

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 97AM
2009-2010 Model Year Volkswagen Jetta Sedan and 2009 Model Year Volkswagen GTI**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we would like to invite you to visit your authorized Volkswagen dealer so that a new under hood fuse can be installed in your vehicle. The replacement of the fuse is to prevent premature failure due to possible degradation of the fuse's coating material. This work will take just a few minutes to complete, and will be performed for you free of charge.

Please contact your authorized Volkswagen dealer at your earliest convenience to schedule this service. Please keep in mind that, while the work itself will take just a few minutes, your dealer may need some additional time in order to accommodate their daily workshop schedule.

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.

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.

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 (97AM/3V)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 97AM – Fuse Replacement
2009-2010 MY Jetta Sedan and 2009 MY GTI**

Dear Volkswagen Owner,

The information in this letter replaces the notification we sent you previously regarding this service action.

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Our records show that you are the owner of a vehicle built with a Daytime Running Lamp (DRL) system that could experience a partial illumination loss due to an issue with a vehicle fuse. This defect affects certain 2009-2010 model year Volkswagen Jetta Sedan and 2009 model year Volkswagen GTI vehicles.

What is the issue? The F16 position fuse could fail prematurely due to possible degradation of the fuse's coating material. If this happens, it could cause a partial loss (but not a complete failure) of vehicle lighting, including the loss of Daytime Running Lamp (DRL) illumination on one side of the vehicle, which in turn could render the vehicle less visible to other motorists and pedestrians during daylight hours, increasing the risk to vehicle occupants and other road users.

What will we do? To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing F16 position fuse in your vehicle. This work will take just a few minutes to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this repair. 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.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 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 Canada
Attn: Customer Relations (97AM/3V)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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

Sincerely,

Volkswagen Product Compliance