



Warranty Information

Policies and Procedures Bulletin

Number: VWP-24-09

Subject: Overhead Console Limited Warranty Extension

Date: Nov. 14, 2024

Questions - For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com or Live Chat with us through www.vw-wise.com.

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Overhead Console Limited Warranty Extension

Volkswagen has extended the Warranty coverage for the Overhead Console to 2 years or 24,000 miles, whichever occurs first, from the expiration of the New Vehicle Limited Warranty, for certain 2019-2022 Model Year Tiguan Volkswagen vehicles.

What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will replace the Overhead Console at no cost to the owner if diagnosis confirms the Overhead Console has failed from a Warranty defect.

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 Overhead Console Limited Warranty Extension, the "Warranty" section of the "Vehicle Data" screen in Elsa will show "NA0 Overhead Cnsl NVLW+ 2Y 24Tmi/40Tkm" Warranty Key indicating the vehicle is applicable to this warranty extension.

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

SAGA Claiming Procedures

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

SAGA Claiming Procedures	
Claim Type	110
Service Number	7079
Damage Code	0010
Causal Indicator	Overhead Console
Vendor Code	Identified on the Part

Document Revision Table	
Publish Date	Reason For Update
11/14/2024	Original Publication