



Warranty Information

Policies and Procedures Bulletin

Number: VWP-23-08

**Subject: Engine Control Module (ECM) Software Update Limited
Warranty Extension**

Date: Dec. 12, 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.

Engine Control Module (ECM) Software Update Limited Warranty Extension

Volkswagen is extending warranty coverage for the software on the Engine Control Module (ECM) for certain 2020-2021 Atlas vehicles for 15 years / 150,000 mileage 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.

What is Covered

During the time/mileage period specified above, an authorized Volkswagen Dealer will provide a one-time only software update to the ECM at no cost to the owner under the following circumstances:

- ▶ If one or more fault codes listed in TSB 2071951 are present, the Dealership should proceed to check the software level of the ECM and update if necessary.
- ▶ If one or more fault codes listed in TSB 2071951 are present but the ECM is already at the proper software level, only the GFF time to check the software level, clear the codes and an after test drive are eligible for reimbursement.

What is Not Covered

Any repairs beyond updating the ECM are not applicable under this warranty extension.

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 warranty extension.

Transferability

This warranty extension is fully transferable to subsequent owners.

Additional information

This warranty extension does not cover damage or malfunctions caused by outside influence, such as an accident, or vehicle misuse or neglect, nor does it cover repairs that are necessary for proper diagnosis of these conditions or that are required to bring the vehicle up to factory specifications.

Vehicle Eligibility

To determine if a vehicle is eligible for the Engine Control Module (ECM) Limited Warranty Extension, the "Warranty" section of the "Vehicle Data" screen in Elsa will show "U92 ECM Software Update Ext 15Y/150Kmi/242KM" Warranty Key indicating the vehicle is applicable to this warranty extension.



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Repair Procedure

Refer to Technical Bulletin Instance Number 2071951 for the applicable repair procedure which must be followed for reimbursement.

SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for the Engine Control Module (ECM) Software Update Limited Warranty Extension.

SAGA Claiming Procedures	
Claim Type	110
Service Number	2470
Damage Code	0039
Causal Indicator	01500060
Vendor Code	WWO

Document Revision Table	
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12/12/2023	Original Publication