



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-07

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

Date: Jan 30, 2019

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/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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Coverage for Engine Damage Directly Caused By a Timing Chain/Timing Chain Tensioner Failure

The scope of the warranty extension has been expanded to cover a percentage of the cost of repair or replacement (parts and labor) of a damaged or failed engine of a settlement class vehicle, if it has been determined that the cause is directly related to the failure of the vehicle’s Timing Chain/Timing Chain Tensioner within the 10 year/100,000 mile extended warranty period described above. The percentage of coverage will be based on the proration percentages in the table below:

Time from original in-service date	Less than 60,000 miles	60,001 to 75,000 miles	75,001 to 85,000 miles	85,001 to 100,000 miles
5 Years or less	100% Covered	70% Covered	60% Covered	45% Covered
5-7 Years	70% Covered	60% Covered	50% Covered	35% Covered
7-10 Years	60% Covered	50% Covered	40% Covered	25% Covered

Timing Chain/Timing Chain Tensioner Failure Resulting in Engine Replacement

Per the Class Action Settlement, the customer is entitled to 100% coverage for the replacement of the Timing Chain and/or Timing Chain Tensioner. In situations when the replacement engine contains a new Timing Chain/Timing Chain Tensioner, the Customer pay portion of the prorated repair will be reduced by up to \$2,000.00. This reduction should be claimed as Outside Labor on the 2WA claim line.

For additional details on applying this limited warranty extension, including SAGA claim examples, reference Timing Chain Class Action and Warranty Extension Dealer FAQ located on WISE > Bulletins & Communications > Communications > FAQs.

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



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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.

The Maintenance Variation Allowances will be based on the mileage criteria in the table below. The mileage criteria starts when the settlement class member took ownership of the vehicle.

10% Maintenance Variations	
Miles (In Thousands)	Minimum Maintenances
0-10	0
10-20	0
20-30	1
30-40	2
40-50	3
50-60	4
60-70	5
70-80	6
80-90	7
90-100	8

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 Claiming Procedures

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 (Timing Chain) / 1536 (Timing Chain Tensioner)
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on Timing Chain/Timing Chain Tensioner
- ▶ Causal Indicator: Timing Chain/Timing Chain Tensioner (Quantity = 1)

Consequential engine damage directly caused by a Timing Chain/Timing Chain Tensioner failure must be claimed separately to adjust for the varying coverage scenarios.

- ▶ Claim Type: 2WA
- ▶ Service Number: 1535 (Timing Chain) / 1536 (Timing Chain Tensioner)
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on Timing Chain/Timing Chain Tensioner
- ▶ Causal Indicator: Timing Chain/Timing Chain Tensioner (Quantity = 0)
- ▶ Percentage: See Proration percentages, section **Coverage for Consequential Engine Damage.**
- ▶ Outside Labor: A0000000 (General Sublet) **up to \$2,000.00 (Applicable for certain engine replacements)**



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For additional assistance with determining customer participation, refer to Consequential Engine Damage Proration Estimating Tool located in WISE > Resource Center > Claim Input Assistance > Proration Calculators. This tool will serve to provide a repair estimate that can be shared with the customer to demonstrate their potential repair costs for vehicles that fall under the pro-rated coverage for consequential engine damage directly caused by s resulting from a Timing Chain/Timing Chain Tensioner failure covered under the terms of the warranty extension. Estimates are only an approximation of charges based on the anticipated details of the work to be done and could be subject to change.

Consequential Engine Damage Time Unit Reference Chart

If consequential engine damage requires replacement of the cylinder head as a direct result from the failure of the Timing Chain/Timing Chain Tensioner, utilize the labor operation information in the following table:

MODEL YEAR	MODEL	ENGINE CODE	Labor operation	Time Units
2012 - 2014	Beetle / Beetle Convertible / Jetta	CPLA	15705599	540
2009-2012	CC	CBFA	15705599	420
2009-2012	Eos	CCTA	15705599	440
2008-2012	GTI	CBFA	15705599	410
		CCTA		440
2008-2010	Jetta Sedan	CBFA	15705599	440
2009	Jetta SportWagen	CBFA	15705599	440
2008-2010	Passat Sedan / Passat Wagon	CCTA	15705599	420
2009-2013	Tiguan	CCTA	15705599	450 FWD
				550 4MOTION
2013-2018	Beetle / Beetle Convertible / Jetta	CPFA	15705599	530

For all other consequential engine damage directly caused by the failure of the Timing Chain/Timing Chain Tensioner, including the replacement of the engine long block, utilize the applicable Suggested Repair Times in ElsaPro.

For further details on applying this limited warranty extension, including SAGA claim examples, reference Timing Chain Class Action and Warranty Extension Dealer FAQ located on WISE > Bulletins & Communications > Communications > FAQs.



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Document Revision Table	
Publish Date	Reason For Update
8/27/18	Original Publication
10/11/18	Added Sliding Scale
10/30/18	Added 10% Maintenance Allowance Chart

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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