



Das Auto.

September 29, 2015

To our valued customers:

Earlier this month, Volkswagen Group of America, Inc., and Volkswagen AG received notice from the U.S. Environmental Protection Agency, U.S. Department of Justice, and the California Air Resources Board, informing us that those agencies had determined that certain 2.0L 4-cylinder TDI vehicles do not comply with emissions standards. According to our records, you own or lease one of these vehicles.*

I am writing you today to offer a personal and profound apology. Volkswagen has violated your trust. I understand and fully appreciate your anger and frustration. I would like you to know that we take full responsibility and are cooperating with all responsible agencies. I can also assure you that we are committed to making this right for you — and taking steps to prevent something like this from ever happening again.

Right now, we are working hard on remedies to bring vehicles into emissions compliance as soon as possible. Getting this right will take some time, but we will notify you immediately once we have more information. Until then, please know that your vehicle remains both safe to drive and legal to drive, as noted by the EPA in its September 18 press release. You do not need to take any action at this time; all we ask for is your patience.

Along with our parent company, Volkswagen AG, we are committed at every level of our company to do what must be done to begin to regain your trust.

If you have questions or concerns, please contact our Customer CARE Center at vwcustomercare@vw.com, or by calling 1-800-822-8987. You can also visit www.vwdieselinfol.com.

Thank you for your understanding, and for being a very valued customer.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Horn', is located below the 'Sincerely,' text.

Michael Horn
President and CEO
Volkswagen Group of America, Inc.

*These vehicles include:

- VW Jetta TDI (Model Years 2009 – 2015)
- VW Jetta SportWagen TDI (Model Years 2009-2014)
- VW Golf TDI (Model Years 2010-2015)
- VW Golf SportWagen TDI (Model Year 2015)
- VW Beetle TDI and VW Beetle Convertible TDI (Model Years 2012 – 2015)
- VW Passat TDI (Model Years 2012-2015)