



# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-24-08**

**Subject: Atlas Front Door Wiring Harness Limited Warranty Extension**

**Date: October 10, 2024**

**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.

## Atlas Front Door Wiring Harness Limited Warranty Extension

For 2019-2023 Atlas and Atlas Cross Sport vehicles applicable to the 97GF Safety Recall, Volkswagen is extending warranty coverage for the Front Door Wiring Harnesses for 5 years / 60,000 miles (whichever occurs first) from the date that the recall was performed.

### What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will replace the Front Door Wiring Harness at no cost to the owner under the following circumstances:

- ▶ If the 97GF Safety Recall shows as open, the Dealership should proceed to perform the 97GF Safety Recall prior to diagnosing the Front Door Wiring Harness concerns.
- ▶ If the 97GF Safety Recall shows as closed, the Dealer should proceed with diagnosis of the Front Door Wiring Harness. If diagnosis confirms the Front Door Wiring Harness has failed from a Warranty defect, repairs will be covered at no cost to the customer.

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 Atlas Front Door Wiring Harness Limited Warranty Extension, the "Warranty" section of the "Vehicle Data" screen in Elsa will show "U70 Atlas Door Wiring Harness Ext 5/60" Warranty Key indicating the vehicle is applicable to this warranty extension.

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.

Both the Warranty Key and an active warranty contract must be present for coverage to apply.

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



# Warranty Information

## SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Atlas Front Door Wiring Harness Limited Warranty Extension.

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

Document Revision Table	
Publish Date	Reason For Update
10/10/2024	Original Publication