

Customer Letter Example (United States – EXCEPT CALIFORNIA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24V3/2B
Powertrain Control Module (PCM) Programming
2011 Model Year Volkswagen Routan**

Dear Volkswagen Owner:

Some customers with 2011 model year Volkswagen Routan vehicles have reported that the Malfunction Indicator Light (MIL) in their vehicle has illuminated. After researching the issue, we found this to be caused by a software issue with the powertrain control module (PCM). Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What Is The Problem?

In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

What Will Volkswagen Do?

Dealers will reprogram the PCM with updated software. On vehicles where the MIL is already illuminated due to this issue (two or more of the following DTCs active/stored as a pair for circuit high: P0032, P0038, P0052, P0058 **OR** two or more of the following DTCs active/stored as a pair for circuit low: P0031, P0037, P0051, P0057), dealers will replace the PCM. This work will be done for customers free of charge.

IMPORTANT!

Please note that if the PCM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the PCM to original factory specifications is NOT covered under this action.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Please ensure that you bring all keys for your vehicle with you to your service appointment.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the 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 for repairs relating 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 (24V3/2B)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

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

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

The repair 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. ©2012 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

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Volkswagen Service & Quality

Customer Letter Example (Canada)

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<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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Windsor, ON N9A 6P2
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