

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 28G8 – Glow Plug Control Module
2012-2013 Model Year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2012-2013 model year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? If the engine is started during the initial glow plug glow phase, the engine control module (ECM) may receive an incorrect reading from the glow plug control module which may cause the vehicle's Malfunction Indicator Light (MIL) to come on. If this happens, your vehicle may not pass an IM (emissions) inspection.

What will we do? Your authorized Volkswagen dealer will inspect and, if necessary, replace the glow plug control module. This work will take about one hour to complete and will be performed for you 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.

What should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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 relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? 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 (28G8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (United States – California)

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Important information for California Vehicle Owners – <u>California Regulations</u>	California regulations require that this campaign be completed prior to the time 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.
Reimbursement of Expenses	If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
Can we assist you further?	<p>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:</p> <p>Volkswagen of America, Inc., Attn: Customer CARE (28G8) 3800 Hamlin Road, Auburn Hills, MI 48326 1-800-893-5298 www.vw.com</p>
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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