



**Das Auto.**

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

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

**Vehicle Identification Number:** <VIN>

**Subject: Updated Navigation System Software to Enhance Radio Stability  
2013 Model Year Volkswagen Vehicles with RNS510 Radio**

Dear Volkswagen Owner:

As part of our continued commitment to customer satisfaction, we are writing to you today about a software update that will help enhance the stability of your vehicle's RNS510 radio navigation system. This update is being sent to you free of charge as a courtesy from Volkswagen, and can be easily installed with the enclosed DVD.

Should you have any questions or require assistance with the installation of this software, we ask that you contact your authorized Volkswagen dealer or the Volkswagen Customer CARE Center at 1-800-893-5298.

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

If you no longer own or lease this vehicle, please forward this letter and the enclosed DVD to the new owner, if known. And, if you have changed your address or sold the vehicle, please let us know so we can update our records.

We hope you'll continue to enjoy many safe and happy miles in your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality