



## Sherrod – Atlas Wiring Harness Class Settlement FAQs

- **What did the class action claim and what is the Class Settlement?**

The class action claimed that the front door wiring harnesses in certain Volkswagen Atlas and Atlas Cross Sport vehicles are defective and, in certain instances, may not function properly. VWGoA has denied and contested those claims. Without any admission of liability or fault, VWGoA has entered into a nationwide class settlement that has been preliminarily approved by the court. The covered vehicles, which were imported and distributed by VWGoA in the United States and Puerto Rico, will include certain model year 2019-2023 Volkswagen Atlas and Atlas Cross Sport vehicles that were subject to Recall 97GF. The specific Settlement Class Vehicles are determined by VINs. You can look up whether the vehicle is a Covered Vehicle by typing the vehicle's VIN in Elsa > Vehicle Data.

### **The class settlement provides the following two categories of benefits relating to these Covered Vehicles:**

#### **I. Warranty Extension for Current Owners and Lessees of Covered Vehicles:**

Effective on October 10, 2024 [the date that the class notice will be mailed to the customers], the New Vehicle Limited Warranties (“NVLWs”) for the Covered Vehicles will be extended to cover the cost of repair or replacement, by an authorized Volkswagen dealer, of a failed front door wiring harness that was modified and/or installed in the Settlement Class Vehicle pursuant to Recall 97GF, during a period of up to 5 years or 60,000 miles (whichever occurs first) from the date that the Recall repair was performed. The warranty extension applies to all wiring harness-related repairs performed pursuant to the Recall, whether or not involving replacement of the wiring harness itself, and will include any other necessary repair/adjustment to address any warning lights or fault codes resulting from or attendant to a failure of the Part.

The Warranty Extension will be administered through the SAGA system and is discussed in more detail below.

#### **II. Reimbursement for the Past Paid Cost of a Covered Repair (TO BE HANDLED EXCLUSIVELY BY THE SETTLEMENT CLAIM ADMINISTRATOR):**

Customers who, prior to October 10, 2024, and within 7 years or 100,000 miles (whichever occurred first) from a Covered Vehicle's In-Service Date, paid out-of-pocket expenses for repair or replacement of a failed front door wiring harness may be eligible to submit, to the Settlement Claim Administrator, a claim of reimbursement of the paid invoice amount for that repair or replacement (parts and labor). **This part of the settlement, including all claims and issues relating to reimbursement, will be handled exclusively by the Settlement Claim Administrator. It is not handled by VWGoA.**

- **How should I respond to questions regarding the terms of the settlement?**

If a Settlement Class Member (customer) contacts you with any questions regarding the details of this settlement or any applicable procedures or deadlines, please tell them to contact the Settlement Claim Administrator at 1-855-680-5222 and/or to visit the settlement website at [www.DoorWiringHarnessSettlement.com](http://www.DoorWiringHarnessSettlement.com), which will contain copies of the Class Notice and other necessary information.



- **What if the customer asks whether his/her/its vehicle is affected?**

The settlement covers the particular model year Volkswagen vehicles, listed above, that are specifically identified on a VIN list. If a customer brings in a vehicle for front door wiring harness repair under the Warranty Extension, you can verify whether the vehicle is a Covered Vehicle by typing that vehicle's VIN in Elsa > Vehicle Data. Otherwise, if the customer asks whether his/her/its vehicle is covered, you can advise the customer that they can check to see if their vehicle is covered by entering their vehicle's VIN in the VIN lookup tool at [www.DoorWiringHarnessSettlement.com](http://www.DoorWiringHarnessSettlement.com). If the customer has any other questions about the settlement, please tell them to contact the Settlement Claim Administrator at 1-855-680-5222 and/or to visit the settlement website at [www.DoorWiringHarnessSettlement.com](http://www.DoorWiringHarnessSettlement.com), which will contain copies of the Class Notice and other necessary information.

- **What if the customer asks how to submit a claim for reimbursement for a prior repair, what information or documentation he/she/it would need to provide, and/or what the deadline and procedure is for submitting a claim?**

For any questions about the reimbursement part of the settlement, including when and how to submit a claim for reimbursement, please tell the customer to contact the Settlement Claim Administrator at 1-855-680-5222 and/or to visit the settlement website at [www.DoorWiringHarnessSettlement.com](http://www.DoorWiringHarnessSettlement.com), which will contain copies of the Class Notice and other necessary information.

- **What if the customer says he/she/it is not satisfied with the amount of the reimbursement for past repair?**

For any questions regarding the reimbursement part of the settlement, including the submission or outcome of any claim for reimbursement, please tell the customer to contact the Settlement Claim Administrator at 1-855-680-5222 and/or to visit the settlement website at [www.DoorWiringHarnessSettlement.com](http://www.DoorWiringHarnessSettlement.com), which will contain copies of the Class Notice and other necessary information.

## **Warranty Extension**

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

The effective date of the Warranty Extension is October 10, 2024. The Warranty Extension does not apply to any repair order opened prior to October 10, 2024.

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

The Warranty Extension covers the cost of repair or replacement (parts and labor), by an authorized Volkswagen dealer, of a failed front door wiring harness that was modified and/or installed in the Covered Vehicle pursuant to Recall 97GF, during a period of up to 5 years or 60,000 miles (whichever occurs first) from the date that the Recall repair was first performed. The warranty extension applies to all wiring harness-related repairs performed pursuant to the Recall, whether or not involving replacement of the wiring harness itself, and will include any other necessary repair/adjustment to address any warning lights or fault codes resulting from or attendant to a failure of the front door wiring harness.

Note that there are certain exceptions to the Warranty Extension that are discussed below.

- **Are dealer owned vehicles eligible for the Warranty Extension?**

Under the Settlement terms, "anyone who purchased a Covered Vehicle for purpose of commercial resale" is excluded from the Settlement Class. The Settlement also excludes "anyone acting as a used car dealer." Thus, the Warranty Extension would exclude authorized Volkswagen dealers or any other commercial reseller or



used car dealer, unless the vehicle was purchased for purposes other than for commercial re-sale, such as use as a company vehicle or loaner vehicle.

- **Is the Warranty Extension transferrable?**

Yes, the Warranty Extension is fully transferable to subsequent owners to the extent that its time and mileage limitation periods have not expired.

- **What if the dealer determines that other repairs are needed or should be done?**

The Warranty Extension applies to all wiring harness-related repairs and any necessary repair/adjustment to address any warning lights or fault codes resulting from or attendant to the failure of the front door wiring harness. It does not cover any other repairs. Thus, any other needed or desired repairs must be addressed and/or dealt with outside of the Warranty Extensions.

- **Are towing costs covered under the Warranty Extension?**

No. Towing costs are not covered under the 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 the Warranty Extension. Alternate transportation can be considered under the existing Volkswagen Loaner Program Policy.

- **Are there exceptions to coverage under the Warranty Extension?**

Yes. Excluded from the Warranty Extension are any damage to, failure or malfunction of the front door wiring harness that resulted from damage, abuse, alteration, modification, collision or crash, vandalism and/or other impact or outside sources.

- **Are vehicles with a Totaled Status and/or with a Salvage Title (UST) excluded from Coverage?**

Yes.

- **Claim Processing**

SAGA Claiming Procedures		
Claim Type	110	
Service Number	9732	
Damage Code	0010	0040
Causal Indicator	Failed Component	
Vendor Code	Identified on the Part	