



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-17-15

Subject: Coding Instructions for AdBlue® Refills after AEM is Performed on 3.0L TDI Gen 1.1, Gen 1.2, Gen 2.1 and Gen 2.2 Touareg Vehicles REVISED

Date: July 26, 2018

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

After the approved emissions modification (AEM) is performed on a Model Year 2009-2010 3.0L TDI Gen 1.1 Touareg vehicle, a Model Year 2011-2012 3.0L TDI Gen 1.2 Touareg vehicle, a Model Year 2013-2014 3.0L TDI Gen 2.1 Touareg vehicle or a Model Year 2015-2016 3.0L TDI Gen 2.2 Touareg vehicle, the vehicle's AdBlue® usage may increase, and as a result, more frequent refilling of the AdBlue® tank may be required.

As a courtesy to customers, AdBlue® refills will be offered free of charge between service intervals for:

- ▶ 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date; OR
- ▶ 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification

To claim reimbursement for qualifying AdBlue® refills, follow the instructions below:

| Claim Entry Instructions | |
|--------------------------|------------|
| Claim Type | 1SP |
| Service Number | 2688 |
| Damage Code | 0010 |
| Part Manufacturer Code | 444 |
| Labor Operation | 26883500 |
| Material Number | G 052910A2 |

Questions

For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.