

February 9, 2005

999990600

Volkswagen of America, Inc.
ATTN: JOHN MADDOX
Product Compliance Officer
3800 Hamlin Road
Auburn Hills, MI 48326

**Re: Safety Recall WK
Install Protective Shield in Right Rear Wheelhousing**

Dear Mr. Maddox:

I have received your notice of above-referenced recall for my Volkswagen. I reside in Tupelo, Mississippi, and there are no authorized Volkswagen dealers anywhere in our area. Accordingly, I would request that you authorize a local reputable shop to perform the necessary repair.

Sincerely yours,

WMB:asr

cc: National Highway Traffic Safety Administrator

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2/11/05



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

OWNER/ADDRESSEE REPLY CARD

Please check one of the appropriate boxes:

This vehicle was: ☐ sold, new owner unknown; ☐ totaled;
☐ scrapped; ☐ stolen; ☐ exported

If the vehicle has been sold and a new owner is known or your address has changed or is incorrect, please provide the information below:

LAST NAME	FIRST	MIDDLE INITIAL
NUMBER/STREET		AFT. NUMBER
CITY	STATE	
		ZIP
OWNER SIGNATURE		DATE

OWNER

VIN Campaign Code(s)

WVWMA63BXW WK

TUPELO, MS

Customer Campaign Reimbursement Claim Form



Please mail this claim form and required documentation to:

VOLKSWAGEN OF AMERICA, INC.
Attn: Recall Reimbursement - 3F83
3800 Hamlin Road
Auburn Hills, MI 48326

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

Evening Phone
Daytime Phone

VIN Campaign Code(s)
WVWMA63BXW WK

TUPELO, MS



OWNER

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:

- Copies of receipts, invoices and/or repair orders relating to this campaign 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 1/2 x 11 in size. DO NOT STAPLE DOCUMENTS.
- 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.
- 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) I incurred related to this customer campaign.

Customer's Signature _____

SAFETY RECALL RE-NOTIFICATION

January 2005

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

You may have previously been notified of recall work to install a protective shield in the right rear wheelhousing of your vehicle. Our records show that this repair has not yet been performed on your vehicle. The following letter describes the recall work that should be completed.

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this work can be performed without delay. This work will, of course, be performed free of charge.

If the necessary recall work has been completed or you no longer own your Volkswagen, we ask that you please complete the enclosed postage-paid Owner Reply Card and drop it in the mail.

By responding to this letter you will allow us to maintain the integrity and reliability of your Volkswagen and the value of your investment.

Thank you for driving a Volkswagen!



Maria Cotter
Product Compliance

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

June 2003

**Subject: Safety Recall WK
Install Protective Shield In Right Rear Wheelhousing**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety exists in some 1998 through 2003 Passat, 1997 through 1999 Jetta and 1998 Cabrio vehicles. Our records show that you are the owner of one of these vehicles.

Problem Description

If the rear tire on the passenger side of the vehicle is severely under-inflated or has lost all air, and the vehicle is operated at highway speeds, the affected tire may quickly overheat leading to its disintegration after several miles of driving. We have found that fragments of a disintegrated tire rotating at high speed could damage the wheel well liner of the vehicle and other nearby components, as well as the nearby filler neck, which is an integral part of the fuel tank. Damage to the filler neck could cause a fuel leak with the risk of fire from external ignition sources.

Remedial Repair

We would like to fit your Volkswagen vehicle with a specially developed shield designed to protect the fuel filler neck and other nearby vehicle components from damage caused by a disintegrated tire.

Please contact your authorized Volkswagen dealer and arrange for an appointment so that your vehicle may be modified without delay. Your dealer will have the necessary repair instructions and parts available by June 16, 2003. The repair will take less than one hour and will, of course, be free of charge.

Precautions

Vibrations of the vehicle and tire impact noises originating from the rear may indicate that you have a flat tire on the right rear, which could pose the risks described in this letter. When you notice these symptoms, please bring your car to a safe stop on the side of the road or highway and away from moving traffic and activate your emergency flashers. Please inspect your tires and determine whether or not any tire, in particular the **right rear tire**, is deflated or damaged. Replace any flat tire in accordance with the instructions in your Owner's Manual before you proceed any further. If you determine that the rear tire on the passenger side is deflated or damaged, please replace that tire with your spare tire or call your Volkswagen dealer or your roadside assistance provider. If you notice a fuel odor or leakage, **DO NOT DRIVE YOUR VEHICLE OR STAY INSIDE THE VEHICLE**. Activate your emergency flashers, leave the vehicle and wait on the side of the road at a safe distance from moving traffic until assistance has arrived.

Repair Facility

Please note that this work will be performed free of charge by authorized Volkswagen dealers only. Volkswagen will not pay for any such work performed by non-authorized repair facilities. Volkswagen will not reimburse owners for work performed by a service facility that is not authorized by Volkswagen to perform such work.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately by first-class mail to the lessee.

Reimbursement of Previous Repairs

If you have incurred "out of pocket" repair expenses relating to the replacement of your fuel tank resulting from damage caused by the failed rear tire on the passenger side of your Volkswagen, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

Service Problem Help

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time after you requested the repair and the repair parts have become available, please call or write to:

Volkswagen of America, Inc.
Attn: Recall Reimbursement (WK)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street, SW, Washington, DC 20590. Telephone: (888) 327-4236.

Thank you for driving a Volkswagen!

Sincerely,

John Maddox
Product Compliance Officer