

10023691

Customer Letter Example (United States)

November 2007

Subject: Service Action P8 (94C9)
2006 - 2007 Model Year Passat and Passat Wagon with Xenon Headlamps
Replace Headlamp Caps and Install Spring Clips, and
Check/Replace Front & Rear Park Distance Control Sensors (if equipped)

Dear Volkswagen Owner:

Volkswagen has found that condensation can occur inside the Xenon headlamps on some vehicles. Also, on vehicles with park distance control, the front and rear park assist sensors on some vehicles may not always function properly. Because we at Volkswagen want to ensure your continued satisfaction with your vehicle, we are writing to inform you about modifications that we would like to perform for you at no cost.

What Will Volkswagen Do?

In order to prevent the condition(s) described above, we will inspect and, if necessary, replace the Xenon headlamp caps and install retaining spring clips. We will also check and, if necessary, install new front and rear park distance control sensors on your vehicle (if equipped).

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment at your convenience so this work can be performed.

If your vehicle has park distance control, when making your appointment, please provide the dealer with the vehicle color code printed above your vehicle identification number on the enclosed card. This will help ensure that the parts for your vehicle are available at the dealership when you arrive for your service appointment.

These updates will typically take about two hours and, as mentioned above, will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule.

Service Action Campaign Expiration

This action is effective through December 31, 2009, after which time it will expire and will no longer be performed as a campaign.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

Have You Changed Your Address Or Sold The Vehicle?

If you have, 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 caused by moisture in the Xenon headlamps or if you have paid to have the front and/or rear parking sensors replaced because they have malfunctioned, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help From Us