



Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-05

Subject: One-Time Only Complimentary Fuel Fill, Oil and Filter Change, and Tire Rotation for Certain 2.0L TDI Gen 3 Customer Buyback Vehicles

Date: Sep 27, 2022

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.

Certain customers who purchased a 2.0L TDI Gen 3 buyback vehicle need to return to a Volkswagen Dealer after the vehicle has accumulated at least 70,000 miles to have emissions recall 23Y8 phase 2B performed. When 23Y8 phase 2B is completed, the car must be returned to the customer with a complimentary full tank of fuel, oil and filter change, and tire rotation.

The following Warranty Key has been established to assist dealers in determining which vehicles are eligible:

Warranty key	
USD	GEN3 Phase 2B Complimentary Maint available

To claim reimbursement, follow the instructions below:

SAGA Claiming Procedures		
Claim Type	G14	
Service Number	S379	
Damage Code	0055	
Part Manufacturer Code	444	
Outside Labor Operation	Fuel Fill	A0000000
		Amount stated on Receipt
Labor	Oil and Filter Change and Tire Rotation	010400XX (Minor Maintenance)
Material		Parts per ETKA
Submit the <u>fuel receipt</u> and <u>oil and filter change and tire rotation</u> cost documentation to Doc-IT on WISE upon SAGA claim entry		

Document Revision Table	
Publish Date	Reason For Update
06/21/2018	Original Publication
08/02/2022	Revised the Labor Operation for Oil and Filter Change and Tire Rotation
09/27/2022	Revised Labor Operation to reflect 010400XX