



00-24-01 - Evaluate TDI Vehicles for Repurchase Prior to Repairs

Release date: 12/4/2024

## Condition

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All TDI vehicles	2010-2016	All	TDI

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2076283/1	12/4/24	00-24-01	Original publication.

Due to extensive repair histories, repeat repairs, or no repair solution being currently available for some TDI vehicles, these vehicles will be evaluated for a repurchase.

Prior to starting a repair, you **MUST** contact the Technical Assistance Center.

## Technical Background

To be evaluated for repurchase, the vehicles must meet the following parameters:

### 2015 2.0L TDI Vehicles:

- TDI-11-162K-EXT TDI WARRANTY EXTENTION – 11 year/162,000 MI is still active.

OR

- TDI-5-60-EXT TDI WARRANTY EXTENTION – 5 year/60,000 MI is still active.

### All Other Vehicles:

TDI-10-120K-EXT TDI WARRANTY EXTENTION – 10TR/120,000 MI is still active.

OR

- TDI-4-48K-EXT TDI WARRANTY EXTENTION – 4 YR/48,000 MI is still active

And one of the following criteria:

- The current repair exceeds \$10,000.00

OR

- 04<sup>th</sup> repair visit for the same item.

OR

- A repair solution is not currently available.



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## Production Solution

Not applicable.

## Service

Open a web ticket with the Technical Assistance Center (TAC) and provide the following information:

- The VIN of the vehicle.
- A description of the vehicle concern.
- The estimate for repair.
- The open Repair Order (must include customer's name and contact number).



**The repair order should be sent in either JPEG or PDF format.**

**If the repair exceeds \$10,000.00, a breakdown of the repair costs should also be included.**

The request will be escalated for review when received. The Consumer Resolution Group (CRG) will follow up with the Service Manager to advise whether repairs should be continued, or if the customer will be contacted to discuss options regarding their vehicle.



### NOTICE

**It may take 14 business days for the request to be fully reviewed, and follow up will be via TAC Web Ticket. If the customer declines a repurchase offer, contact will be made via the Web Ticket to continue with the repairs.**

## Warranty

This TSB is informational only and not applicable to any Volkswagen Warranty.

## Required Parts and Tools

Not Applicable.

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.