

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 91i9/V9
Radio Software Update
2012 Model Year Volkswagen Vehicles with RNS 510 Radio w/ Navigation**

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to let you know about a free-of-charge software update that is available for the RNS 510 radio in your vehicle.

What are the benefits of this software update?

The new system software addresses some customer satisfaction issues, and adds new features and functions, such as:

- Addition of SiriusXM Travel Link® capability (please contact SiriusXM for subscription information. Adding TravelLink® to your satellite radio subscription can only be done after the three-month free satellite radio trial period has ended)
- Addition of channel art to the radio display
- Optimized touch screen performance
- Provides improved voice control accuracy for telephone function (if desired)

IMPORTANT!

The new system software improves voice control accuracy, but restricts voice control function to the telephone only. Original voice control functions like the radio, CD, etc can be reinstated through coding; however if this is done there will be no improvement to voice control accuracy for any function. Please let your dealer know if you would like the original or improved voice control feature (as described above) when you bring your vehicle in for this service.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a service appointment at your convenience. This work will take less than two hours 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.

Customer Satisfaction Campaign Expiration Date

This action will be available until April 30, 2014. After this date, dealers will not be able to perform this work for you free of charge.

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 (91i9/V9)
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 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 repair 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. ©2012 Volkswagen Group of America, Inc. All Rights Reserved.