

Customer Letter Example (U.S.A.)

May 2008

**Subject: Safety Recall 24M9/R7
2008 Model Year Passat and Passat Wagon and
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2008 Model Year Passat and Passat Wagon vehicles and in some 2009 model year Volkswagen Tiguan vehicles. Our records show you as the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that the affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and if necessary, update the ECM software.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one (1) hour and will be 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.

To minimize your inconvenience, your dealer will include a vehicle wash and fill your vehicle with fuel if you bring your vehicle in for this service before August 30, 2008.

Reimbursement of Expenses

If you have previously paid for replacement of the engine control module (ECM) due to an engine surge issue, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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.

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 (24M9/R7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance