

Customer Letter Example (United States – Except California)

Vehicle Identification Number (VIN): <VIN>

Criteria: <CRITERIA>

**Subject: Emissions Service Action 23M1/W8
Differential Pressure Sensor/ECM Software
2009-2012 MY Volkswagen Touareg 3.0L TDI Vehicles**

Dear Volkswagen Owner:

As a valued Volkswagen customer, your satisfaction is our utmost priority. We are writing to you today about how we intend to address/prevent some potential emissions-related issues that some customers have experienced in certain 2009-2012 MY Volkswagen Touareg 3.0L TDI vehicles.

What is the issue?

- In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on.
- In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software.

If the MIL is on because of either issue, your vehicle will not pass an IM (emissions) inspection. Please note that your vehicle may be subject to one or both of these issues.

What will we do?

As needed, your authorized Volkswagen dealer will install updated Engine Control Module (ECM) software and/or a new differential pressure sensor on your vehicle at no cost to you. This work can take up to two hours to complete.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts (if needed) are available for your vehicle on your scheduled appointment date.

IMPORTANT!

Please note that if the ECM 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 ECM to original factory specifications is NOT covered under this action.

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 conditions 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 Center (23M1/W8)
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 vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CALIFORNIA ONLY)

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2009-2012 MY Volkswagen Touareg 3.0L TDI Vehicles**

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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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Volkswagen Product Compliance

Customer Letter Example (Canada)

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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 (23M1/W8)
PO Box 842, Stn. A, Windsor, ON N9A 6P2
1-800-822-8987*

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

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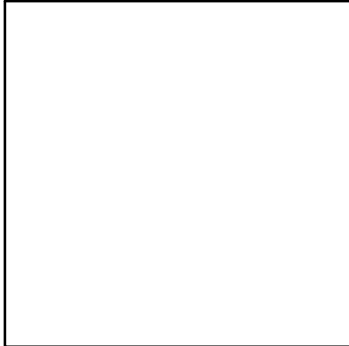
The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2013 Volkswagen of America, Inc. and Volkswagen Canada. All Rights Reserved.



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

Signature of Customer