



# Warranty Information

## Policies and Procedures Bulletin

Number: VWP-23-05

### Subject: Auxiliary Hydraulic Pump Limited Warranty Extension

Date: Aug 03, 2023

**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.

## Auxiliary Hydraulic Pump Limited Warranty Extension

For vehicles applicable to the 34K1 Service Action, Volkswagen is extending warranty coverage for the Auxiliary Hydraulic Pump for certain 2018 Golf R vehicles for 10 years / 120,000 mileage whichever occurs first from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

### What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will replace the Auxiliary Hydraulic Pump at no cost to the owner under the following circumstances:

- ▶ If the 34K1 Service Action shows as open, the Dealership should proceed to perform the 34K1 Service Action prior to diagnosing the Auxiliary Hydraulic Pump concerns.
- ▶ If the 34K1 Service Action shows as closed, the Dealer should proceed with diagnosis of the Auxiliary Hydraulic Pump and refer to TSB 2070973. If fault code P0C29 is present and diagnosis confirmed the Auxiliary Hydraulic Pump has failed from a Warranty defect, repairs will be covered at no cost to the customer.

Additional fault codes may be present but fault code P0C29 must be present for this warranty extension to apply.

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

### Transferability

This warranty extension is fully transferable to subsequent owners.

### Additional information

This 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.

### Vehicle Eligibility

To determine if a vehicle is eligible for the Auxiliary Hydraulic Pump Limited Warranty Extension, the "Warranty" section of the "Vehicle Data" screen in Elsa will show "U64 Auxiliary Hydraulic Pump Ext 10/120" Warranty Key indicating the vehicle is applicable to this warranty extension.

Vehicles with the totaled status are excluded from coverage under this Warranty Extension.



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## Repair Procedure

Refer to Technical Bulletin Instance Number 2070973 for the applicable repair procedure which must be followed for reimbursement.

## SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Auxiliary Hydraulic Pump Limited Warranty Extension.

| SAGA Claiming Procedures |                        |
|--------------------------|------------------------|
| Claim Type               | 110                    |
| Service Number           | 3479                   |
| Damage Code              | 0010                   |
| Causal Indicator         | Failed Component       |
| Vendor Code              | Identified on the Part |

| Document Revision Table |                      |
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