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Austin, Texas

February 10, 2005

Volkswagen of America, Inc.
Administrator, National Highway Traffic Safety Administration
US Department of Transportation
400 Seventh Street SW
Washington, DC 20590

RE: 1997 VW Jetta
Safety Recall WK Install Protective Shield In Right Rear Wheelhousing

Recently I received a Safety Recall WK Install Protective Shield in Right Wheelhousing. I am desperately in need of your help. The last recall notice I received was on my 1997 VW Jetta *Window Regulator's*. The two rear windows were fixed with **coat hangers**. The location where this took place was in Lubbock, Texas. In addition, I was charged for the repair. The old regulators were left in the trunk. What are your suggestions on resolving this past experience and now the new recall notice.

Thank you in advance for your quick action.

Sincerely,

Jan
2/9/05

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 48226

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 1996 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

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