



3800 Hamlin Road
Auburn Hills, MI 48326

August 2004

Subject: Warranty Extension for 1998 - 2004 Model Year Volkswagen Passat Sedan or Wagon
Equippedwith Turbo Engine

Dear Volkswagen Owner,

We are writing to inform you that Volkswagen is providing a warranty extension covering certain "oil sludge" related repairs on 1998- 2004 model year Volkswagen Passat equipped with Turbo engines. Our records show that you are the owner of one of these vehicles.

What is the Issue?

Some Volkswagen owners have reported engine component problems resulting a condition known as "oil sludge." Engine oil sludge occurs when old, engine oil thickens and cannot continue to provide adequate engine lubrication. This condition occurs primarily when the engine is operated at oil change intervals beyond those prescribed in your owner's manual, or when oil with lower quality than Volkswagen recommended standard is used.

A vehicle with engine oil sludge may exhibit a constantly or occasionally illuminated Red Engine Oil Pressure Warning light.

Please note that other conditions may also cause this symptom and that the presence of this symptom does not necessarily mean oil sludge exists in your engine.

What Will Volkswagen Do?

listening to you, our valued customers, Volkswagen is implementing an extended warranty for oil sludge related repairs for 1998 2004 model year Volkswagen Passat equipped with the Turbo engines to 8 years from the vehicle's original date without a mileage limitation. This extended warranty is fully transferable to any subsequent owner. This extended warranty does not affect - and is in addition to - any other applicable warranty covering your vehicle.

Volkswagen will cover necessary engine repairs if oil "sludge"causes a malfunction in your engine and you can provide documentation of oil changes according to the maintenance schedule for your vehicle.

The vehicle's original in-servicedate 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.

This warranty extension does not normal wear and tear or engine damage due to improper maintenance.



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What We Would Like You To Do

If your engine is running normally Volkswagen strongly recommends that you maintain your vehicle as prescribed in the enclosed Owner's Manual insert. No other action is required.

If you are not following the prescribed oil change interval (5,000 miles or 6 months), this extended warranty may not apply. Please follow the maintenance schedule as prescribed in the enclosed owner's manual insert.

A list of oils that (as of printing date) conform to the Volkswagen recommended standard is enclosed

If your vehicle has symptoms of engine oil sludge malfunctions as described in this letter, please contact your authorized Volkswagen dealer and arrange for an appointment so that your vehicle can be serviced without delay.

Please keep this letter with your Warranty Booklet and deliver it to any new owner, along with the Owners Manual.

Reimbursement of Expenses

If you have previously paid for a repair as a result of an engine oil sludge related concern that is described in this letter, and you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle, you may be entitled to reimbursement. **We** would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

We regret any inconvenience this matter has caused or may cause in the future. **We** wish you many more years of driving pleasure with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

A handwritten signature in black ink that reads "Kip Kriigel".

Kip Kriigel
Director of Technical Service

Oil Sludge Warranty Extension Reimbursement Claim Form



Please mail this claim form and required documentation to:

VOLKSWAGEN OF AMERICA, INC.
Attn: Oil Sludge Warranty Ext. Reimbursement
3499 W. Hamlin Road
Rochester Hills, MI 48309

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

VIN

Evening Phone

Daytime Phone

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:

1. Copies of receipts, invoices and/or repair orders relating to this warranty extension are acceptable. PLEASE NOTE: DOCUMENTS WILL NOT BE RETURNED. Please tape to an 8 1/2 x 11 sheet of paper, all documents that are smaller than 8 1/4 x 11 in size. DO NOT STAPLE DOCUMENTS.
2. All documentation must include:
 - Documents such as: stamped maintenance book or receipts from an authorized VW dealer or professional licensed repair facility showing proof of proper maintenance according to VW's guidelines.
 - 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.

In addition:

- ▶ Reimbursement may be limited to the amount the repair would cost if 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 of America Inc.
- ▶ 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) incurred related to this customer campaign.

Customer's Signature _____



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