



Warranty Information

Policies and Procedures Bulletin

Number: VWP-23-06

Subject: Sunroof Limited Warranty Extension

Date: Sept 28, 2023

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.

Sunroof Limited Warranty Extension

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover a percentage of the repair or replacement of the Sunroof by an authorized Volkswagen dealer at a **prorated basis** for 7 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.

Applicable Vehicles

- MY 2018-2021 Atlas
- MY 2020-2021 Atlas Cross Sport
- MY 2015-2018 Golf / Golf GTI
- MY 2015-2019 Golf SportWagen
- MY 2017-2019 Golf Alltrack
- MY 2018-2021 Tiguan

What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will diagnose and repair, at a prorated basis, a condition of leakage and water ingress into the vehicle's interior from the Sunroof while in the fully closed position with the Sunroof glass not broken, cracked or otherwise damaged.

The Warranty Extension will also cover, at a prorated basis, repairs to address a diagnosed condition of liquid damage to the vehicle's interior seats, carpets/floor mats, interior ceiling, and failure of electrical components that was directly caused by water ingress into the vehicle's interior from the Sunroof while in the fully closed position with the Sunroof glass not broken, cracked or otherwise damaged.

Eligibility Criteria for Certain Vehicles that are Covered by Service Actions 60E2 or 60E5

For Settlement Class Vehicles that are eligible for Service Action 60E2 or 60E5, in order to qualify for this limited Warranty Extension it is required that Service Action 60E2 or 60E5 was completed prior to the occurrence of the Sunroof leakage or liquid ingress giving rise to the Covered Repair.

Eligibility Criteria for Certain Vehicles Not Applicable to Service Action 60E2 or 60E5

Settlement Class Vehicles identified by the U63 Warranty Key that are not applicable to Service Action 60E2 or 60E5 are eligible for coverage with no additional parameters.

What is Not Covered

If diagnosis reveals that the vehicle has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) will not be covered under this limited Warranty Extension.

In addition, this limited Warranty Extension does not cover a repair or replacement of the Sunroof to address leakage and liquid ingress resulting from abuse, misuse, alteration or modification, a collision or crash, vandalism and/or other impact, failure to properly or fully close the Sunroof, broken, cracked or damaged Sunroof glass or



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other components, improper maintenance, and/or an outside source or factor including a prior repair performed by a non-dealer.

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

Repair Proration Percentages

Vehicles within the New Vehicle Limited Warranty time and mileage period will be covered at 100%. Once the vehicle exceeds New Vehicle Limited Warranty, the entire repair (**defective item and consequential liquid ingress damage**) will be covered only at a prorated amount.

The percentage of coverage for the entire repair is based on the proration percentages in the tables below. Those proration percentages are based upon the age and mileage of the vehicle at the time of the Covered Repair. Refer to the table that applies to the applicable model year of the settlement class vehicle that is presented for repair:

Model Year 2015-2017 New Vehicle Limited Warranty 3 Years / 36,000 Miles				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	80%	70%	60%
3-4 years	85%	75%	70%	55%
4-5 years	70%	65%	60%	50%
5-6 years	65%	60%	55%	45%
6-7 years	60%	50%	40%	35%

Model Year 2018-2019 New Vehicle Limited Warranty 6 Years / 72,000 Miles				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
3-4 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
4-5 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
5-6 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
6-7 years	100% (under original warranty)	90%	80%	65%

Model Year 2020-2021 New Vehicle Limited Warranty 4 Years / 50,000 Miles				
Time from In-Service Date	Up to 36,000 Miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	80%	60%
3-4 years	100% (under original warranty)	100% (under original warranty)	75%	60%
4-5 years	85%	80%	70%	60%
5-6 years	75%	70%	65%	60%
6-7 years	60%	50%	40%	35%



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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 Sunroof Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. The "Warranty" section of the "Vehicle Data" screen will show Warranty Key "U63 Sunroof WrtyExt 7y/80K Prorated Coverage" indicating this vehicle is applicable for this Warranty Extension.

SAGA Claiming Procedures

Only the service numbers related to water leakage shown below are eligible. Service numbers not related to water leak are not applicable for this extension.

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims covered at 100% for the Sunroof Class Action Limited Warranty Extension.

SAGA Claiming Procedures						
Claim Type	110					
Service Number	6005	6014	6028	6029	6037	6038
	6039	6040	6042	6043	6048	6052
Damage Code	0010	0015	0016	0050		
Vendor Code	Identified on the failed component					
Causal Indicator	Failed Sunroof Component					

All claims covered at a prorated amount must be claimed as the 2WA Claim Type to adjust for the varying coverage scenarios. Refer to WISE > Resource Center > Communications (VWC) > VWC-22-04 2WA Claim Type Process.

SAGA Claiming Procedures						
Claim Type	2WA					
Service Number	6005	6014	6028	6029	6037	6038
	6039	6040	6042	6043	6048	6052
Damage Code	0010	0015	0016	0050		
Vendor Code	Identified on the failed component					
Causal Indicator	Failed Sunroof Component					
Percentage	Refer to proration percentages above based on vehicle's time/mileage in service.					

Submit all documentation for claims to Doc-IT. For additional assistance with determining customer participation, refer to the Sunroof 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 prorated coverage 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 Sunroof Class Action and Warranty Extension Dealer FAQ located on WISE > Resource Center > FAQs.

Document Revision Table	
Publish Date	Reason For Update
08/22/2023	Original Publication
09/28/2023	Revised to include verbiage on vehicles not applicable to 60E2/60E5