



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-10

Subject: Catalytic Converter Support Bracket Limited Warranty Extension

Date: Oct. 18, 2018

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

For certain 2013-2014 model year Volkswagen Touareg 3.6L V6 Gasoline Engine vehicles repaired by Emissions Recall 26L3, the following Warranty Extension is applicable.

Catalytic Converter Support Bracket Limited Warranty Extension

After Emissions Recall 26L3 has been completed, Volkswagen will extend warranty coverage for the catalytic converter support bracket weld for a time period of 10 years or 120,000 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.

This warranty extension is fully transferable to subsequent owners.

What is the Problem

In certain vehicles, the cylinders 4-6 catalytic converter support bracket weld may crack. If this happens, the resulting vibration increase on the exhaust system can cause the catalytic converter flange to break and illuminate the malfunction indicator light (MIL) in the instrument panel. A vehicle with a MIL on will not pass an emissions inspection.

Warranty Extension Coverage/Limitations

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

- ▶ If diagnosis confirms that the vehicle has the issue, the repair is eligible for the 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.

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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Vehicle Eligibility

To determine if a vehicle is eligible for the Catalytic Converter Support Bracket 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 Catalytic Converter Support Bracket Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2673
- ▶ Damage Code: 0055
- ▶ Damage Location: Use Appropriate Location Code
- ▶ Vendor code: Identified on Catalytic Converter Support Bracket

Questions

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