



**Das Auto.**

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Warranty Extension for Left Cylinder Head  
Certain 2011 - 2012 Model Year Volkswagen Routan with 3.6L Engine (Engine Code CJRA)**

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 extend your Emissions Control Systems Warranty for the left cylinder head under specific conditions to 10 years or 150,000 miles, whichever occurs first, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

**What is the Problem?**

Volkswagen has determined that, under specific conditions, a valve guide and valve seat wear condition on the left cylinder head may result in engine misfire and can cause the Malfunction Indicator Lamp (MIL) on the instrument cluster to illuminate due to the presence of specific fault codes caused by this condition. This may also lead to reduced engine performance if the MIL-on issue is not addressed.

The MIL is part of your on-board diagnostic system. Please refer to your owner's manual for additional information about the MIL. In some locales, an illuminated Malfunction Indicator Lamp could cause your vehicle to fail a smog check program, and your vehicle registration application could be denied.

Please be aware that other conditions (unrelated to the issue described in this letter) may cause the MIL in your vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**What Will Volkswagen Do?**

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace a faulty left cylinder head, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

**What Does This Warranty Extension Cover?**

This warranty extension covers only the diagnosis and replacement of a faulty left cylinder head. Should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

**What is Not Covered Under This Warranty Extension?**

This warranty extension will *not* cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components (“chipped” or “tuned” ECMs) not approved by Volkswagen.
- Other conditions *unrelated* to a faulty left cylinder head that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle’s emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

**Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this warranty extension, 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 replacement of a faulty left cylinder head, please refer to the enclosed form that explains how to request reimbursement. We would be pleased to review your reimbursement request.

We are pleased to offer this extended emissions warranty and hope that you will continue to be a member of the Volkswagen family. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection