



Das Auto.

**CSC-10058792-7541**

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Warranty Extension for High-Pressure Fuel Pump  
Certain 2009-2012 Model Year Volkswagen Touareg TDI® Clean Diesel Engine Vehicles &  
Certain 2012 Model Year Volkswagen Passat TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to extend the warranty for the high-pressure fuel pump (HPFP) in your TDI® Clean Diesel engine vehicle under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

**This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump only if the correct, uncontaminated fuel is present in your vehicle.**

As part of diagnosing a vehicle with a suspected high-pressure fuel pump issue, your dealer will analyze a fuel sample from the vehicle to determine if the correct, uncontaminated fuel is present. Upon confirmation of the correct, uncontaminated fuel, the high-pressure fuel pump will be replaced at no cost to you, as long as the vehicle remains within the time and mileage limit of this warranty extension.

If analysis shows incorrect or contaminated fuel, the vehicle will not have coverage under this extension. Additionally, this warranty extension will not cover:

- Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured "alternate" fuel.
- Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.

- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications is not covered by this warranty extension.

**Lease Vehicles & Address Changes**

If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification. 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 replacement of a faulty high-pressure fuel pump, please refer to the enclosed form that explains how to request reimbursement.

Should you have any questions regarding this Warranty Extension, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM, local time, by phone at (866) 896-2872. You are also welcome to e-mail through the "Contact Us" page <http://www.vw.com/contact/>.

We are pleased to offer this extended warranty, and thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection