

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Diesel Fuel Quality and Your Volkswagen TDI Clean Diesel

Dear Volkswagen TDI Clean Diesel Owner,

As part of Volkswagen's continued commitment to customer satisfaction and vehicle reliability, we are reaching out to all TDI Clean Diesel customers to help ensure awareness of how important diesel fuel quality is to the long-term performance of your TDI vehicle.

Your owner's manual contains important information about the diesel fuel to be used in your vehicle. Your TDI Clean Diesel engine has been specifically designed to operate on Ultra Low Sulfur Diesel fuel, according to the ASTM D975 standard.

Never let any gasoline, home heating oil or other such fuels get into the fuel tank of your TDI vehicle – even in small quantities.

Such improper fuels even at small amounts, as well as the other fluids or additives noted in your owner's manual, can cause serious damage to the fuel injection equipment and to the engine. This could lead to additional expense and will not be covered by any Volkswagen New Vehicle Limited Warranty.

If you believe that the wrong fuel may be in your tank, **do not start the engine** and if you are driving **please stop driving as soon as possible** and contact your authorized Volkswagen dealership or service station. Volkswagen Customer CARE is always available to help and answer your questions at 1-800-893-5298.

As a reminder, we have also enclosed additional stickers to be attached to the inside of the fuel filler flap of your vehicle that serve as an alert to any friends or family members who borrow your TDI Clean Diesel vehicle, and any gas station personnel fueling your vehicle.

We strongly recommend that you affix these stickers to your vehicle as per the enclosed instructions. If you prefer, you may take the enclosed stickers to your dealer and request them to install these for you.

Your current owner's manual contains important information about the type of diesel fuel that can be used in your vehicle. To provide you with updated information, we are sending you an insert for your owner's manual that contains additional information regarding the proper fuel for your vehicle. Please add this insert to your owner's manual and please refer to it whenever you have questions or need additional information.

We hope you are enjoying the exceptional performance and fuel economy of your TDI Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

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