



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-20-02

Subject: Volkswagen CC Tire Class Action Settlement

Date: March 02, 2020

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.

Volkswagen CC Tire Class Action Settlement

For applicable 2009-2017 Volkswagen CC Settlement Class Vehicles, Volkswagen will provide current owners or lessees with up to two tire rotations, at no charge to the customer, to be performed at the recommended tire rotation intervals by the manufacturer of the vehicle's tires, performed by an authorized Volkswagen Dealer until the Settlement Class Vehicle reaches an original odometer mileage of 110,000 miles or both complimentary tire rotations have been redeemed, whichever occurs first.

Settlement Benefits

Each Settlement Class Vehicle will be eligible for current owners and/or lessees to receive up to two complimentary tire rotations for said vehicle, to be performed at the vehicle's tire manufacturer recommended tire rotation intervals by an authorized Volkswagen dealer, until the Settlement Class Vehicle reaches an original odometer mileage of 110,000 miles or both complimentary rotations have been redeemed, whichever occurs first.

Vehicle Eligibility

To determine if the vehicle is eligible for the up to two complimentary tire rotations, the dealership must refer to Elsa > Vehicle Data > Warranty Keys. If the tire rotation is applicable to the vehicle, the "Warranty" section of the "Vehicle Data" screen in Elsa will be populated with the applicable Warranty Keys for up to two complimentary tire rotations. Once each tire rotation has been claimed in SAGA, the applicable warranty key will become "inactive" in Elsa. It is required to verify the proper Warranty Keys are "active" in Elsa on the day of repairs prior to performing the complimentary tire rotation.

- ▶ Tire Rotation 1: Warranty Key USX
- ▶ Tire Rotation 2: Warranty Key USY

In addition to the Warranty Keys in Elsa, each Settlement Class Vehicle will be issued a Certificate of Eligibility for current owners and/or lessees to receive up to two complimentary tire rotations for said vehicle. The current owners and lessees of Settlement Class Vehicles are able to present to any authorized Volkswagen dealership in the United States or Puerto Rico, the Certificate of Eligibility that will be made available for download via the Settlement website or, if the Settlement Class Member so requests, will be made available by the Claim Administrator. Once the customer presents the Certificate of Eligibility, the dealership is still required to reference Elsa > Vehicle Data > Warranty Keys to ensure the proper warranty keys are "active" at the time of performing the complimentary tire rotation.

Vehicles with the totaled status are excluded from coverage under this Class Action Settlement.



Volkswagen

Warranty Information

Transferability

This settlement benefit is fully transferable to subsequent owners, excluding those for the purpose of commercial resale.

SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting tire rotation claims for the Volkswagen CC Tire Settlement.

- ▶ Claim Type: 110
- ▶ Service Number: 4405
- ▶ Damage Code: 0055
- ▶ Damage Location: None
- ▶ Vendor Code: K21
- ▶ Labor Operation: 44052004 (Marked as causal)

Document Revision Table	
Publish Date	Reason For Update
03/02/2020	Original Publication