



NAME
ADDRESS1
ADDRESS2
CITY STATE ZIP CODE

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

May 7, 2010

Subject: Service Action 60A7/S9 – Inspect, Clean and Modify Sunroof Drains for Certain Volkswagen Vehicles and Revised Maintenance Schedule – Sunroof Drain Inspection and Cleaning

Dear Volkswagen Owner of VIN <<VIN_NO>>.

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of a service action for certain sunroof-equipped Volkswagen vehicles. Our records show that your vehicle is affected by this action. We are also writing to inform you of an important update to your vehicle's maintenance schedule.

What is the issue?

In some Volkswagen vehicles equipped with a factory-installed sunroof, moist debris can clog the sunroof drains and lead to water entering the passenger compartment.

Service Action 60A7/S9 – Inspect, Clean and Modify Sunroof Drains

In order to help prevent the situation described above, we will inspect, clean (if necessary) and modify the sunroof drains on your vehicle under Service Action 60A7/S9. Please contact your dealer and arrange for an appointment at your convenience. This service will take about an hour and will be free of charge. 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.

Service Action 60A7/S9 is effective until December 31, 2011, after which time it will expire and no longer be performed free of charge. Please schedule this service with your authorized Volkswagen dealer before the December, 31, 2011 expiration date.

If your authorized Volkswagen dealer fails or is unable to complete Service Action 60A7/S9 free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (60A7/S9)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

CSC-10034069-3654

Revised Maintenance Schedule – Sunroof Drain Inspection and Cleaning

Volkswagen recommends inspection and, as necessary, cleaning, of the sunroof drains every 40,000 miles. Enclosed with this letter you will find an important update to your vehicle's maintenance schedule explaining this additional maintenance item. Please keep this information and this letter with your owner's manual and maintenance booklet, so that they are available to you for reference, and for the new owner should you ever sell your vehicle.

Between the recommended maintenance intervals, the front sunroof drains should be periodically checked and, if necessary, cleared – especially if your vehicle is frequently parked outdoors.

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.

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

Sincerely,

Volkswagen Service & Quality



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Between the recommended maintenance intervals, the front sunroof drain area should be periodically checked and, if necessary, cleared – especially if your vehicle is frequently parked outdoors.

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