



# Sunroof Class Action and Limited Warranty Extension Dealer FAQ

## Class Settlement

- **How should my dealership respond to questions regarding the terms of the settlement?**  
If you are contacted by a Settlement Class Member (customer) with questions/concerns regarding the details of this settlement or any applicable procedures or deadlines, please refer them to the Settlement Claim Administrator at (866) 848-0947 and/or to visit the settlement website at [www.SunroofSettlement.com](http://www.SunroofSettlement.com), which will contain copies of the Class Notice and other necessary information.
- **What is the process for owner reimbursement?**  
If you receive a contact from a Settlement Class Member (customer) regarding reimbursement of out-of-pocket expenses for past repairs, please refer them to the Settlement Claim Administrator at (866) 848-0947 and/or to visit the settlement website at [www.SunroofSettlement.com](http://www.SunroofSettlement.com), which will contain copies of the Class Notice and other necessary information.
- **What if the customer asks whether their vehicle is affected?**  
If you receive a contact from a Settlement Class Member (customer) asking if their vehicle is included in the Settlement, please refer them to the Settlement Claim Administrator at (866) 848-0947 and/or to visit the settlement website at [www.SunroofSettlement.com](http://www.SunroofSettlement.com), which will contain copies of the Class Notice and other necessary information.

You can also determine if a vehicle is eligible for the Sunroof Limited Warranty Extension by checking the VIN in Elsa > Vehicle Data. If the Warranty Extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in Elsa will be populated with the warranty extension parameters and show the U63 Warranty Key under the "Warranty" section of the "Vehicle Data" screen.

- **What if the customer asks what they would need to provide in order to obtain a reimbursement for a prior repair, and/or what the deadline and procedures are to file a claim for reimbursement?**  
If you receive a contact from a Settlement Class Member (customer) regarding reimbursement of out-of-pocket expenses for prior repairs, or the deadline or procedures for filing a reimbursement claim, please refer them to the Settlement Claim Administrator at (866) 848-0947, and/or to visit the settlement website at [www.SunroofSettlement.com](http://www.SunroofSettlement.com), which will contain copies of the Class Notice and other necessary information.
- **What if the customer says they are not satisfied with the amount of the reimbursement for past repair?**  
All questions regarding reimbursement for past repairs should be directed to the Settlement Claim Administrator at (866) 848-0947 and/or to visit the settlement website at [www.SunroofSettlement.com](http://www.SunroofSettlement.com), which will contain copies of the Class Notice and other necessary information.



## Sunroof Limited Warranty Extension

- **What is the effective date of the Warranty Extension?**

The Warranty Extension effective date is **August 22, 2023**. Any repair order opened prior to **August 22, 2023** would need to be reviewed by the Settlement Claim Administrator for possible reimbursement and is not able to be claimed as warranty under the extension. Claiming instructions for this warranty extension can be found within Warranty Policy Bulletin **VWP-23-06** (will be incorporated into the Volkswagen Warranty Policies and Procedures Manual).

- **What is covered under the Warranty Extension?**

The Extended Warranty will diagnose and address a condition of leakage and water ingress into the vehicles interior from the Sunroof while in the fully closed position at a prorated percentage. Consequential damage as a direct result of the water ingress should be addressed and corrected as necessary.

This Extended Warranty is subject to the same terms and conditions of the original New Vehicle Limited Warranty and Warranty Information Booklet applicable to that vehicle.

**The Extended Warranty covers a percentage of the Settlement Class Member's cost of repair (parts and labor), by an authorized VW dealer.**

Vehicles within New Vehicle Limited Warranty will be covered at 100%. Once the vehicle exceeds New Vehicle Limited Warranty, the entire repair (**defect item and consequential liquid ingress damage**) will be covered only at a prorated amount. The percentage of coverage for repair/replacement, under this Warranty Extension, is based upon the age and mileage of the vehicle as set forth as follows:

For Model Year 2015-2017 Covered Vehicles (NVLW 3 Years / 36,000 Miles)				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	80%	70%	60%
3-4 years	85%	75%	70%	55%
4-5 years	70%	65%	60%	50%
5-6 years	65%	60%	55%	45%
6-7 years	60%	50%	40%	35%

For Model Year 2018-2019 Covered Vehicles (NVLW 6 Years / 72,000 Miles)				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
3-4 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
4-5 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
5-6 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
6-7 years	100% (under original warranty)	90%	80%	65%



For Model Year 2020-2021 Covered Vehicles (NVLW 4 Years / 50,000 Miles)				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	80%	60%
3-4 years	100% (under original warranty)	100% (under original warranty)	75%	60%
4-5 years	85%	80%	70%	60%
5-6 years	75%	70%	65%	60%
6-7 years	60%	50%	40%	35%

- What is excluded from this Warranty Extension?**  
 The Warranty Extension does not cover a repair or replacement of the Sunroof to address leakage and liquid ingress resulting from abuse, misuse, alteration or modification, a collision or crash, vandalism and/or other impact, failure to properly or fully close the Sunroof, broken, cracked or damaged Sunroof glass or other components, improper maintenance, and/or an outside source or factor including a prior repair performed by a non-dealer.
- Do dealers have the ability to alter the sliding scale percentage of coverage for repair/replacement under the Warranty Extension?**  
 No. The sliding scale percentages of coverage are part of the negotiated class action settlement.
- If Service Action 60E2 or 60E5 shows as open, is the Service Action required to be performed prior to performing repairs under this Warranty Extension?**  
 Yes, the 60E2 / 60E5 Service Action must be performed the Service Action shows as open.
- What if Service Action 60E2 / 60E5 was not performed prior to expiration?**  
 If Service Action 60E2 / 60E5 was not performed prior expiration, and the vehicle is one that was eligible for the Service Action when it was open, the vehicle is not eligible for Warranty Extension Coverage
- Can I use the Company’s Goodwill Program to assist customers outside of the parameters of the class action?**  
 The Settlement does not affect the Company’s ability to utilize the Goodwill Program to offer assistance in a unique situation in which it may be justified under the Company’s Customer Loyalty Assistance Program. Any goodwill offered would count toward the dealer’s total spend when calculating self-authorization tiers.
- Are vehicles with a Totaled Status and/or with a Salvage Title (UST) excluded from Coverage?**  
 Yes.
- Are dealer owned vehicles eligible for the Warranty Extension?**  
 Per the Settlement Agreement, “anyone who purchased a Settlement Class Vehicle for purpose of commercial resale” is excluded from the Settlement Class. This would apply to authorized VW dealers or any other commercial reseller.

However, if the dealer kept a Class Vehicle for purposes such as use as a loaner vehicle, it would be covered by the Warranty Extension.



- **Are independent shop owned vehicles eligible for the Warranty Extension?**  
The Settlement excludes “anyone acting as a used car dealer” from the Settlement. However, if the independent shop purchased or leased the vehicle for its own use, then that vehicle would be covered under the Settlement and entitled to the Warranty Extension.
- **Is the Warranty Extension transferrable?**  
The warranty, as extended, is fully transferable to subsequent owners, excluding those for purpose of commercial resale, and to the extent that the extended time and mileage period has not already expired.
- **Are towing costs covered under this Warranty Extension?**  
No. Towing costs are not covered under this Warranty Extension.
- **Will there be a Loaner car provision / reimbursement as part of the extension?**  
No, there is no loaner car provision/reimbursement specific to this Warranty Extension. Alternate transportation can be considered under the existing Alternate Transportation Program.
- **Where do I find the Proration Calculator?**  
WISE > Resource Center > Job Aids & SAGA Communications (VWS) > Conversion Calculators.
- **What if the repairs are within the prorated amount but the customer has an active CPO contract?**  
The dealer should use any applicable warranties before charging the customer for the repairs. If the repair will be claimed as a 2WA claim type at a prorated amount, the dealer should check if there’s an active CPO Contract. If a CPO Contract is still valid and the failure is a covered component, then repairs should be submitted under CPO coverage (G10 Claim Type rather than 2WA Claim Type). The customer would be responsible for the \$50 CPO deductible.

CPO should not be used if the customer contribution of the repair is less than \$50.



## Warranty Extension Claim Administration

**SAGA Claim Entry Example:** A 2017 Vehicle was 4 years from the original in-service date with 35,101 miles. The Sunroof failed causing consequential damage to the interior.

**Claim line 01:** 2WA Claim Type – Sunroof and consequential damage; since the vehicle is no longer covered under New Vehicle Limited Warranty, the entire repair is covered at a prorated amount. Parts and labor are calculated at 15% Customer contribution and 85% VW contribution (Refer to the sliding scale percentages for proration coverage located in **VWP-23-06** in WISE which will be incorporated into the Volkswagen Warranty Policies and Procedures Manual).

Labour <input type="checkbox"/> Maintain the DMS sorting of operations								
V	LO number	AZ	Text/description	Explanation	Main operation	Technician	Claims TU	
<input type="checkbox"/>	60 28 19 50	<input type="checkbox"/>	Frame remove+reinstall		<input type="checkbox"/>	123	260	
<input type="checkbox"/>	60 28 55 60	<input type="checkbox"/>	Frame replace		<input type="checkbox"/>	123	70	
<input type="checkbox"/>	70 84 19 00	<input type="checkbox"/>	Headliner remove+reinstall		<input type="checkbox"/>	123	310	
<input type="checkbox"/>	70 84 55 50	<input type="checkbox"/>	Headliner replace		<input type="checkbox"/>	123	20	

Release number

Labour  %

Material  %

Outside labour  %

Outside material  %

Dealer must refer to VWC-22-04 2WA Claim Type Process. Percentages will be calculated automatically based on the vehicle's time and mileage in-service.

Goodwill share importer to dealer

Release number

Labour  %

Material  %

Outside labour  %

Outside material  %

Total max.

Good will type  Goodwill per goodwill catalogue (order type .

After submission, the SAGA percentage reflects VW's responsibility