

Customer Letter Example (United States)

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

Vehicle Identification Number (VIN): <VIN>

February 2012

**Subject: Service Action 06A2/V6
Replace Owner's Manual**

Dear Volkswagen Owner,

We are writing to inform you of a service action on some 2012 Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What is the problem?

The owner's manual provided with some vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Volkswagen dealer would have been performed to the correct tightening torque specifications.

What will Volkswagen do?

At no cost to you, we will replace the owner's manual in your vehicle with a new one containing the correct wheel bolt tightening torque values. New tire information brochures will also be provided. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take just a few minutes 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.

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 (06A2/V6)
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 appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (Canada)

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

Vehicle Identification Number (VIN): <VIN>

February 2012

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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 (06A2/V6)
P.O. Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987

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 appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance(C)”

Required Parts:

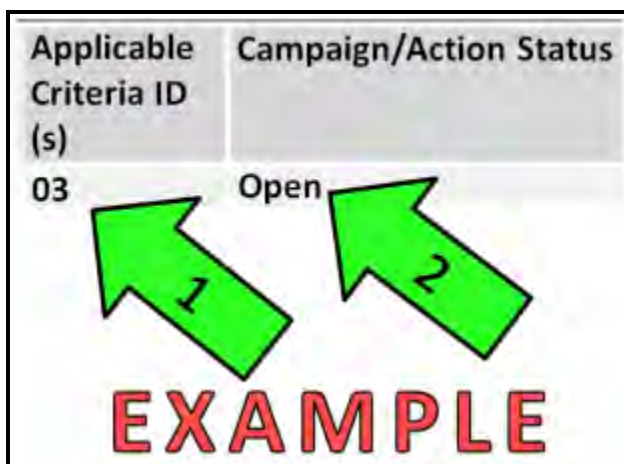
Quantity	Part Number	Part Description
1	CAMP.06A2.USA	06A2 Service Action Kit – UNITED STATES <i>Kit contains:</i> <ul style="list-style-type: none"> • Owner’s Manual 2012 Passat - U.S. edition • Three (3) tire information brochures
1	CAMP.06A2.CAN	06A2 Service Action Kit – CANADA <i>Kit contains:</i> <ul style="list-style-type: none"> • Owner’s Manual 2012 Passat Canada English edition • Owner’s Manual 2012 Passat Canada French edition • Four (4) tire information brochures (English & French)
1	CAMP 010 000	Campaign Completion Label



Note: The kit part numbers listed above are applicable **ONLY** to vehicles affected by the 06A2 service action.

An initial allocation of 06A2 kits was provided to dealers free of charge prior to campaign release. Additional kits can be ordered at no cost online via the Compliance Label Ordering Portal at www.vwhub.com. When placing your order please have the vehicle identification number (VIN) available.

Work Sequence



Section A – Check for Previous Repair

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen



Tip: On the date of repair, print this screen and keep a copy with the repair order

- ◀ Ensure that the Status is “Open” <arrow 2> Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated
- Open hood and check if there is a campaign completion label already present for this action
 - If campaign completion label shows the SAGA code applicable to this action, **NO FURTHER WORK REQUIRED.**
 - If there is not a campaign completion label showing the SAGA code applicable to this action, **continue to Section B.**

Section B – Replace Owner’s Manual & Install Tire Information Brochures in Owner’s Literature Folder

- Ensure correct 06A2 Parts Kit is on-hand:
 - CAMP.06A2.USA (United States)
 - CAMP.06A2.CAN (Canada)
- Remove folder containing owner’s vehicle documentation from the glove compartment.
- Remove existing owner’s manual from folder and replace with new manual from parts kit
- Place new tire information brochures in owner’s literature folder



Note: Replace **ONLY** the owner's manual(s) and install the new tire information brochures into the owner's literature folder. Other vehicle documents must not be replaced (e.g. maintenance booklet, radio booklet, etc.)

- Place folder containing owner's vehicle documentation into the glove compartment
- **Continue to Section C**

Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE