



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. 1 800 893 5298

December 2009

**Vehicle Identification Number (VIN):**

**Subject: Upcoming Customer Satisfaction Program - Mechatronic Unit**

Dear Volkswagen Owner,

Some customers have reported transmission performance issues under certain driving conditions. This was due to a potentially faulty component inside the transmission's mechatronic unit, and affects a limited number of 2007-2009 model year Volkswagen vehicles equipped with a DSG transmission.

**What is the issue, and what can happen?**

In some vehicles it is possible that a bushing inside the mechatronic unit has the potential to wear out prematurely, causing the clutches inside the transmission to operate less smoothly than before. As this wear occurs, the driver will begin to notice changes in the way the vehicle feels as the transmission shifts (jerking). While this change can become very pronounced, the vehicle remains safe to drive, as this issue does not affect forward or rearward motion of the vehicle, nor can it lead to the vehicle moving on its own.

Understandably, customers have expressed their concerns to us about this issue, and because customer satisfaction is our utmost priority we will be addressing this for you as follows:

- **Customer Satisfaction Campaign – Spring 2010**

We are currently developing a diagnostic tool that will enable our dealers to identify a vehicle with bushing wear inside the mechatronic unit. We expect that, in late spring of 2010, we will have sufficient part supply on-hand to launch a customer satisfaction campaign and replace all mechatronic units, which are identified as faulty by the diagnostic tool. When the tool and the parts become available, we will notify you via first-class mail, and at that time, you may schedule an appointment with an authorized Volkswagen dealer for this service. We will make loaner vehicles available at no charge.

- **Warranty Extension for DSG Transmission**

Volkswagen is extending the warranty on the DSG transmission in your vehicle as described in the second enclosed letter. Please take the time to carefully read this information, as it provides details as to when and how your vehicle will be covered under the extended warranty.

- **Reimbursement of Expenses**

If you have previously paid for repair/replacement of the mechatronic unit, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request. Your vehicle will still be eligible for the inspection/replacement (if needed) even if you receive reimbursement for previous repair expenses.

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.

If you have any questions regarding the customer satisfaction programs described in this letter, please contact Volkswagen Customer CARE by phone or mail at:

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (Mechatronic Unit)  
3499 West Hamlin Road, Rochester Hills, MI 48309  
1-800-893-5298*

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. 1 800 893 5298

December 2009

**Vehicle Identification Number (VIN):**

**Subject: Warranty Extension for Certain 2007-2010 Model Year Volkswagen Vehicles  
Equipped with a DSG Transmission**

Dear Volkswagen Owner:

As part of our ongoing commitment to customer satisfaction, we are pleased to inform you of our decision to extend the warranty that covers the DSG gearbox transmission in your vehicle to 10 years or 100,000 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.

Should you ever have an issue with the DSG transmission in your vehicle, your authorized Volkswagen dealer will diagnose and repair it at no cost to you, as long as your vehicle is within the time and mileage limit 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.

**This warranty extension covers only the diagnosis and repair of the DSG transmission.**

This warranty extension will not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. 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 up to factory specifications are not covered by this warranty extension. Additionally, the DSG transmission in your vehicle must have been maintained in accordance with the maintenance requirements found in your vehicle owner's manual. For verification purposes, be sure to retain proof of each maintenance once it has been completed.** Any malfunctions of non-transmission electrical and mechanical components remain covered by the normal terms of the New Vehicle Limited Warranty. Additionally, should you ever sell the vehicle, this warranty is fully transferable to subsequent owners.

**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.

**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 a DSG gearbox transmission repair or replacement, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Safety, customer satisfaction, quality and long-term vehicle reliability are top priorities at Volkswagen, and we are pleased to offer this extended warranty. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen of America, Inc.