

Customer Letter Example (United States – 49 states)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24Y7/W7 – PCM Software Update
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

What will we do? Your authorized Volkswagen dealer will update the software in the powertrain control module (PCM). This work will take less than one hour to complete and will be performed for you 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 should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this software update.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

Can we assist you further? If you have any questions regarding this repair, please contact us at:
Volkswagen of America, Inc.,
Attn: Customer CARE (24Y7/W7)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (United States – California)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24Y7/W7 – PCM Software Update
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

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Important information for California Vehicle Owners – California Regulations

California regulations require that this campaign be completed prior to the time 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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Can we assist you further?

If you have any questions regarding this repair, please contact us at:

Volkswagen of America, Inc.,
Attn: Customer CARE (24Y7/W7)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298

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Sincerely,

Volkswagen Service & Quality

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24Y7/W7 – PCM Software Update
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with Environment Canada, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

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Can we assist you further? If you have any questions regarding this repair, please contact us at:

Volkswagen Canada
Attn: Customer Relations (24Y7/W7)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality