



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-18-11

Subject: Steering Wheel Clock Spring Limited Warranty Extension

Date: Nov. 7, 2018

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

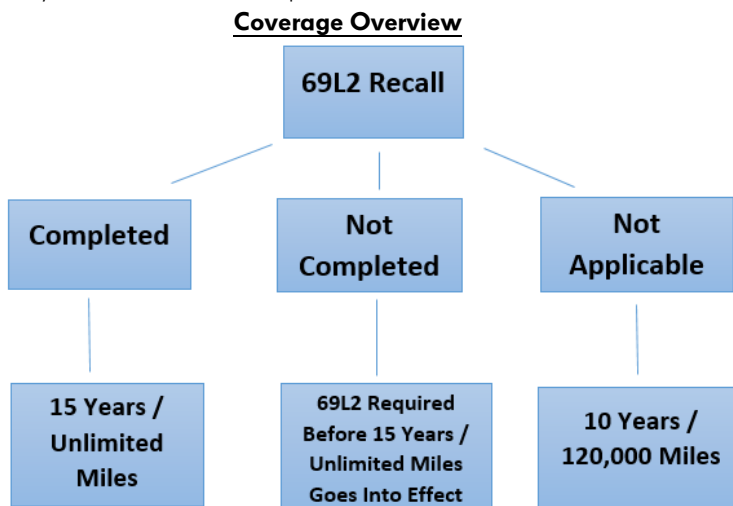
Steering Wheel Clock Spring Limited Warranty Extension

For vehicles applicable to the 69L2 campaign with U37 Warranty Key, Volkswagen is extending warranty coverage for the Steering Wheel Clock Spring in certain 2010-2014 model year Volkswagen vehicles for a time period of 15 years unlimited mileage from the vehicle's original in-service date;

For vehicles not applicable to the 69L2 campaign with U36 Warranty Key, Volkswagen is extending warranty coverage for the Steering Wheel Clock Spring in certain 2010-2018 model year Volkswagen vehicles for a time period of 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

This warranty extension is fully transferrable to subsequent owners.



What is the Problem

Certain vehicles may, over time, develop an issue with the steering wheel clock spring that causes the airbag light to come on. This is due to hair or other fibers that may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the clock spring and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury.



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Warranty Extension Coverage/Limitations

A torn Steering Wheel Clock Spring demonstrated by either fault code B100001 (Driver airbag igniter: Resistance too high) or VAG00588 (Driver side airbag igniter: Upper limit exceeded) **must** be present in the technician's Guided Fault Finding log for the warranty extension to apply.

As long as the vehicle is within the time and mileage limits of this warranty extension, dealers should diagnose the following FREE of charge: **Steering wheel controls, including the horn, not working properly and an airbag light that stays on. Both conditions must be present for diagnosis to be covered under this warranty extension.**

- ▶ If diagnosis confirms that the issue is caused by a **torn** steering wheel clock spring, the repair will be performed at no cost to the customer.
- ▶ If diagnosis reveals that the vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension. The dealer will advise the customer on what the repair cost(s) will be.

A vehicle is not eligible for the extended warranty coverage described in this letter if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, and repairs that are necessary for proper diagnosis of these conditions or required to bring the vehicle up to factory specifications are not covered by this Warranty Extension.

Vehicle Eligibility

To determine if a vehicle is eligible for the Steering Wheel Clock Spring Limited Warranty Extension, check the VIN in ElsaPro > Vehicle Data. If the warranty extension is applicable to the vehicle, The "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaPro will be populated with the warranty extension parameters.

Saga Warranty Claim Type and Service Number

Dealers must use the following claim type and service number when submitting warranty claims for the Steering Wheel Clock Spring Limited Warranty Extension.

- ▶ Claim type: 110
- ▶ Service number: 6955
- ▶ Damage code: 0015
- ▶ Damage location: None
- ▶ Vendor code: Identified on Steering Wheel Clock Spring

Questions

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