



Warranty Information

Policies and Procedures Bulletin

Number: VWP-22-15

Subject: Transmission Oil Leak Limited Warranty Extension

Date: Dec. 05, 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.

Transmission Oil Leak Limited Warranty Extension

For 2019 Jetta vehicles applicable to Service Action 38C5, Volkswagen has extended the Warranty coverage to cover any repairs to address a diagnosed transmission oil leak caused by the Transmission Oil Cooler Seal Rings for 12 months or 12,000 miles whichever occurs first, from the expiration date of the New Vehicle Limited Warranty.

What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will diagnose and replace the Transmission Oil Cooler Seal Rings at no cost to the customer under the following circumstances:

- ▶ If Service Action 38C5 shows as open in Elsa, and the reception date is on or before the expiration date of Service Action 38C5 of December 31st, 2022, the Dealership should proceed to perform the 38C5 Service Action prior to diagnosing additional oil leak concerns from the Oil Cooler Seal Rings.
 - If a transmission repair is required under the Limited Warranty Extension as a result of an oil leak from the Transmission Oil Cooler Seal Rings, the customer must provide to the Dealership a signed declaration (available at www.TransmissionClassSettlement.com) stating the customer had not previously been notified of the existence of Service Action 38C5. Dealers must keep a copy of the signed declaration with the Repair Order Records.
- ▶ If Service Action 38C5 is closed and diagnosis confirms an oil leak from the Transmission Oil Cooler Seal Rings, diagnosis and replacement of the Transmission Oil Cooler Seal Rings will be covered at no cost to the customer.

If the vehicle has an oil leak from the Transmission Oil Cooler Seal Rings after December 31st, 2022 and has not had Service Action 38C5 completed by December 31st, 2022 this Limited Warranty extension does not apply.

If the oil leak from the Transmission Oil Cooler Seal Rings has caused any additional damage to the transmission that requires repair, then that repair will be covered under this limited warranty extension.

If diagnosis reveals that the vehicle has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) are not covered under this limited warranty extension.

Transferability

This limited warranty extension is fully transferable to subsequent owners.



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Additional information

This limited warranty extension does not cover damage or malfunctions caused by outside influence, such as an accident, or vehicle misuse or neglect, nor does it cover repairs that are necessary for proper diagnosis of these conditions or that are required to bring the vehicle up to factory specifications.

A vehicle is not eligible for the extended warranty coverage described if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

Vehicle Eligibility

To determine if a vehicle is eligible for the Transmission Oil Leak Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. If the warranty extension is applicable to the vehicle, "Warranty" section of the "Vehicle Data" screen will show Warranty Key "USU Oil Cooler Seal Ring Warr Ext" indicating this vehicle is eligible for this Warranty Extension.

SAGA Claiming Procedures

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

SAGA Claiming Procedures	
Claim Type	110
Service Number	3860
Damage Code	0050
Vendor Code	3ME
Causal Indicator	Transmission Oil Cooler Seal Rings

Document Revision Table	
Publish Date	Reason For Update
12/05/2022	Original Publication