



Volkswagen

# Warranty Information

## Policies and Procedures Bulletin

Number: VWP-17-12

**Subject: "Extended Emissions Warranty" Limited Warranty Extension for 3.0L TDI Vehicles Gen. 2.1 SUV (Model Year 2013-2014 Touareg) - REVISED**

Date: Aug. 20, 2019

**Questions?** For any 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.

For Volkswagen 3.0 L TDI Generation 2.1 SUV vehicles repaired by the emissions modification recall, the following warranty extension is applicable.

### "Extended Emissions Warranty" Limited Warranty Extension

The Limited Warranty Extension is applicable to 3.0L TDI vehicles Generation 2.1 SUV with engine code CNRB.

#### Warranty Period

The warranty period for the "Extended Emissions Warranty" limited warranty extension shall be the **greater** of:

- 1) 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date; or
- 2) 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification.

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.

#### Transferability

This limited warranty extension is fully transferable to subsequent owners.

### What is Covered Under this Limited Warranty Extension

The "Extended Emissions Warranty" limited warranty extension consists of two parts, the Emission Control System Warranty and the Engine Long Block Warranty.

#### Emission Control System Warranty

The emissions control system warranty covers all components that are replaced as part of the emissions modification and any component that can reasonably be impacted by effects of the emissions modification, including the OBD System and any malfunctions detected by the OBD systems. A detailed list of parts or systems included in the warranty are listed in the table below.

#### Engine Long Block Warranty

The engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train. A complete list of parts included in the warranty is provided in the table below.



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## What is Not Covered Under this Limited Warranty Extension

This Limited Warranty Extension does not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified emissions related parts, including such damage or malfunction to parts needed for proper diagnosis of a covered part.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, but only if the damage or malfunction is causally related to the accident or vehicle misuse.

## Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to their Volkswagen model. Owners should read these limited warranties carefully to determine their warranty rights and obligations, as this information also applies to the coverage provided to them in this warranty extension.

## Vehicle Eligibility

To determine if a vehicle repaired by the emissions modification recall is eligible for the "Extended Emissions Warranty" 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.

**This Warranty Extension is applicable for vehicles with a totaled status as long as the previous damage is not the cause of the current failure.**

## SAGA Warranty Claim Type

Dealers must use claim type G14 when submitting warranty claims for the "Extended Emissions Warranty" limited warranty extension.

## Loaner Vehicle Applicability

The cost or provision of a loaner vehicle for this warranty extension is applicable **when the vehicle is projected to be in the dealership's possession for 3 or more hours.**

SAGA Claim Coding	
Claim Type	A1A
Service Number	CU02
Damage Code	0010
Damage Location	Blank
Part Manufacturer Code	MOB
Outside Labor Operation	CU020000
Causal Indicator	Select Outside Labor Operation



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## Important Information

For conditions that illuminate the MIL, and are not listed as a Service Number or Component, please submit the extended emissions warranty claim using Service Number S656. Please also ensure a Guided Fault Finding log, showing the DTC is uploaded to GFF paperless for review prior to submitting your claim to SAGA. If you have any question or doubt about whether any component is covered under the 3.0L TDI Extended Emissions Warranty, please contact the Warranty Helpline at 1-866-306-8447, select prompt 2.

Component Description	Service Number
Long block/crankcase	1009
Core plug	1011
Piston	1310
Piston rings	1319
Piston pin	1326
Connecting rod bearing (upper & lower)	1330
Connecting rod	1340
Crankshaft	1348
Crankshaft bearing (upper & lower)	1350
Crankshaft oil seal, flywheel end	1359
Crankshaft oil seal, pulley end	1374
Balance shaft	1385
Balance shaft chain	1390
Camshafts	1505
Camshaft bearing	1510
Camshaft oil seal	1516
Intake valve	1560
Exhaust valve	1562
Cylinder head (cyl 1-3 & cyl 4-6)	1570
Cylinder head gasket	1571
Cylinder head fasteners	1572
Cylinder head cover	1582
Oil pressure switch	1705
Oil level/temperature sensor (G266)	1711
Oil pump/gasket	1720
Oil pressure regulator (N428)	1726
Oil pan (upper)	1745
Oil pan (lower)	1750
Engine coolant temp	1978

Component Description	Service Number
Fuel tank	2010
Fuel temperature sensor (G81)	2036
Supply line	2038
Return line	2039
Fuel pump relay (J17)	2065
Electric fuel pump	2066
Fuel pump control module (J538)	2070
Pedal position sender	2078
Accelerator pedal	2080
Turbocharger	2130
Boost pressure actuator (VTG J724) (contained within turbocharger)	2130
EGR connecting pipe (EGR cooler to turbocharger)	2141
Turbo pressure pipe (pressure hose to turbocharger)	2141
Pressure hose	2141
Air pipe (left charge air cooler to pressure hose)	2141
Turbo pressure pipe (air pipe to pressure hose)	2141
Turbo pressure pipe (left charge air cooler to charge air tube)	2141
Turbo pressure pipe (charge air tube to right charge air cooler)	2141
Turbo pressure pipe (right charge air cooler to pressure hose)	2141
Turbo pressure pipe (charge air tube to turbo pressure hose)	2141
Charge air cooler (left or right)	2143
Connecting pipe	2157
Turbo charge air tube	2157
Boost pressure sensor	2168



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Component Description	Service Number
Charge air pressure & intake air temperature sensor (G31 & G42) (contained within boost pressure sensor)	2168
Turbo pressure hose (turbo pressure hose to throttle valve)	2328
Turbo pressure pipe (charge air tube to throttle valve)	2328
High pressure injection lines	2330
High pressure injection line (Rail to rail)	2330
High pressure injection line (rail to pump)	2330
High pressure injector	2340
High pressure injection line (rail to return)	2345
Oxygen sensor (G39)	2357
EGT sensor in EGR cooler	2358
Mass air flow sensor (G70)	2359
Engine control unit ECU/EDC J623, engine off timer, CAN: powertrain	2360
High pressure fuel rail (left or right)	2370
Pressure regulating valve	2371
High pressure fuel sensor (G247)	2372
High pressure fuel pump	2374
Fuel metering unit (N290) (part of high pressure fuel pump)	2374
Air flap positioner	2378
Throttle body/valve housing with position sensor/module (J338)	2379
Intake manifold	2380
Pre-catalyst NOx sensor (G687)	2381
Post-catalyst NOx sensor (G687)	2381
CAN: NOx sensor	2381
Exhaust manifold (left and right)	2610
EGR valve	2639
EGR motor (V338) (contained within EGR valve)	2639
EGR actuator (potentiometer G212)	2639

Component Description	Service Number
EGR cooler with bypass valve and switch over valve (N381)	2643
EGR solenoid with switch over valve (N345)	2645
EGR connecting pipe (EGR cooler to air duct)	2647
EGR throttle valve part	2649
DeNox (SCR) Catalyst	2670
Exhaust gas temperature sensor upstream turbocharger (G448)	2672
Exhaust gas temperature sensor upstream DOC (G495)	2672
Exhaust gas temperature sensor upstream PM trap (G235)	2672
Exhaust gas temperature sensor downstream PM trap (G648)	2672
Exhaust gas temperature sensor downstream LP EGR cooler (G648)	2672
EGR temperature sensor (G98)	2672
Oxygen Cat (DOC) Catalyst	2673
Diesel Particulate Filter	2674
Differential pressure sensor (G505)	2675
EGR pressure converter and control line	2676
Urea/AdBlue Pump	2679
Urea/adblue tank	2681
Urea/adblue tank heater/level and temp sensor (G684 & G685)	2682
Urea/Adblue Control Module	2683
Urea/Adblue supply line	2684
Urea/AdBlue Dosing Valve (N474)	2685
Reductive agent analyzer	2686
Reductive agent output electronics	2687
CAN: Particulate matter sensor	2693
Camshaft position sensor (G40)	2866
Crankshaft position sensor (engine speed sensor G28)	2873
Diesel glow plug (Q10-Q15)	2884
Diesel glow plug (pressure sensing)	2884



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Component Description	Service Number
Cylinder pressure sensors (G678 & G681)	2884
Diesel glow plug control unit (J179)	2887
CAN: transmission control module (TCM)	3730
CAN: brake unit (ABS) / vehicle speed signal sensor (signal sent via ABS module)	4545
CAN: instrument cluster	9025

Component Description	Service Number
CAN: gateway control unit (gateway)	9035
CAN: ambient air temperature sensor	9168
Brake light switch (F47)	9436
CAN: body control module BCM	9710
Engine wiring harness	9752

Document Revision Table	
Publish Date	Reason For Update
08/20/2019	Updated Loaner Eligibility and Totaled Status