



**Commercial  
Vehicles**

Mr & Mrs G Spencer  
13 Birch Tree Walk  
Watford  
Hertfordshire  
WD17 4SH

20 November 2014

Your reference  
Our reference  
Direct telephone  
Direct fax  
Date

### **Volkswagen California**

Dear Mr & Mrs Spencer

On behalf of the management team at Volkswagen Commercial Vehicles UK, I would like to offer my thanks to you both for taking the time to visit us in Milton Keynes on the 14<sup>th</sup> October. I trust it was as beneficial to you as it was for us. As a follow up to our meeting, I'd like to summarise the key discussion points.

Volkswagen Commercial Vehicles  
Yeomans Drive  
Blakelands  
Milton Keynes  
MK14 5AN

### **Repair Times**

As discussed during the meeting, in 2013, Volkswagen Commercial Vehicles UK took the decision to appoint four authorised centres to handle the roof repair process. As you will be aware, this process is complex but we are confident that this decision will allow us to deliver the highest quality repair. This certainly appears to have been evidenced in the vehicles which have already been repaired.

[www.volkswagen-vans.co.uk](http://www.volkswagen-vans.co.uk)

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We acknowledge that repair times are currently longer than expected. In order to address this we are working with our colleagues at the factory to increase supply of the hand-built components required to deliver the repair. Meanwhile, we are making provisions to ensure that we are able to significantly increase the number of repairs once we experience a change in supply – which we expect to be in the New Year.

While it will take time to repair all vehicles, we are confident that the initial times which have been quoted to customers will reduce. I hope this step goes some way to reassuring you and all California owners that that we are taking this issue seriously and making every practical effort to minimise any inconvenience caused.

