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Customer Letter Example (United States)

November 2007

**Subject: Service Action R1 (91C7)
2006 Model Year Passat and Passat Wagon
Check/Replace Front & Rear Park Assist Sensors**

Dear Volkswagen Owner:

Volkswagen has found that the front and rear park assist sensors on some vehicles may not always function properly. Because we at Volkswagen want to ensure your continued satisfaction with your vehicle, we are writing to inform you about a modification to this item that we would like to perform for you at no cost.

What Will Volkswagen Do?

In order to correct this condition, we will inspect and, if necessary, install new front and rear park assist sensors on your vehicle.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment at your convenience so this work can be performed. When making your appointment, please provide the dealer with the vehicle color code printed above your vehicle identification number on the enclosed card. This will help ensure that the parts for your vehicle are available at the dealership when you arrive for your service appointment. These updates will typically take about an hour and, as mentioned above, will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule.

Service Action Campaign Expiration

This action is effective through December 31, 2009, after which time it will expire and will no longer be performed as a campaign.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid to have the front and/or rear parking sensors replaced because they have malfunctioned, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help From Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center (R1/91C7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We look forward to providing this service for you. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service and Quality

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. All Rights Reserved.