



Volkswagen

# Warranty Information

## Policies and Procedures Bulletin

Number: VWP-18-02

**Subject:** Steering Column Lock Housing Limited Warranty Extension

**Date:** Oct. 25, 2019

**Questions?** For any questions regarding this warranty extension, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## Steering Column Lock Housing Limited Warranty Extension

Volkswagen has extended the warranty for the steering column lock housing under specific conditions to 10 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date, for certain 2012-2015 Model Year Volkswagen Jetta, Beetle, and Beetle Convertible vehicles and 2014 Jetta Hybrid vehicles.

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 transferable to subsequent owners.

### What is the Problem

Volkswagen has determined that certain vehicles may, over time, develop an issue that causes the key to become either difficult to remove or stuck in the steering column lock housing when the vehicle is parked.

### Warranty Extension Coverage/Limitations

As long as the vehicle is within the time and mileage limits of this warranty extension, an authorized Volkswagen dealer will diagnose the following at no cost to the customer:

**A vehicle key that becomes difficult to remove or that gets stuck and cannot be removed from the steering column lock housing while the vehicle is parked.**

- ▶ If diagnosis confirms that the issue is caused by a faulty steering column lock housing, the repair will be covered 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.

Customers should be made aware that other conditions (unrelated to the issue described in this bulletin) may be present in the vehicle. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

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).



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## Additional Information

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 Column Lock Housing 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 Column Lock Housing Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 2810

Document Revision Table	
Publish Date	Reason for Update
4/17/18	Original publication
10/25/19	Added 2014 and 2015 Model Year and 2014 Jetta Hybrid