



Warranty Information

Policies and Procedures Bulletin

Number: WVP-22-06

Subject: Water Pump Limited Warranty Extension

Date: June 10, 2022

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

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

Water Pump Limited Warranty Extension

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Volkswagen dealer) of a failed Primary Engine Water Pump ("Water Pump"), Thermostat and/or Thermostat Housing for 8 years or 80,000 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.

Water Pump Limited Warranty Extension is applicable for certain 2014-2021 Volkswagen vehicles:

- ▶ Arteon
- ▶ Atlas
- ▶ Beetle
- ▶ Golf
- ▶ Golf Alltrack
- ▶ Golf R
- ▶ Golf SportWagen
- ▶ GTI
- ▶ Jetta
- ▶ Passat
- ▶ Tiguan

What is Covered

The Water Pump Limited Warranty Extension will be subject to the terms and conditions of the original applicable New Vehicle Limited Warranty (other than the extended time/mileage period) and will include the Water Pump, Thermostat, Thermostat Housing and any parts and labor necessary to effectuate a repair. It will apply to all Settlement Class Vehicles irrespective of whether the vehicle has been repaired on or before the effective date of the settlement

Damage resulting from improper coolant, outside influences, such as but not limited to, abuse, alteration or modification, a collision or crash, vandalism and/or other impact is excluded and not covered under the extended warranty. Repair or replacement under this extended warranty must be performed by an authorized Volkswagen dealer.



Warranty Information

Coverage for Consequential Engine Damage Directly Caused by a Water Pump Failure

The scope of the Warranty Extension will also cover a percentage of the cost of repair or replacement (parts and labor) of a damaged or failed engine of a Settlement Class Vehicle, if it has been determined that the cause is directly related to the failure of the Water Pump, Thermostat and/or Thermostat Housing within the 8 year or 80,000 mile (whichever occurs first) Warranty Extension period described above.

Warranty proration for consequential engine damage directly caused by a Water Pump, Thermostat, and/or Thermostat Housing failure begins once all other applicable Warranty coverages have expired.

The percentage of coverage will be based on the proration percentages in the tables below. Refer to the table for the applicable model year of the settlement class vehicle:

Model Year 2014-2017				
New Vehicle Limited Warranty Coverage 3 Years / 36,000 Miles & Powertrain 5 Years / 60,000 Miles				
Time from In-Service Date	Less than 50,000 miles	50,001 to 60,000 miles	60,001-70,000 miles	70,001-80,000 miles
4 years or less	100% (under original warranty)	100% (under original warranty)	60%	55%
4-5 years	100% (under original warranty)	100% (under original warranty)	50%	40%
5-6 years	60%	50%	40%	25%
6-7 years	50%	35%	25%	10%
7-8 years	30%	20%	10%	5%

Model Year 2018-2019					
New Vehicle Limited Warranty 6 Years / 72,000 Miles					
Time from In-Service Date	Less than 50,000 miles	50,001 to 60,000 miles	60,001-70,000 miles	70,001-72,000 miles	72,001-80,000 miles
4 years or less	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	40%
4-5 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	40%
5-6 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	40%
6-7 years	40%	40%	40%	40%	40%
7-8 years	40%	40%	40%	40%	40%



Warranty Information

Model Year 2020-2021 New Vehicle Limited Warranty 4 Years / 50,000 Miles				
Time from In-Service Date	Less than 50,000 miles	50,001 to 60,000 miles	60,001-70,000 miles	70,001-80,000 miles
4 years or less	100% (under original warranty)	80%	60%	55%
4-5 years	100% (under original warranty)	60%	50%	40%
5-6 years	60%	50%	40%	25%
6-7 years	50%	35%	25%	10%
7-8 years	30%	20%	10%	5%

Water Pump Failure Resulting in Engine Replacement

Per the Class Action Settlement, the customer is entitled to 100% coverage for the replacement of the Water Pump, Thermostat and/or Thermostat Housing. In situations when the replacement engine contains a new Water Pump, the Customer pay portion of the prorated repair will be reduced by \$1,150. This reduction should be claimed as Outside Labor on the 2WA claim line.

For additional details on applying this limited warranty extension, including SAGA claim examples, reference Water Pump Class Action and Warranty Extension Dealer FAQ located on WISE > Resource Center > FAQs.

Eligibility – Documents That Must Be Provided By the Settlement Class Member

In order to obtain a repair/replacement under the extended warranty, the Settlement Class Member must provide the dealer with either records/receipts, or a signed declaration (if they cannot obtain the records after a good faith attempt), showing that, during the time that he/she has owned the Settlement Class Vehicle, up to the date/mileage of the repair, proper coolant was used and the coolant was checked in accordance with the coolant system related maintenance intervals that apply to the vehicle, within a 10% variance on each such time/mileage interval.

Transferability

The warranty, as extended, is fully transferable to subsequent owners, excluding those for the purpose of commercial resale.

Vehicle Eligibility

To determine if a vehicle is eligible for the Water Pump Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. The "Warranty" section of the "Vehicle Data" screen will show Warranty Key "U55" indicating this vehicle is applicable for this Warranty Extension.

If the Warranty Extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in Elsa will be populated with the warranty extension parameters.

Vehicles with the totaled status and/or salvaged title are excluded from coverage under this Warranty Extension.



Warranty Information

SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Water Pump Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 1950, 1955, 1958
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on the Water Pump, Thermostat or Thermostat Housing
- ▶ Causal Indicator: Water Pump, Thermostat or Thermostat Housing (quantity = 1)

Consequential engine damage directly caused by a Water Pump, thermostat and/or thermostat housing failure must be claimed separately to adjust for the varying coverage scenarios. Refer to WISE > Resource Center > Communications (VWC) > VWC-22-04 2WA Claim Type Process

- ▶ Claim Type: 2WA
- ▶ Service Number: 1950, 1955, 1958
- ▶ Damage Code: 0010
- ▶ Vendor Code: Identified on Water Pump
- ▶ Causal Indicator: Water Pump (Quantity = 0)
- ▶ Percentage: See Proration percentages, section **Coverage for Consequential Engine Damage.**
- ▶ Outside Labor: A0000000 (General Sublet) **up to \$1,150 (Applicable for certain engine replacements)**

Submit all documentation for consequential engine damage claims to Doc-IT.

For additional assistance with determining customer participation, refer to the Water Pump Consequential Engine Damage Proration Estimating Tool located in WISE > Resource Center > Claim Input Assistance > Proration Calculators.

This tool will serve to provide a repair estimate that can be shared with the customer to demonstrate their potential repair costs for vehicles that fall under the pro-rated coverage for consequential engine damage directly caused by or resulting from a Water Pump failure covered under the terms of the warranty extension. Estimates are only an approximation of charges based on the anticipated details of the work to be done and could be subject to change.

For further details on applying this limited warranty extension, including SAGA claim examples, reference Water Pump Class Action and Warranty Extension Dealer FAQ located on WISE > Resource Center > FAQs.

Document Revision Table	
Publish Date	Reason for Update
06/10/2022	Original Publication