



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

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

September 2010

**Subject: Catalytic Converter Warranty Extension
2002 MY Volkswagen Cabrio with 2.0L Engine**

Dear Volkswagen Owner of VIN

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency, we are informing you of our decision to extend your Emissions Control Systems Warranty for catalytic converter replacement under specific conditions to 10 years or 100,000 miles (160 000 km), 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.

What is the Problem?

Volkswagen has determined that under specific conditions, certain production deficiencies affecting the catalytic converter on your vehicle could make the catalytic converter susceptible to degraded performance. If this happens, you may hear a readily recognizable rattling noise coming from under your vehicle in the area of the converter, and/or the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate due to the presence of specific *fault codes* caused by a faulty catalytic converter. (The MIL is part of your on-board diagnostic system. Please refer to your owner's manual for additional information about the MIL.)

In some locales, an illuminated Malfunction Indicator Lamp could cause your vehicle to fail a smog check program, and your vehicle registration application could be denied.

What Will Volkswagen Do?

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace the catalytic converter, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension.

This warranty extension covers only the diagnosis and replacement of the catalytic converter.

Other conditions *unrelated to the catalytic converter* may cause the MIL 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.**

This warranty extension will not cover any damage or malfunctions caused by installation of non-EPA certified parts, or parts that alter the performance of the engine; engine controls; or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.

What We Would Like You to Do

Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

Reimbursement of Expenses

If you have previously paid for replacement of the catalytic converter, please refer to the enclosed form that explains how to request reimbursement. We would be pleased to review your reimbursement request.

We are pleased to offer this extended emissions warranty and hope that you will continue to be a member of the Volkswagen family. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality