

Customer Letter Example (All United States EXCEPT California)

May 2007

**Subject: Emissions Service Action N7
1999-2002 Jetta, Golf and GTI with VR6 Engine
Update Electronic Control Module (ECM) Software
for Catalytic Converter Monitoring System**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 1999-2002 Jetta, Golf and GTI VR6 engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The electronic control module (ECM) software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal and/or California emissions standards. Also, in some cases this leads to unnecessary catalytic converter replacement.

What Will Volkswagen Do?

Dealers will update the ECM software.

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.

Reimbursement of Expenses

If you have previously paid for a catalytic converter replacement 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 (N7)
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 (California ONLY)

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What Is The Problem?

The electronic control module (ECM) software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal and/or California emissions standards and may cause the vehicle to fail an emission inspection or I/M smog check test. Also, in some cases this leads to unnecessary catalytic converter replacement.

What Will Volkswagen Do?

Dealers will update the ECM software. Your eligibility for vehicle inspection/repair under this action may not be denied solely on the basis that the vehicle or engine owner used parts not manufactured by Volkswagen, or had repairs performed by outlets other than an authorized Volkswagen dealer.

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. In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

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Customer Letter Example (Canada)

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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 (N7)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

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