

## Customer Letter Example (United States)

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

October 2010

**Subject: Customer Satisfaction Campaign 87C2/T6  
2009 Model Year Volkswagen Routan with 3.8L Engine  
Inspect, and If Necessary, Replace Air Conditioning Discharge Hose**

Dear Volkswagen Owner,

Some customers have reported air conditioning performance issues under certain driving conditions. This was due to a potentially faulty underhood air conditioning discharge hose, and affects a limited number of 2009 model year Volkswagen Routan vehicles equipped with a 3.8L engine. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

### What is the problem?

The affected vehicles have an air conditioning discharge hose that may develop a crack and leak refrigerant. If this happens, the air conditioning system may not properly cool down the vehicle.

### What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, replace the air conditioning discharge hose in your vehicle. Both the inspection and repair (if needed) will take about one hour and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

This no-cost repair action will only be available until October 31, 2013, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. 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. Dealers will not be able to perform this update free of charge after October 31, 2013.

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### 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 replace the A/C discharge hose due to the condition described in this letter, 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 time, please call or write to:

*Volkswagen of America, Inc.*  
**Attn: Customer CARE Center – Hills East (87C2/T6)**  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298

We also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality