

Customer Letter Example (United States)

July 2006

**Subject: Emissions Service Action N2
2002 Model Year Volkswagen Passat 1.8T Engine Vehicles
Replace Crankcase Breather Hose**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 2002 model year Volkswagen Passat 1.8T engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The crankcase breather hose on some vehicles may deteriorate over time and become cracked or broken. If this happens, crankcase emissions can be released into the atmosphere, oil leakage or engine starting problems may occur, or the MIL light may illuminate.

What Will Volkswagen Do?

Install a new crankcase breather hose free of charge.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule.

Service Action Expiration

This action is effective for up to 100,000 miles or for up to ten years from the vehicle warranty start date, whichever occurs first, after which time it expires and will no longer be performed as a service action. Please retain this letter in the vehicle's glove compartment with the owner's literature accompanying the vehicle.

Reimbursement of Expenses

If you have previously paid for a crankcase breather hose repair out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

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.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (N2)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

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

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (Canada)

July 2006

**Subject: Emissions Service Action N2
2002 Model Year Volkswagen Passat 1.8T Engine Vehicles
Replace Crankcase Breather Hose**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 2002 model year Volkswagen Passat 1.8T engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The crankcase breather hose on some vehicles may deteriorate over time and become cracked or broken. If this happens, crankcase emissions can be released into the atmosphere, oil leakage or engine starting problems may occur, or the MIL light may illuminate.

What Will Volkswagen Do?

Install a new crankcase breather hose free of charge.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule.

Service Action Expiration

This action is effective for up to 160,000 km or for up to ten years from the vehicle warranty start date, whichever occurs first, after which time it expires and will no longer be performed as a service action. Please retain this letter in the vehicle's glove compartment with the owner's literature accompanying the vehicle.

Reimbursement of Expenses

If you have previously paid for a crankcase breather hose repair out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

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.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer CARE Center – Hills East (N2)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

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

Sincerely,

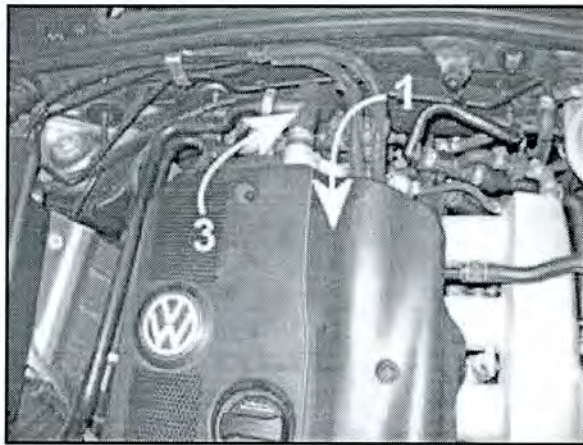
Volkswagen Service & Quality

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2006 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	06B 103 221P	Breather hose
3	N 907 399 01	Hose clamp

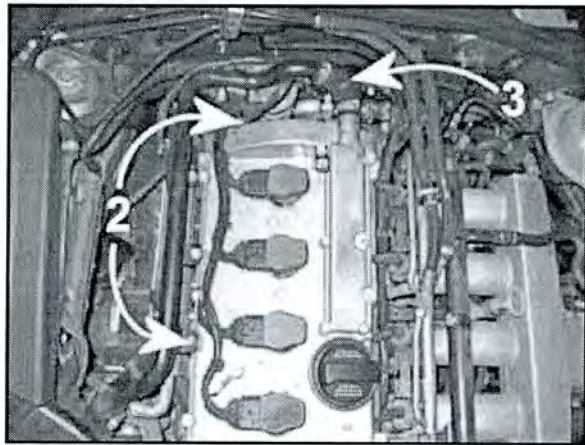
Work Sequence



Section A – Check for Part Previously Installed

- ⇐ Open hood and check part number on breather hose -3-
 - If part number is 06B 103 221P, no further work is required; close hood
 - If part number is **not** 06B 103 221P, remove engine cover -1- and **proceed to Section B**

Section B – Breather Hose Replacement



- ⇐ Remove screws -2- securing breather tube
- ⇐ Remove clamps from breather hose -3- and remove hose
- ⇐ Install new breather hose -3- (06B 103 221P) and secure with 3 new clamps (N 907 399 01)
- ⇐ Secure breather tube with screws -2-
 - Reinstall engine cover and close hood
 - If Check Engine light was on when vehicle came into dealership, and DTC P0171 or P1128 is in ECM, and breather hose was defective (showing a hole), erase DTC and set readiness code



Tip: Without DTC P0171 or P1128 present in ECM, although other DTCs are present, DTC erasing and readiness code setting cannot be claimed under this action

- Attach copy of DTC and readiness code setting to repair order
- Destroy and properly dispose of removed parts

WORK IS COMPLETE

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