



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

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Warranty Extension for Heater Core
Certain 2013-2014 Model Year Volkswagen Passat with TDI Diesel (Engine Code CKRA)

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to extend the warranty for the heater core in your vehicle under specific conditions to 10 years or 120,000 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?

An occupant may notice that the cabin heating output is insufficient on the passenger side.

What Will Volkswagen Do?

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace the heater core, 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 the diagnosis and replacement of the heater core in cases where there is insufficient heating output on the passenger side of the vehicle. 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 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 & Address Changes

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. 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 replacement of a faulty heater core due to the issue described in this letter, please refer to the enclosed form that explains how to request reimbursement.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

Sincerely,

Volkswagen Customer Protection