

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

CRITERIA ID: <CRITERIA ID>

**Subject: Service Action 72D9/V7
Passenger Seat Track Tab(s)
2012 Model Year Volkswagen Passat**

Dear Volkswagen Owner:

Volkswagen is pleased to inform you that the all-new 2012 Passat was recently awarded a 5-Star overall safety rating from the National Highway Traffic Safety Administration (NHTSA). This prestigious award further highlights our ongoing commitment to customer safety and satisfaction.

As part of this ongoing commitment, we are writing to let you know about a free-of-charge service that is available to address a small number of vehicles that may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

What Will Volkswagen Do?

Dealers will perform a visual inspection of the front passenger seat tracks. If a tab is missing, dealers will install a new one on the seat track. This inspection and tab installation (if needed) will be performed at no cost to you.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule an inspection appointment at your convenience. However, if you are unable to make a separate appointment, any authorized Volkswagen dealer will perform this inspection the next time your vehicle visits a dealership for any other service or repair. This work will take less than one-half hour, and, as mentioned above, will be performed for you free of charge. Please keep in mind that, due to your dealer's daily workshop schedule, the time required to perform this service may vary slightly.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information 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 (72D9/V7)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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CRITERIA ID: <CRITERIA ID>

**Subject: Service Action 72D9/V7
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Attn: Customer CARE Center (72D9/V7)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-893-5298*

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

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!

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