

Volkswagen of America, Inc.



3900 Hamlin Road
Auburn Hills, MI 48326
Tel: (248) 754-5000

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Dear Volkswagen Customer:

We are writing to provide you with important information about your Volkswagen.

Through our monitoring of vehicles in the field, we have determined that some 2001 and 2002 Volkswagens equipped with the 1.8T four-cylinder engine or the 2.8L VR6, and some 2002 Passats equipped with the W8 may experience a malfunction of an ignition coil. The 2001 and 2002 engines are equipped with four such coils for the 4- cylinder engine, six coils in the 6-cylinder engine and eight coils in the 8-cylinder engine. The coils provide electricity to the spark plugs when you start your engine. Some owners have experienced a malfunction of one or more of these coils. If an ignition coil becomes inoperative, the engine and its electronic controls are designed to keep your vehicle running. Some deterioration in performance, however, can be expected. You can continue to drive with reduced power and should take your car to your nearest Volkswagen dealer for repair. If you do not feel comfortable driving with reduced power, you may call Volkswagen 24-Hour Roadside Assistance at (800) 411- 6688 for towing to the nearest dealer.

Should you experience a malfunction, your Volkswagen dealer will be able to repair your car with an improved ignition coil. In order to minimize inconvenience to you, your Volkswagen dealer will offer alternative transportation to you at no cost.

We want to make it clear that your car may not exhibit this problem. However, if you have already experienced this malfunction and for some reason you had to pay to have it repaired, we are, of course, prepared to reimburse you. If this has been your experience, please contact us. We apologize for any inconvenience you may experience and we assure you that resolving this issue is the top priority for Volkswagen of America, Volkswagen AG and our Volkswagen dealers. If you desire any assistance, or have any questions, please contact us at (800) 822-8987 or vw.com click on (contact us).

In closing, you have my personal apology for any inconvenience, and my thanks for your business.

Regards,

A handwritten signature in cursive script that reads "Frank McGuire".

Frank McGuire
Vice President