



Tijerina – Atlas Second Row Seat Latching Mechanism Class Settlement FAQs

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

The class action claimed that the second row seat latching mechanism in Volkswagen Atlas 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 "Settlement Class Vehicles" or "Covered Vehicles," which were imported and distributed by VWGoA in the United States and Puerto Rico, will include model year 2018-2024 Volkswagen Atlas vehicles. The specific Covered 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 benefits relating to these Covered Vehicles:

I. Owner's Manual Insert and Instructional Video

For certain of the model year 2018-2023 Settlement Class Vehicles, accompanying the mailed Class Notice there is an insert for the Owner's Manual containing certain updated warnings and instructions with respect to the operation of the second row seat latching mechanism that are the same as the current version of the Owner's Manual issued with model year 2024 Atlas vehicles.

In addition, an instructional video demonstrating how to properly latch the second row seat, and how to confirm that the second row seat is properly latched, is available at www.KnowYourVW.com.

II. Warranty Extension for Current Owners and Lessees of Covered Vehicles:

Effective on May 21, 2025 [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 or malfunctioned second row seat latching mechanism, during a period of up to 10 years or 100,000 miles (whichever occurs first) from the Covered Vehicle's original In-Service Date.

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 May 21, 2025, and within 10 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 or malfunctioned second row seat latching mechanism may be eligible to submit, to the Settlement Claim Administrator, a claim for reimbursement of the paid invoice



amount for one such 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 1-866-287-0739 and/or to visit the settlement website at www.AtlasSeatLatchSettlement.com, which will contain copies of the Class Notice and other necessary information.

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

The settlement covers certain model year 2018-2024 Volkswagen Atlas vehicles that are specifically identified on a VIN list. If a customer brings in a vehicle for a second row seat latch 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.AtlasSeatLatchSettlement.com. If the customer has any other questions about the settlement, please tell them to contact the Settlement Claim Administrator at 1-866-287-0739 and/or to visit the settlement website at www.AtlasSeatLatchSettlement.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 past paid repair, or what the deadline and procedure is for submitting a claim, or what information or documentation he/she/it would need to provide?**

For any questions about the reimbursement part of the settlement, including when and how to submit a claim for reimbursement and the documentation needed, please tell the customer to contact the Settlement Claim Administrator at 1-866-287-0739 and/or to visit the settlement website at www.AtlasSeatLatchSettlement.com, which will contain copies of the Class Notice and other necessary information.

- **What if the customer says he/she/it lost the Owner's Manual Insert that came with the class notice?**

If a Settlement Class Member contacts you and indicates he/she/it lost the Owner's Manual Insert, advise them to go to www.KnowYourVW.com where there will be a copy of the insert that the customer can download and print.

- **What if my dealership is selling a used Covered Vehicle?**

Confirm that the Owner's Manual that is being provided includes the insert. The CPO checklist for the Covered Vehicles includes instructions on how to include the Owner's Manual insert in vehicles you are selling.



- **What if the customer says he/she/it is not satisfied with the claim decision or the amount of the reimbursement received for the claim?**

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 1-866-287-0739 and/or to visit the settlement website at www.AtlasSeatLatchSettlement.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 May 21, 2025. The Warranty Extension does not apply to any repair order opened prior to May 21, 2025.

- **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 or malfunctioned second row seat latch mechanism, during a period of up to 10 years or 100,000 miles (whichever occurs first) from the Covered Vehicle's original In-Service Date.

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 second row seat latch repairs and any necessary repair/adjustment to address any problems or issues with latching the second row seat. 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 Extension.



- **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, however, be considered under the existing Volkswagen Customer Mobility Contribution Program Policy.

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

Yes. Excluded from the Warranty Extension are any second row seat latching failures or malfunctions resulting from damage, abuse, alteration, modification, collision or crash, vandalism or other impact or outside sources.

- **Claim Processing**

SAGA Claiming Procedure	
Claim Type	110
Service Number	7263
Damage Code	0010
Vendor Code	Identified on Part