First:

MI:

Last:

Secondary Owner/Lessee First (if applicable):

MI:

Last:

Company Name (if applicable):

Address 1:

Address 2:

City:

State:

ZIP Code:

Email:

Phone Number:

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Vehicle Identification Number (VIN):

II. DECLARATION:

The undersigned hereby declares that relevant aspects of the vehicle maintenance schedule, set forth in the Warranty and Maintenance Booklet for the vehicle listed in the Contact and Vehicle Information section of this Vehicle Maintenance Declaration, were adhered to during the time I(we) owned or leased the vehicle, in particular, scheduled oil changes, up to the date/mileage of timing chain, timing chain tensioner, and/or engine replacement and/or repair, within a variance of 10% of the scheduled time/mileage maintenance requirements.

I(we) attempted to obtain copies of documentation evidencing adherence to the relevant aspects of the vehicle maintenance schedule; however, I(we) am(are) not able to provide the documentation. Below is a description of my(our) good faith efforts in attempting to obtain the documentation. *Please list the contact information for the dealer or independent facility from which you attempted to obtain the documentation, the name(s) of the person(s) with whom*

you communicated, the date and manner in which you contacted them, and any relevant information regarding the availability of obtaining copies of the records – if you require more space to provide this information, please attach an addendum to this Vehicle Maintenance Declaration:

All the information that I (we) supplied in this Vehicle Maintenance Declaration is true and correct to the best of my (our) knowledge and belief and this document is signed under penalty of perjury.

If more than one Owner/Lessee, this Claim Form must be signed by all Owners/Lessees.

Signature of Primary Owner/Lessee

Date

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MM DD YYYY

Signature of Secondary Owner/Lessee (if applicable)

Date

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