



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-19-03

Subject: 12 Volt Battery Limited Warranty Extension

Date: June 21, 2019

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

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

12 Volt Battery Limited Warranty Extension

Volkswagen is extending warranty coverage for the original (factory-installed) 12V battery in certain Volkswagen Atlas vehicles (under specific conditions) to 3 years/unlimited mileage, 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 transferrable to subsequent owners.

The 12 Volt Battery Limited Warranty Extension is applicable for Certain Volkswagen vehicles:

- ▶ MY 2018 Model Year Atlas Vehicles with PR Code JOV.

Warranty Extension Coverage/Limitations

If the original (factory-installed) 12V battery in the vehicle malfunctions while the vehicle is within the time limit of this warranty extension, at no cost to the customer, an authorized Volkswagen dealer will perform a diagnosis check on the battery.

- ▶ If diagnosis confirms that the 12V battery is faulty, the battery will be replaced at no cost to the customer.
- ▶ If diagnosis reveals that the vehicle has an unrelated issue(s) resulting in a battery problem(s), any necessary repairs will not be covered under this warranty extension. The dealer will advise the customer what the associated repair costs will be.
- ▶ This extended warranty applies **only** to the original (factory-installed) 12V battery in certain Atlas vehicles. If the original (factory-installed) battery in the vehicle has been replaced, this warranty extension does not apply.

If this is not the original equipment battery, please refer to *Volkswagen Warranty Policy and Procedures Manual* section 3.9.2 *Genuine Volkswagen 6-Volt/12-Volt Replacement Battery Limited Warranty* for coverage parameters. This warranty extension does not apply.



Volkswagen

Warranty Information

Vehicle Eligibility

To determine if a vehicle is eligible for the 12 Volt Battery 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.

A vehicle is not eligible for the extended warranty coverage described if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

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.

SAGA Claiming Procedures

- ▶ Claim Type: 110
- ▶ Service Number: 2706
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on the Battery
- ▶ Causal Indicator: Battery

Document Revision Table	
Publish Date	Reason For Update
06/21/2019	Original Publication