



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: 2009-2013 Model Year Volkswagen TDI® Clean Diesel Vehicles Registered in Illinois Using Biodiesel Blend Fuels

Dear Volkswagen TDI Clean Diesel Owner,

As a valued Volkswagen customer, your satisfaction is our utmost priority. Because we support the development and use of renewable fuels (such as biodiesel fuel blends) we are writing to customers who have Volkswagen TDI® Clean Diesel engine vehicles registered in the State of Illinois in order to share some important information about using biodiesel fuel blends in these vehicles.

What is biodiesel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

Why is it important for me to know about biodiesel fuel blends?

Your vehicle was originally designed to run on "ULSD" - Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. However, we want to assure you that Volkswagen will continue to honor the terms and conditions of the Volkswagen Limited Warranties that came with your vehicle.

Biodiesel blends (up to B20) may be used in your Illinois-registered TDI® Clean Diesel vehicle; however please be aware that biodiesel has characteristics that are different from other kinds of fuel, especially petroleum-based fuels.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and can affect the quality of the oil.

When I use biodiesel blends in my Illinois-registered Volkswagen TDI® Clean Diesel vehicle, what should I remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner's Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Volkswagen dealer or Volkswagen Customer CARE to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Volkswagen quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

Can we assist you further?

If you have additional questions about your Illinois-registered TDI® Clean Diesel vehicle, please call or write to us at:

Volkswagen of America, Inc.
Attn: Customer CARE
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-444-8982

Please keep this letter with your Warranty booklet for future reference, and deliver it to any new owner, along with the owner's manual.

We hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality