



Volkswagen

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-15-06**

**Subject: High-Pressure Fuel Pump Limited Warranty Extension – Certain 2009-2012 Model Year Volkswagen TDI® Engine Vehicles (US Dealers)**

**Date: July 15, 2019**

**Questions?** For any additional questions regarding this warranty extension, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## High-Pressure Fuel Pump Limited Warranty Extension

Volkswagen has extended the warranty for the high-pressure fuel pump (HPFP) under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date, for certain 2009 – 2012 Model Year (MY) Volkswagen TDI® Engine vehicles.

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.

Certain 2009 – 2012 MY Jetta TDI Vehicles Certain 2009 – 2012 MY Jetta SportWagen TDI Vehicles Certain 2010 – 2012 MY Golf TDI Vehicles	Certain 2009 – 2012 MY Touareg TDI Vehicles Certain 2012 MY Passat TDI Vehicles
This warranty extension covers the replacement of the high-pressure fuel pump <i>only</i> if: ▶ The vehicle has a Volkswagen-approved misfueling guard installed prior to the HPFP failure Diagnosis to determine the cause of the failure will be covered regardless if the HPFP replacement is covered by the warranty extension.	This warranty extension covers the replacement of the high-pressure fuel pump <i>only</i> if: ▶ The failure was due to a warranty defect Diagnosis to determine the cause of the failure will be covered regardless if the HPFP replacement is covered by the warranty extension.
Upon confirmation of the installation of the misfueling guard, the high-pressure fuel pump will have coverage under this warranty extension. If the misfueling guard is damaged or absent, the vehicle will <b><i>not</i></b> have coverage under this extension.	Upon confirmation of <b>the warranty defect</b> , the high-pressure fuel pump will have coverage under this warranty extension.
Refer to Technical Bulletin Instance Number 2041063 for the applicable repair procedure.	Refer to Technical Bulletin Instance Number 2041057 for the applicable repair procedure.



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Additionally, this warranty extension will *not* cover:

- ▶ Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured "alternate" fuel.
- ▶ Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

## Vehicle Eligibility

To determine if a vehicle is eligible for the High-Pressure Fuel Pump 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 High-Pressure Fuel Pump Limited Warranty Extension.

- ▶ Claim Type: **110**
- ▶ Service Number: 2374

## Loaner Vehicle Eligibility

Active VW Customer Mobility Program (VWCMP) loaner vehicles are eligible to receive \$35 per day for loaner expense reimbursement under this warranty extension. For dealers enrolled in the VWCMP, a non-VWCMP loaner vehicle can be provided at a reimbursement rate of \$25 per day or a VW rental at \$35 if a VWCMP loaner is not available. These claims must be submitted in SAGA on a separate line using claim type 1SP.

## Additional Available Warranty Coverage

This warranty extension is in addition to coverage of the (HPFP) under the Extended Emissions Warranty (EEW) for 2009 – 2016 MY Volkswagen TDI® Engine vehicles that have received an Approved Emissions Modification pursuant to the DOJ 1st and 2d Partial Consent Decrees, Appendix B, Section 3.9. The EEW covers all parts and labor, as well as the cost or provision of a loaner vehicle for warranty service lasting longer than 3 hours for, among other things, repairs to the entire fuel system, including the fuel pumps, high pressure common rail, fuel injectors, and all sensors and actuators.

Document Revision Table	
Publish Date	Reason for Update
6/25/2015	Original Publication
7/15/2019	Removal of Fuel Sample Requirements