



# Warranty Information

## Policies and Procedures Bulletin

Number: VWP-17-06

**Subject: AdBlue Refill and Oil Change for Gen. 1 3.0L TDI Vehicles  
(Model Year 2009 – 2012 Touareg TDI with Engine Code CATA)**

Date: Aug 02, 2022

**Questions** - For any questions regarding this bulletin, 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.

Volkswagen of America, Inc. will be providing one AdBlue refill and one oil change free of charge to customers with 3.0L TDI Gen. 1 SUV vehicles (Model Year 2009 – 2012 Touareg TDI with engine code CATA). (Note that Gen. 2 [Model Year 2013 – 2016 Touareg TDI] vehicles are not eligible.)

Any customer who owns or actively leases an eligible vehicle is entitled to one AdBlue refill and one oil change (including motor oil, motor oil filter, and associated labor) free of charge for the eligible vehicle at a participating authorized Volkswagen dealer. These services do not need to be performed at the same visit.

Any customer who obtains a buyback or lease termination prior to claiming the AdBlue refill and oil change will no longer be entitled to the AdBlue refill and oil change.

Vehicles eligible for the AdBlue refill and one oil change will be identified with an open Update code 23V9. The oil change and AdBlue refill may be completed separately.

Claim Entry Instructions	
After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <i>open on the day of repair</i> to the repair order.	
Service Number	23V9
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 710 Unsold vehicle (New or used inventory): <b>DO NOT PERFORM</b>
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D. 01 – Oil Change	Oil Change (including motor oil, motor oil filter) Labor operation: 01040014
Criteria I.D. 02 - AdBlue	AdBlue Refill Labor operation: 2688 XXXX (See Elsa for appropriate labor operation)



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Document Revision Table	
Publish Date	Reason For Update
05/04/2017	Original Publication
08/02/2022	Revised the Labor Operation for Criteria 01 Oil Change