

Customer Letter Example (CANADA)

<VIN>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

<MONTH YEAR>

Vehicle Identification Number (VIN): <VIN>

Subject: Customer Satisfaction Program 37E6/S8 - Mechatronic Unit

Dear Volkswagen Owner,

Some customers have reported transmission performance issues under certain driving conditions. This was due to a potentially faulty component inside the transmission's mechatronic unit, and affects a limited number of 2007-2009 model year Volkswagen vehicles equipped with a DSG transmission. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What is the issue, and what can happen?

In some vehicles it is possible that a bushing inside the mechatronic unit has the potential to wear out prematurely, causing the clutches inside the transmission to operate less smoothly than before. As this wear occurs, the driver will begin to notice changes in the way the vehicle feels as the transmission shifts (jerking). While this change can become very pronounced, the vehicle remains safe to drive.

What will Volkswagen do?

We have sufficient part supply on-hand to replace the mechatronic unit in your vehicle. We will make loaner vehicles available at no charge.

What we would like you to do

If your vehicle is exhibiting the symptoms described in this letter, or at your convenience, please contact your dealer and arrange for an appointment to have the mechatronic unit replaced in your vehicle. When making your appointment, please provide your dealer with the Vehicle Identification Number (VIN) found at the top of this letter. Your dealer will pre-order the new mechatronic unit for your vehicle and have it on hand when you arrive for this service. This service will take about four hours and will be free of charge. Your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

The warranty on the DSG transmission in your vehicle was extended to 10 years or 160 000 km (whichever comes first, from the vehicle's original in-service date). Please refer to the letter we sent you previously for the warranty extension details.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

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.