



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-19-08

Subject: Water Pump Limited Warranty Extension

Date: Dec. 2, 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.

Water Pump 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 Primary Engine Water Pump ("Water Pump") for 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.

Water Pump Limited Warranty Extension is applicable for certain Volkswagen vehicles:

- ▶ 2008-2014 model year GTI
- ▶ 2008-2014 model year Jetta
- ▶ 2009-2014 model year EOS
- ▶ 2009-2014 model year CC (CCF)
- ▶ 2009-2014 model year Tiguan
- ▶ 2008-2010 model year Passat
- ▶ 2012-2014 model year Beetle

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 Water Pump 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 improper coolant, outside influences, such as but not limited to, 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.

Coverage for Consequential Damage Directly Caused By a Water Pump Failure

The scope of the warranty extension will also 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 Primary Engine Water Pump within the 10 year/100,000 mile extended warranty (whichever occurs first) period described above. The percentage of coverage will be based on the proration percentages in the table below:



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Time from In-Service Date	Less than 50,000 miles	50,001 to 60,000 miles	60,001-70,000 miles	70,001-80,000 miles	80,001 to 100,000 miles
4 years or less	100% (under original warranty)	100% (under original warranty)	50%	40%	25%
4-5 years	100% (under original warranty)	100% (under original warranty)	40%	30%	20%
5-6 years	50%	40%	35%	25%	15%
6-7 years	40%	30%	25%	20%	10%
7-8 years	30%	25%	20%	15%	10%
8-10 years	25%	20%	15%	10%	5%

Water Pump Failure Resulting in Engine Replacement

Per the Class Action Settlement, the customer is entitled to 100% coverage for the replacement of the Water Pump. In situations when the replacement engine contains a new Water Pump, the Customer pay portion of the prorated repair will be reduced by up to \$950.00. 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 Water Pump Class Action and Warranty Extension Dealer FAQ located on WISE > Resource Center > 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 the dealer with either records/receipts, or a signed declaration (if they cannot obtain the records), showing that the proper coolant was used and that the coolant was checked in accordance with whatever timing/schedule applies to their vehicle, within a 10% variance on time/mileage.

Transferability

The warranty, as extended, is fully transferable to subsequent owners, excluding those for the purpose of commercial resale.

Vehicle Eligibility

To determine if a vehicle is eligible for the Water Pump Limited Warranty Extension, check the VIN in Elsa > 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.

The "Warranty" section of the "Vehicle Data" screen will also show Warranty Key "USQ" indicating this vehicle is applicable for this Warranty Extension.

Vehicles with the totaled status are excluded from coverage under this Warranty Extension.



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SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Water Pump Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 1950
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on the Water Pump
- ▶ Causal Indicator: Water Pump (quantity = 1)

Consequential damage directly caused by a Water Pump failure must be claimed separately to adjust for the varying coverage scenarios.

- ▶ Claim Type: 2WA
- ▶ Service Number: 1950
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on Water Pump
- ▶ Causal Indicator: Water Pump (Quantity = 0)
- ▶ Percentage: See Proration percentages, section **Coverage for Consequential Engine Damage.**
- ▶ Outside Labor: A0000000 (General Sublet) **up to \$950 (Applicable for certain engine replacements)**

Submit all documentation for consequential engine damage claims to Doc-IT.

For additional assistance with determining customer participation, refer to the Water Pump 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 or resulting from a Water Pump 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.

For further details on applying this limited warranty extension, including SAGA claim examples, reference Water Pump Class Action and Warranty Extension Dealer FAQ located on WISE > Resource Center > FAQs.

Document Revision Table	
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12/2/19	Original Publication