



Warranty Information

Policies and Procedures Bulletin

Number: VWP-22-16

Subject: Transmission Hesitation/Jerking 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 Hesitation/Jerking Limited Warranty Extension

For 2018-2020 Tiguan vehicles applicable to Recall 24GB, Volkswagen has extended the Warranty coverage for the Transmission 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 address the Transmission hesitation/jerking at no cost to the customer under the following circumstances:

- ▶ If the 24GB shows as open, the Dealership should proceed to perform the 24GB Recall prior to diagnosing additional Transmission hesitation and/or jerking concerns.
- ▶ If the 24GB recall is closed and diagnosis confirms the Transmission has hesitation and/or jerking, repairs will be covered at no cost to the customer if the hesitation/jerking is within the transmission assembly.

If diagnosis reveals the cause of hesitation/jerking is something other than the transmission assembly or has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) will not be covered under this limited warranty extension.

All Transmission replacements must have Technical Assistance Center (TAC) approval prior to replacement per section 3.20.1 Technical Assistance Center (TAC) / TAC Case Number in the Policies and Procedures Manual.

Transferability

This limited warranty extension is fully transferable to subsequent owners.

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).



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Vehicle Eligibility

To determine if a vehicle is eligible for the Transmission Hesitation/Jerking Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Warranty" section of the "Vehicle Data" screen will show Warranty Key "USR Transmission Hesitation/Jerking 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 Hesitation/Jerking Limited Warranty Extension.

SAGA Claiming Procedures		
Claim Type	110	
Service Number	37XX*	38XX*
Damage Code	Use appropriate Damage Code for applicable Service Number	
Vendor Code	Identified on the Part	
Causal Indicator	Failed Component	

*Refer to Elsa for all applicable Service Numbers under the 37 and 38 Group

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