

Customer Letter Example (United States)

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

Vehicle Identification Number (VIN): <VIN>

January 2011

**Subject: Service Action 97U3/T3
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary**

Dear Volkswagen Owner,

We are writing to inform you of a service action repair that is available for your vehicle free of charge. Our records show that your vehicle was built within the production date range of vehicles that may experience an issue with one or both front seat side impact airbag connectors.

What is the problem?

Resistance variance within a front seat side impact airbag connector can cause the airbag indicator light on the instrument panel to come on and stay on, even though the side impact airbag system is functioning normally. Please remember to have the airbag system inspected immediately by an authorized Volkswagen dealer if the airbag indicator light comes on. There may be something wrong with the system other than the connector issue described above.

What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, install a wiring harness kit that will help prevent this issue from occurring in your vehicle. Both the inspection and repair (if needed) will take about two hours and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

This no-cost repair action will only be available until January 14, 2013, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. As stated in your Owner's Manual, please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule. Dealers will not be able to perform this work free of charge after January 14, 2013.

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.

Reimbursement of Expenses

If you have previously paid for repairs to the driver's or right front passenger's side impact airbag connectors due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (97U3/T3)
3499 West Hamlin Road
Rochester Hills, MI 48309
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>

January 2011

**Subject: Service Action 97U3/T3
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary**

Dear Volkswagen Owner,

We are writing to inform you of a service action repair that is available for your vehicle free of charge. Our records show that your vehicle was built within the production date range of vehicles that may experience an issue with one or both front seat side impact airbag connectors.

What is the problem?

Resistance variance within a front seat side impact airbag connector can cause the airbag indicator light on the instrument panel to come on and stay on, even though the side impact airbag system is functioning normally. As stated in your Owner's Manual, please remember to have the airbag system inspected immediately by an authorized Volkswagen dealer if the airbag indicator light comes on. There may be something wrong with the system other than the connector issue described above.

What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, install a wiring harness kit that will help prevent this issue from occurring in your vehicle. Both the inspection and repair (if needed) will take about two hours and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

This no-cost repair action will only be available until January 14, 2013, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule. Dealers will not be able to perform this work free of charge after January 14, 2013.

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.

Reimbursement of Expenses

If you have previously paid for repairs to the driver's or right front passenger's side impact airbag connectors due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (97U3/T3)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
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 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