



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

Vehicle Identification Number (VIN): WVVCE63B65E06

January 2011

Subject: Emissions Service Action 28F6/T9

2004 Model Year Volkswagen Touareg and 2004-2005 Model Year Volkswagen Jetta, Jetta Wagon, Passat, Passat Wagon, New Beetle and Golf Equipped with TDI (Diesel) Engine

Check/Replace Glow Plugs and Update Engine Control Module (ECM) Software

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action affecting some 2004-2005 model year Volkswagen vehicles equipped with a TDI (diesel) engine. Our records show that you are the owner of one of these vehicles.

In July of 2009, we notified customers about a similar repair under the code 28E6/R8; however, the 28E6/R8 action has now been closed and a new repair is available under the Emissions Service Action 28F6/T9 as described in this letter.

What Is The Problem?

In some vehicles, the engine control module (ECM) software can cause affected vehicles to exceed Federal and/or California emissions standards.

What Will Volkswagen Do?

Dealers will inspect and, if necessary, update the glow plugs in your vehicle and install new corresponding engine software.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take approximately four hours for Touareg vehicles and about two hours for all other affected models. The repair will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule.

Reimbursement of Expenses

If you have previously paid for glow plug replacement out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

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.

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 (28F6/T9)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

VOLKSWAGEN OF AMERICA, INC.
P.O. BOX 217022
AUBURN HILLS, MI 48321-7022

T9CLMAIL=00000488 28F6 T9



Customer Campaign Reimbursement Claim Form

Please mail this claim form and required documentation to:

VOLKSWAGEN OF AMERICA, INC.
Attn: Campaign Reimbursement
3800 Hamlin Road
Auburn Hills, MI 48326

All campaign reimbursement questions should be directed to the following number: 1-866-VWOA USA (1-866-896-2872)

Evening Phone - -
Daytime Phone - -

USWVWCE63B65E06

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:

1. Legible copies of receipts, invoices and/or repair orders are acceptable please keep originals for your records. **Documents will not be returned.**
2. All documentation must include:
 - The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, and who performed it
3. Copy of the payment (cancelled check, bank statement, etc.) for the repair in question and date of payment. Requests for reimbursement may include parts, labor, fees and taxes.
4. To speed up processing of your claim:
 - Please tape small documents to an 8 1/2 x 11 sheet of paper.
 - Do not staple your documents/copies.
 - Do not highlight anything on the documents/copies.

In addition:

- Reimbursement may be limited to the amount the repair would cost completed by an authorized Volkswagen dealer.
- Your claim will be acted upon within 60 days of receipt.
- If your claim is approved, you will receive a check from Volkswagen.
- If your claim is incomplete, you will be contacted by Volkswagen identifying the documentation that is needed to support your claim and offered the opportunity to resubmit additional documentation.
- If your claim is denied, you will be contacted by Volkswagen concerning the reason(s) for the denial.

My signature to this document attests that all statements made in support of my request for reimbursement are true and the accompanying documents are actual copies reflecting the actual expense(s) I incurred related to this customer campaign.

Customer's Signature _____

ADDRESS CHANGED? NO LONGER HAVE THIS VEHICLE?
PLEASE LET US KNOW.

--28F6 T9-----Campaign Code (s)

USWVWCE63B65E06

☐ Sold, new owner unknown/turned in at lease end

This vehicle was:

☐ Totaled/Scrapped

☐ Exported

☐ Stolen

☐ Address change (update below)

☐ The new owner of the vehicle is:

First Name

Last Name

Address

Apt. #

City

State

Zip

**REMOVE
BEFORE
MAILING**