



Warranty Information

Policies and Procedures Bulletin

Number: VWP-22-18

Subject: Rear Brake Pad Limited Warranty Extension

Date: Nov. 16, 2023

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.

Rear Brake Pad Limited Warranty Extension

Volkswagen has extended the Warranty coverage for the Rear Brake Pads from 1 year or 12,000 miles to 2 years or 24,000 miles, whichever occurs first from the vehicle's original in-service date, for certain 2020-2024 Model Year Jetta and 2022-2024 Model Year Taos vehicles.

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 Rear Brake Pads and any parts and labor necessary to effectuate a repair at no cost to the owner if diagnosis confirms Rear Brake Pads have failed from a Warranty defect or have failed due to premature wear.

Rotors may be covered as consequential damage if they have failed as a direct result of the Rear Brake Pads failure. Dealers must provide detailed justification within the claim comments of SAGA to support reimbursement.

Volkswagen Dealers are required to refer to the Repair Manual in Elsa for repair instructions and wear limits for the brake pads for each VIN.

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 Rear Brake Pad 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 "U94 Rear Brake Pad Warr Ext 2/24 from in-service date" indicating this vehicle is eligible for this Warranty Extension.



Warranty Information

Documentation Requirements

Volkswagen Dealers are required to retain the following documentation:

- ▶ **The Brake Diagnostic Worksheet:**
 - The Brake Diagnostic Worksheet is required to be filled out and uploaded to Doc-IT for Warranty reimbursement on all Brake claims. This Worksheet is located in WISE under Resource Center > Forms > Brakes.
- ▶ **Photo Documentation for the Warranty Parts Portal (WPP):**
 - Photos of defective Rear Brake Pads and Rotors (if consequential) are required to be taken, retained with the Repair Order and uploaded to the WPP upon request.
 - All parts must be retained until the parts have appeared on the Dealers Warranty Part Disposition Scrap/Core Report.

Claims without the Brake Diagnostic Worksheet and required photos may be subject to cancellation.

SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Rear Brake Pad Limited Warranty Extension.

SAGA Claiming Procedures	
Claim Type	110
Service Number	4638
Damage Code	0010
Vendor Code	Identified on the Part
Causal Indicator	Brake Pads must be marked as causal

Document Revision Table	
Publish Date	Reason For Update
12/20/2022	Original Publication
11/16/2023	Added model year 2024