



# Warranty Information



## General Communication

Number: VWC-22-13

Subject: Emissions Recall 23Y8 Phase 2B

Date: May 26, 2022

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

This document conveys Volkswagen Warranty general information.



### 23Y8 Phase 2B Performed Early

A reminder was mailed to eligible customers who received 23Y8 Phase 2B prior to 70,000 miles, to visit their nearest Dealer to have the 23Y8 Phase 2B performed a second time (mileage dependent). Refer to Technical Service Bulletin 2051596 for repair information when performing this service.

### 23Y8 Phase 2B Not Yet Performed

Remind all eligible customers who have met the mileage threshold for the 23Y8 Phase 2B to schedule a service at their earliest convenience if they have only had the 23Y8 Phase 2A performed. Refer to Technical Service Bulletin 2051596 for repair information when performing this service.

### USD/USI One-Time Only Complimentary Maintenance

Vehicles receiving the 23Y8 2B are eligible for a **one-time only** complimentary fuel fill, oil and filter change and tire rotation. Refer to 3.1.3.2 *One-Time Only Complimentary Oil and Filter change for Certain 2.0L TDI GEN 3* and 3.1.3.3 *One-Time only Complimentary Fuel Fill, Oil and Filter change, and tire rotation for certain 2.0L TDI GEN 3 Customer Buyback Vehicles* within the Policies and Procedures Manual. Customers who already received this one-time only benefit are not eligible to have this service performed again.

### Eligibility

Eligibility for the 23Y8 Phase 2B recall is determined based off the USJ Warranty Key. To determine eligibility, check the VIN in Elsa > Vehicle Data for the designated Warranty Key noted in the table below:

Important Phase 2B Warranty Keys		
Warranty Key	Definition	Important Notes
USJ - Gen 3 Phase 2B Repair Kit	Gen 3 Phase 2B kit	Eligible beyond the time and mileage parameters of the Extended Emissions Warranty Extension
USD: Gen 3 Phase 2B Complimentary Maintenance	Complimentary Maintenance	
USI: Complimentary Oil/Filter Change		

### Important Notes:

- Customers who received the 23Y8 Phase 2B prior to 70,000 miles, the Warranty Key will be reactivated in Elsa.
- The Warranty Keys are eligible beyond the time and mileage parameters of the Extended Emissions Warranty Extension shown under the enhanced coverage section of Elsa. The Warranty Keys will be removed from Elsa once the respective claim has been submitted in SAGA.

Document Revision Table	
Publish Date	Reason For Update
05/26/2022	Original publication