

Volkswagen of America, Inc.

RECEIVED

3800 Hamlin Road
Auburn Hills, MI 48326

June 12, 1992

JUN 15 10 30 AM '92

Tel (313) 340-5000

OFFICE
CERTIFIED MAIL

92V-050

Certified Mail

Mr. Charles Gauthier
National Highway Traffic Safety
Administration
U.S. Department of Transportation
400 Seventh Street SW
Washington, DC 20590

**SUBJECT: RECALL CAMPAIGN SD
1985-1991 VOLKSWAGEN GOLF, GTI, JETTA
REPLACE HEAT EXCHANGER**

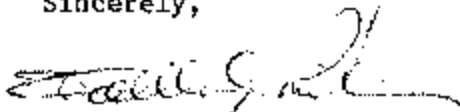
Dear Mr. Gauthier:

Pursuant to the requirements set forth in Part 573.5 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure

Copies of the Spanish translation to follow.

Sincerely,



Folker G. Mefflin
Product Compliance Manager

/s/

Enclosures





Campaign Circular

Code: SD

92V-050

May 1992

**Subject: Recall Campaign SD
1985-91 Volkswagen Golf, GTI, Jetta
Replace Heat Exchanger**

Dear Volkswagen Dealer:

This is to inform you of the initiation of a recall campaign involving 1985 through early production 1991 model Golf, GTI and Jetta vehicles. The vehicles are within the following vehicle identification number ranges:

VWAG: WVW ___ 1 ___ FW000001 - WVW ___ 1G LW415005
VWDA: 1VW ___ 1 ___ FV000001 - 1VW ___ 1 ___ KV018693
VWMM: 3VW ___ 1G KM000001 - 3VW ___ 1G MM023331

Defect Description

It is possible that the wall of the end cap connecting the heat exchanger's core to the engine cooling system could rupture, thereby allowing hot coolant to escape into the passenger compartment.

Remedial Action

Replace heat exchanger with an improved unit.

Customer Notification

Volkswagen United States, Inc. will notify all known owners of affected vehicles directly by first class mail once sufficient replacement parts become available. Enclosed for your information are sample copies of the various owner notification letters.

12

Important: Service, Parts & Sales Managers

All Personnel Should Read and Initial

Volkswagen United States, Inc.

Initially, Volkswagen will mail approximately 30,000 letters to owners of the oldest vehicles affected by the recall, namely early model 1985 cars, instructing them to take their vehicles to the service department for immediate replacement of the heat exchanger. See customer letter marked as Exhibit I. Thereafter we expect to mail approximately 30,000 to 40,000 letters monthly inviting owners to have the heat exchanger replaced. See customer letter marked as Exhibit III.

Concurrent with initial notification of the first 30,000 owners, Volkswagen will notify the remaining 645,000 vehicle owners, informing them their vehicle is subject to the recall but asking that they wait for repair until sufficient parts are available. See customer letter marked as Exhibit II.

If owners of affected vehicles who have received notification but were asked to wait express concern, please repair the vehicle in accordance with the procedures specified by this letter.

Vehicle Allocation

Prior to each phase of owner notification mailing, we will furnish you with a computer printed list of vehicles containing names and addresses of owners residing within your primary area of influence.

Note: Each listing will include owner names and addresses obtained from state motor vehicle registrations. Under the law of some states, including regulations set forth by the California Department of Motor Vehicles, vehicle registration information may only be used for recall purposes. Use for any other reasons may constitute a violation of state law.

Limitation on Sale or Lease of Certain Vehicles

Section 154(d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect which relates to motor vehicle safety.

It is therefore mandatory that any vehicle in your inventory and affected by this recall is corrected prior to sale or lease.

Parts Supply

An initial supply of necessary replacement parts will automatically be shipped to you prior to the owner notification mailings. Thereafter you must order additional required parts from your depot to maintain an adequate inventory for future repairs.

The parts necessary for the repair are as follows:

Quantity	Description	Part Number
1	Heat Exchanger	1H1 819 030
1 Gal.	Anti-freeze	ZVW 237 104
2	Tie Wraps	N 020 902 1
1	Gasket	059 121 119
2	Screws	N 013 966 12

Work Procedure

All vehicles are to be repaired in accordance with the details outlined in the enclosed work procedure booklet. Please make sure that your technicians closely follow the steps and sequences outlined in the procedure.

Time Allowance

The time necessary to replace the heat exchanger in accordance with the outlined work procedure is 230 T.U.

Reimbursement

See additional Campaign Data Entry Procedure.

Coolant Disposal

The coolant drained during the heat exchanger replacement repair requires proper storage and disposal. To store and dispose of the coolant waste material, follow your state or local storage and disposal requirements.

Volkswagen United States, Inc. will reimburse you for the cost of disposing the coolant waste material. Please request reimbursement after the disposal of a full container of coolant fluid as follows:

Warranty Claim Type:	WS
Part Identifier	802366001

You may claim the cost of disposal of the waste material in sublet labor. VWUS will require full claim documentation supporting your claimed cost in relationship to your SD recall campaign claim volume.

If you have questions concerning the above subject, please contact your Product Support Specialist.

Customer Request for Reimbursement

Should the customer inquire about possible reimbursement for out-of-pocket expenses incurred for previous repair to the heat exchanger, please instruct the customer to write to Volkswagen of America, Inc., Attention: Customer Relations 2F02.

Additional Campaigns

Some of these affected vehicles may also require additional recall repairs. If a vehicle is affected by additional recall actions, all applicable action codes will be printed on the customer's authorization form. For the convenience of the owner, please perform these additional repairs at the same time. For verification, always check your V-Crest system.

Campaign Authorizations

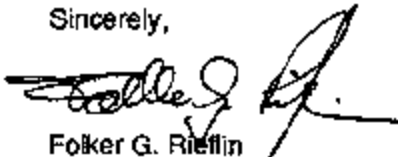
In accordance with campaign procedures, VWUS will mail notification letters including authorization forms to all known owners. If a customer does not present an authorization form, please confirm that the recall is applicable and shows an open status before you commence work by accessing the V-Crest system or by contacting your Zone office. If the recall is required, please prepare a blank campaign authorization form W43 002 3010 and mail the back copy to VWUS.

Dealer Obligation

It is imperative that you schedule recall appointments with your customers on a priority basis. Please provide a copy of this communication to every person in your dealership who has recall responsibilities and ensure that technicians are familiar with the work procedure.

Thank you for your cooperation.

Sincerely,



Folker G. Rieflin
Product Compliance Manager

Campaign Data Entry Procedure

Reimbursement Codes:

SD 12 Replace Heat Exchanger	230 T.U.
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Note: The system automatically supplies the part number, including price and labor applicable to the reimbursement code.

To update a record for a vehicle with no repair performed but relevant information available enter into the system one of the codes indicated below as applicable:

SD 20	Customer Refused Repairs
SD 30	Total Loss
SD 40	Vehicle Stolen
SD 50	Vehicle Left Continental U.S.
SD 60	Customer Moved-No Forwarding Address
SD 70	Vehicle Sold-New Owner Unknown

DRAFT

EXHIBIT I

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

Your Volkswagen dealer will replace the heat exchanger in your vehicle with an improved unit.

Your Action

Please contact the Service Manager of your authorized Volkswagen dealer for an appointment as soon as possible. The necessary work will take approximately two and one half hours and will, of course, be free of charge. Necessary repair instructions and replacement parts will be available at your dealer on June 1, 1992.

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 800 822-8967

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectations.

Thank you for driving a Volkswagen.

Sincerely,

Folker G. Riefflin
Product Compliance Manager

DRAFT

EXHIBIT II

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

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Remedy

We plan to replace the heat exchanger in your vehicle with an improved unit at no cost to you. We will contact you as soon as your dealer has the parts available that are needed to perform this repair. You should expect to be notified again in writing in the next few months. In the meantime, we suggest that you observe the following:

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Volkswagen is making every effort to manufacture and supply its dealers with a sufficient number of parts to complete the necessary repairs as expeditiously as possible. If you are concerned about the safety of your car, please consult your dealer. We appreciate your patience until we can advise you that you can make the necessary arrangements for the repair.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 800 822-8967

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Thank you for driving a Volkswagen.

Sincerely,

Folker G. Rieflin
Product Compliance Manager

DRAFT

EXHIBIT III

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

In June, 1992, we communicated to you that your Volkswagen is subject to the above-identified recall campaign. This is to inform you that your dealer now has the necessary parts available to replace the heat exchanger in your vehicle. Please contact the service manager of your authorized Volkswagen dealer to make an appointment. The recall service will take approximately 2-1/2 hours and will, of course, be free of charge.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 (800) 822-8987

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectations.

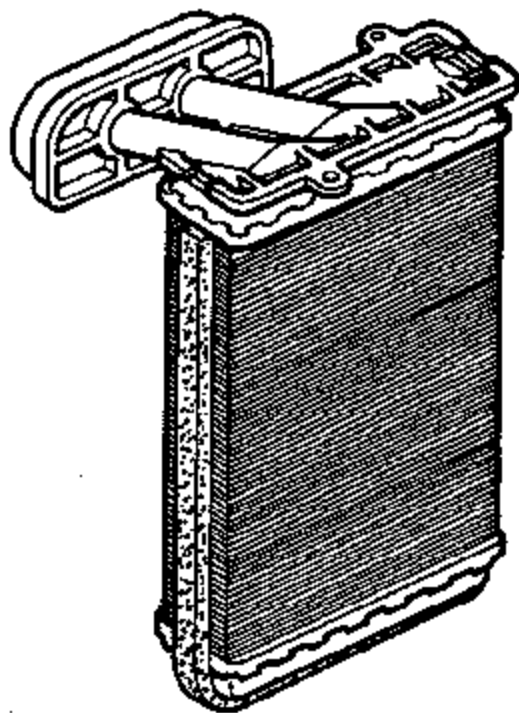
Thank you for driving a Volkswagen.

Sincerely,

Folker G. Rieflin
Product Compliance Manager

SD RECALL CAMPAIGN

Replace Heat Exchanger
on
**1985-1991 Golf,
GTI and Jetta**
VEHICLES



Involved Vehicle VIN Range:

ALL MODELS

VW ___ 1 ___ F 000001 to VW ___ 1G L 416005

MEXICO

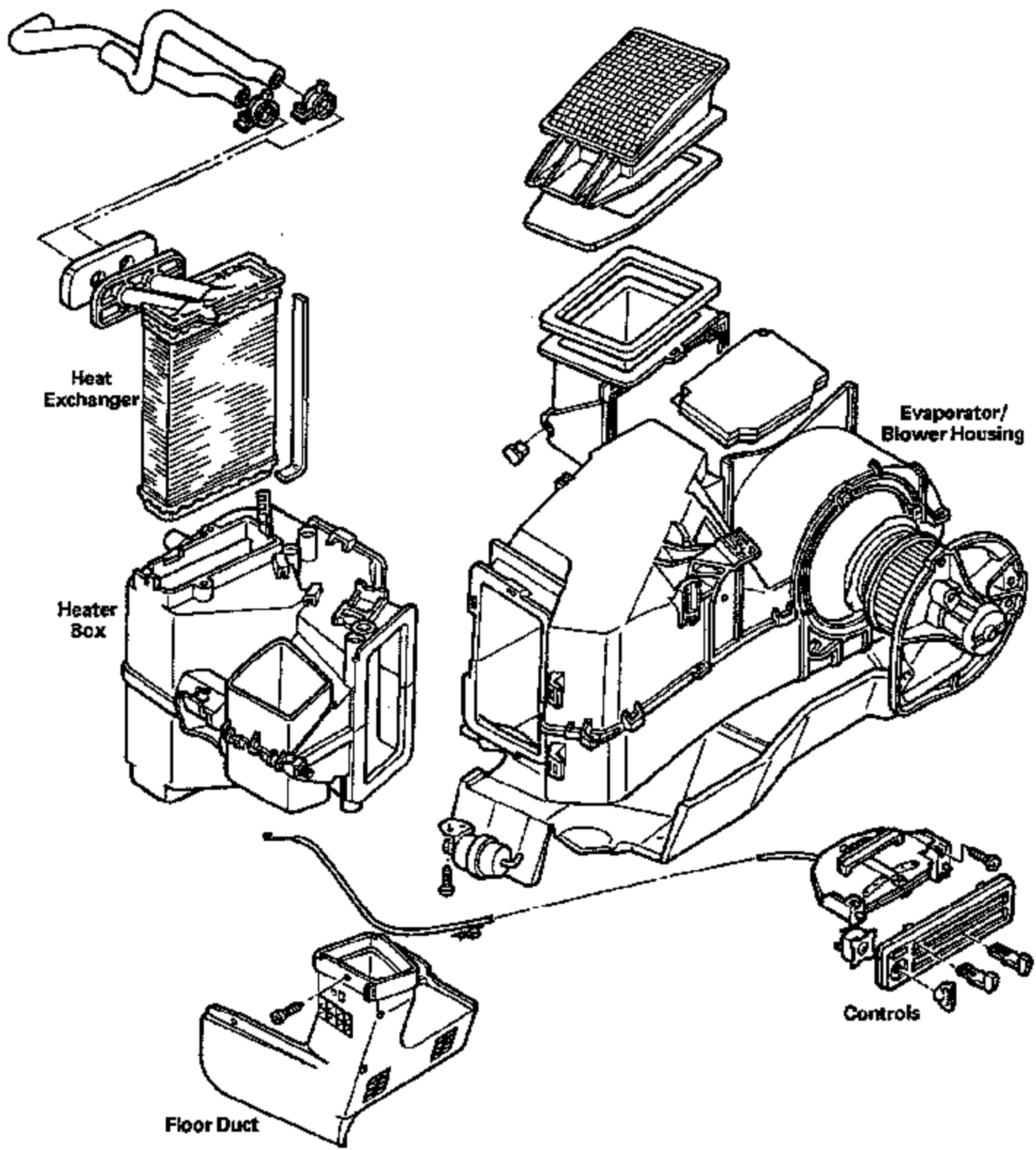
3VW ___ 1G LM416006 to 3VW ___ 1G MM023331

Points of Caution

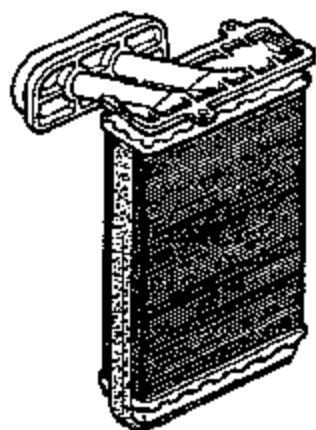
- Drain coolant fluid properly
- Be cautious when draining hot coolant fluid
- Dispose of coolant fluid in accordance with state and local requirements

Important

- The cooling system must be completely drained for the heat exchanger replacement repair
- VW supplied phosphate-free antifreeze must be used for the refilling of the cooling system

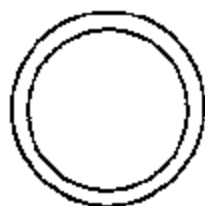


PARTS REQUIRED



1 Heat Exchanger

Part Number: 1H1 819 030
includes gasket and
protective foam strip



1 Gasket

Part Number: 059 121 119



2 Screws

Part Number: N 013 966 12



2 Tie Wraps

Part Number: N 020 902 1



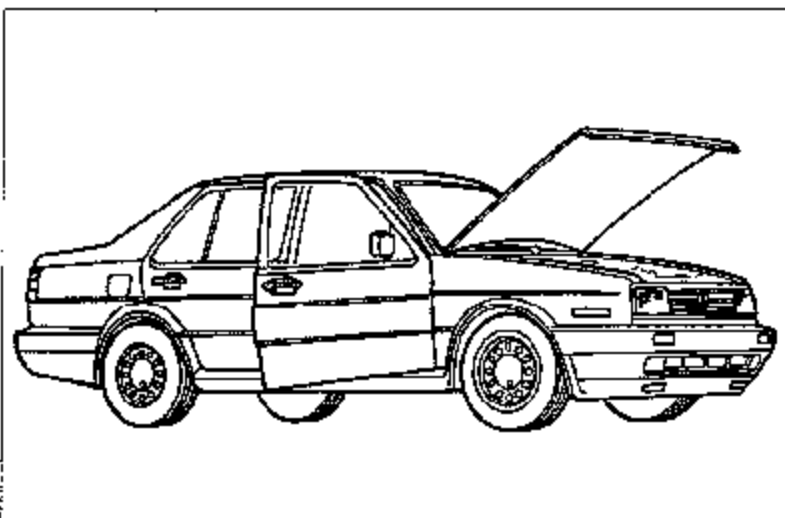
1 Gallon Antifreeze

Part Number: ZVW 237 104

Note:

Part numbers are for reference only.
Check latest parts information.

WORK PROCEDURE

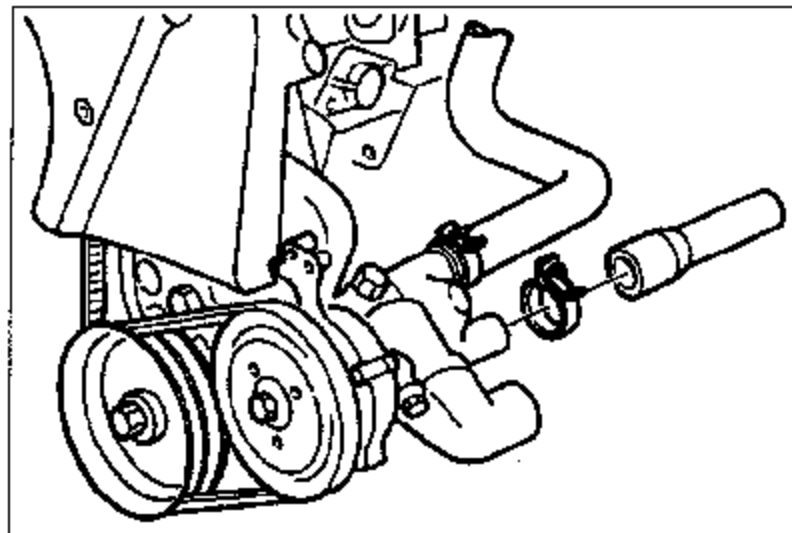


- Bring vehicle into shop
- Open hood and both front doors
- Install power saver
- Disconnect battery

ENGINE COMPARTMENT

- Use drain pan, disconnect thermostat housing at water pump for draining coolant.
- Loosen expansion tank cap

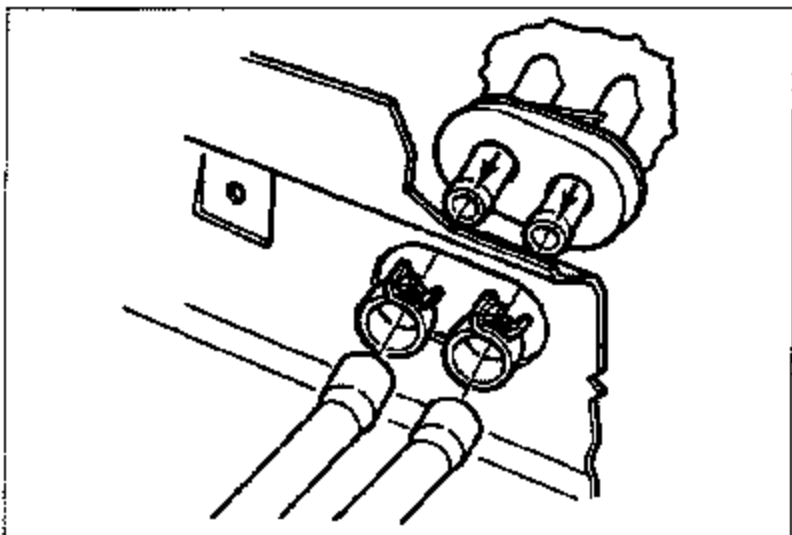
Important
System must be completely drained

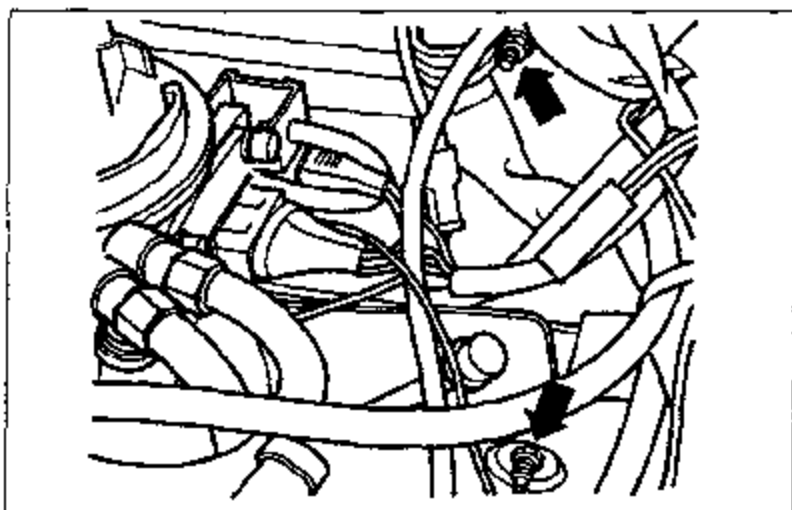


- Cut tie wraps holding wire harness to heater hoses.

- Disconnect both heat exchanger hoses at firewall, use special VW pliers KL3385

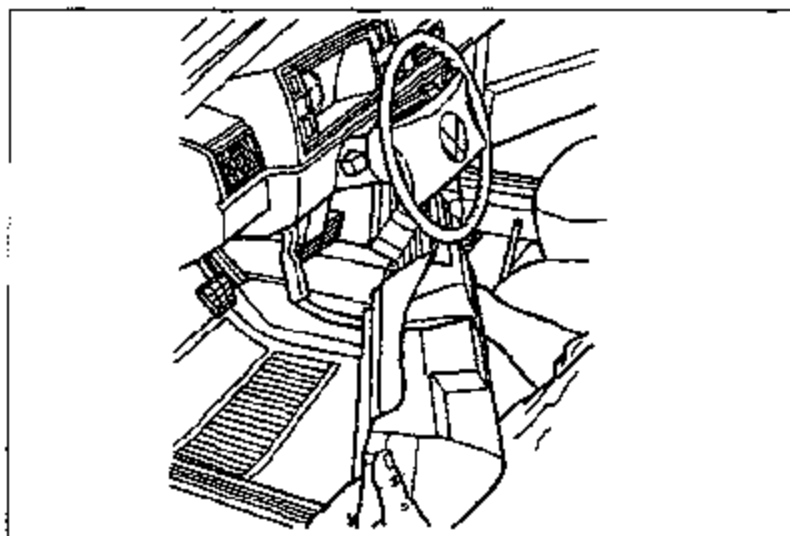
- Plug heat exchanger inlet and outlet pipes to avoid spilling coolant (see arrows)





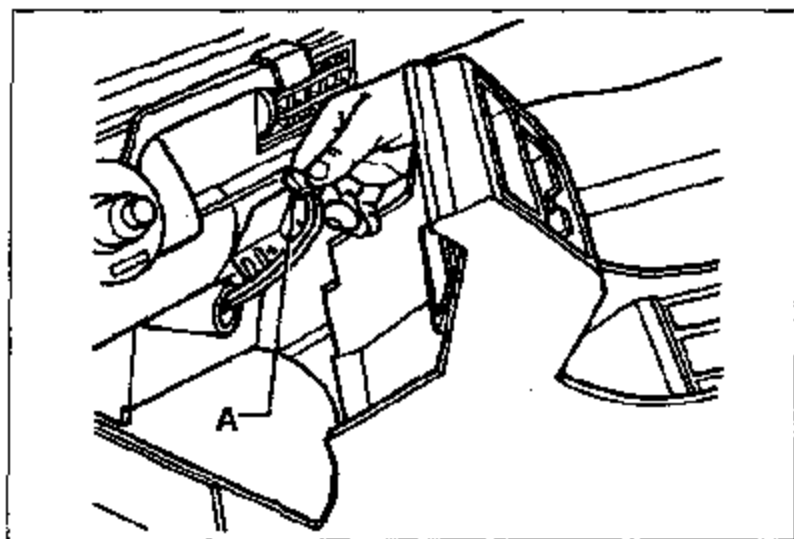
Remove two 6mm heater box retaining nuts near ignition coil (see arrows)

VEHICLE INTERIOR



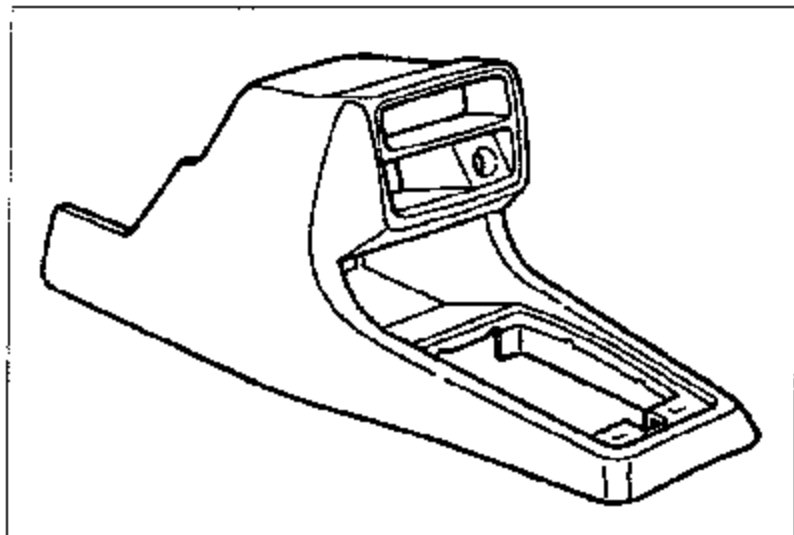
Remove left and right lower dashboard panels

Remove shift lever handle and cover

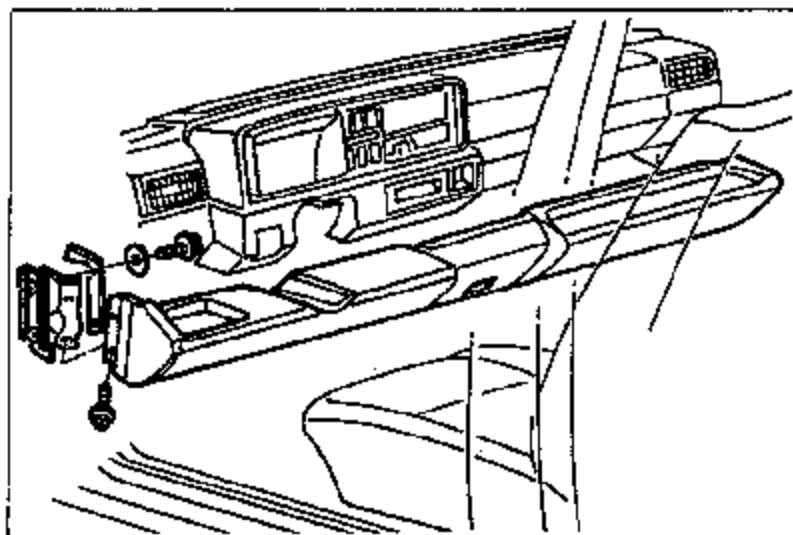


Remove center console fasteners and disconnect electrical connection(s) "A"

Note:
Steering wheel does not have to be removed. This and the following pictures do not show steering wheel for better clarity.

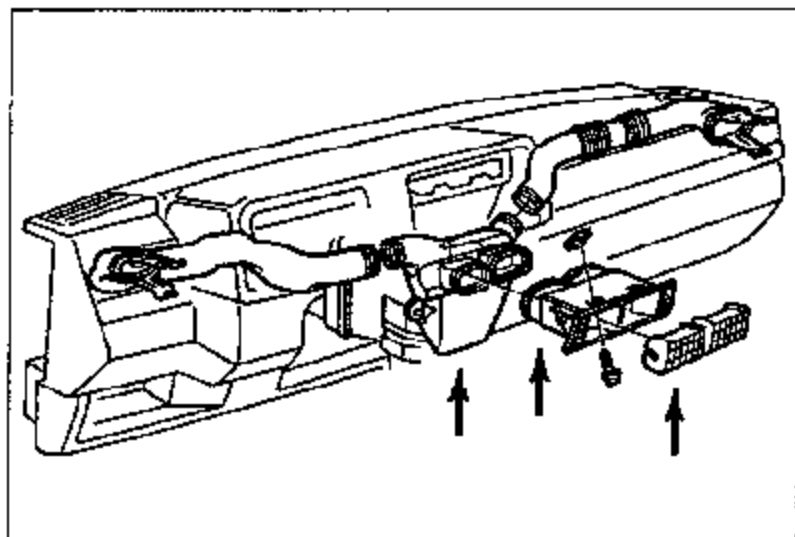


Remove center console from vehicle



If vehicle is equipped with kneebar, disconnect fuse box from kneebar

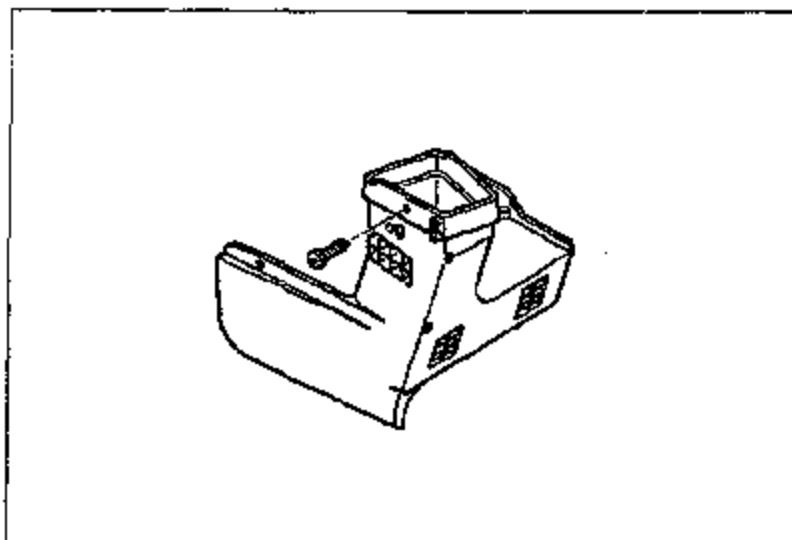
Remove kneebar



Remove center vent inserts, vent housing and defroster duct (see arrows)

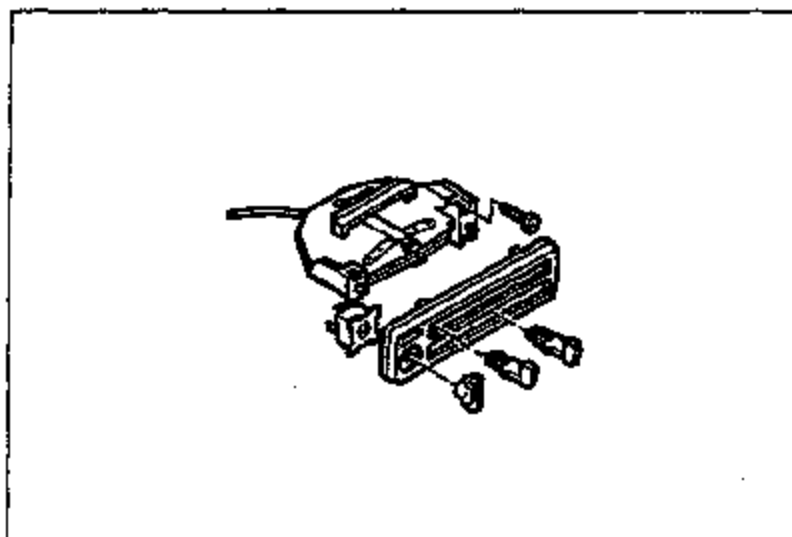
Note:

2 screws secure center defroster duct to firewall



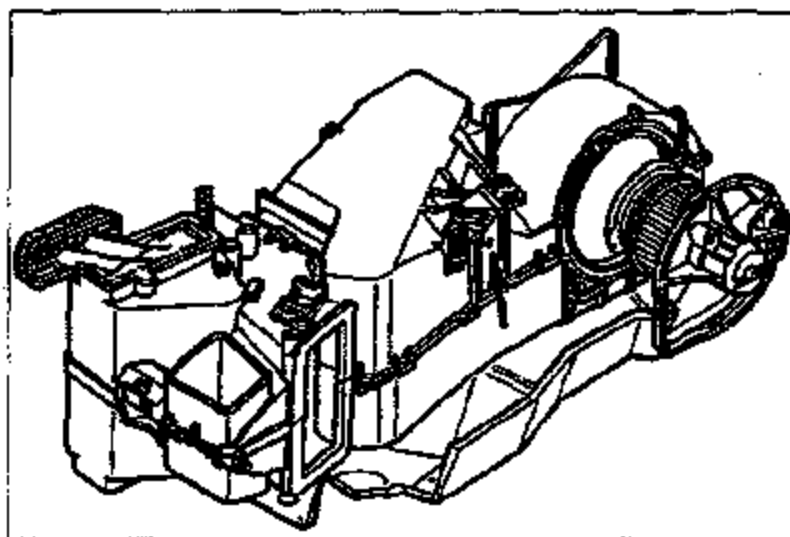
Remove/pull back felt covering on passenger side of heater box for easier access

Remove left footwell vent



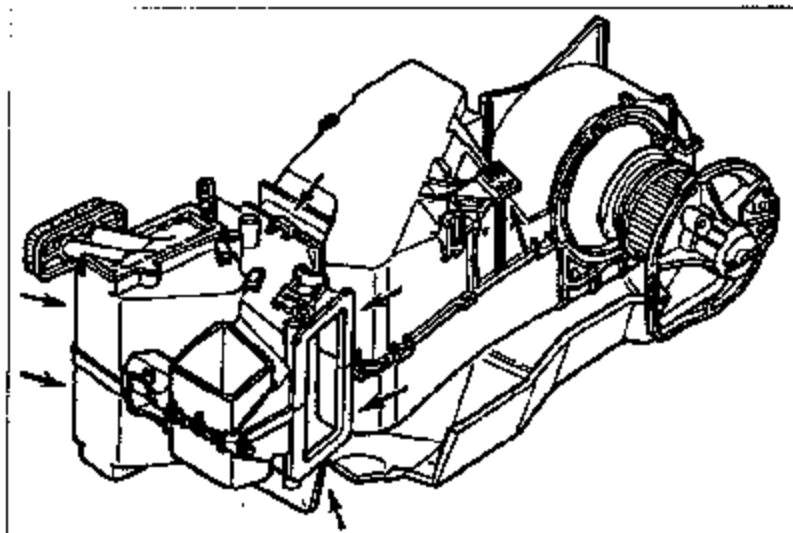
Remove knobs and trim plate for air/heater control unit and screws holding fresh air, A/C and heater control unit

Disconnect temperature control cable from control unit



Loosen but do not remove evaporator/blower housing mounting bracket nut under dashboard next to glove box – see arrow – to gain sufficient access between box and firewall for the removal of the heater box securing clips

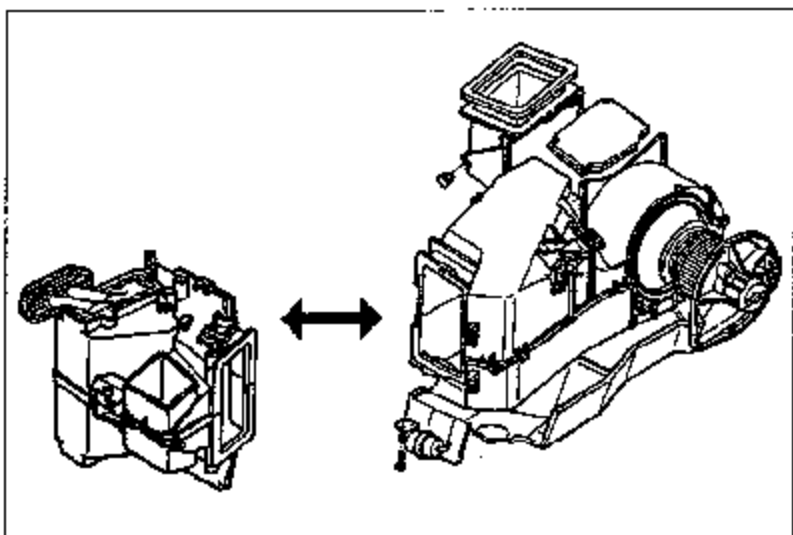
Caution:
Do not bend A/C lines



On drivers side, carefully pull heater box away from firewall for access

Remove all six securing clips – see arrows – holding heater box to evaporator/blower housing

• To remove the two clips on the firewall side use a thin screwdriver



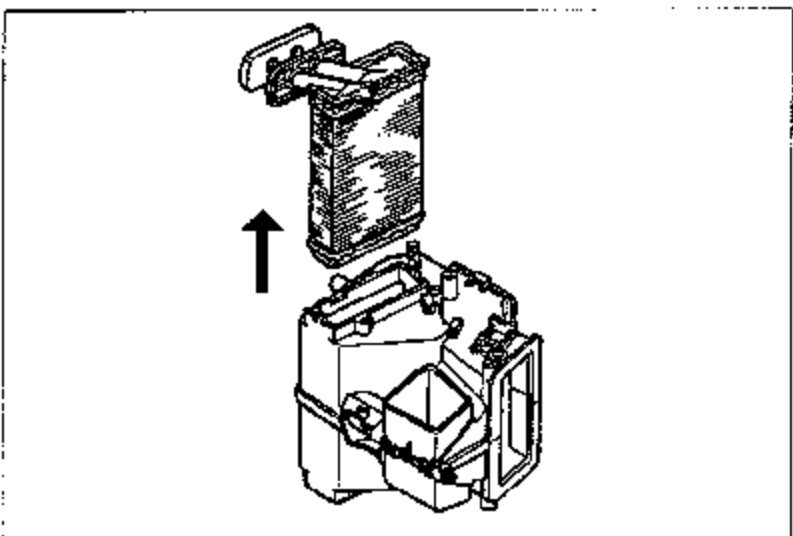
Separate heater box from evaporator/blower housing

Remove clip holding vacuum line

Remove vacuum lines going to heater box vacuum servo – mark line locations (only on factory equipped A/C vehicles)

Note:

Do not break flap control lever



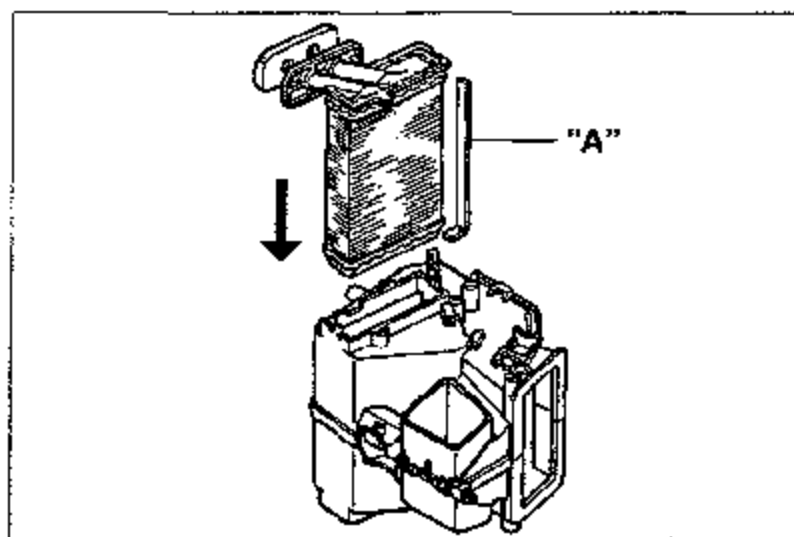
Carefully remove heater box from vehicle

Remove heat exchanger from heater housing – drain cooling fluid and discard heat exchanger

Clean inside of heater housing and remove any coolant traces or debris

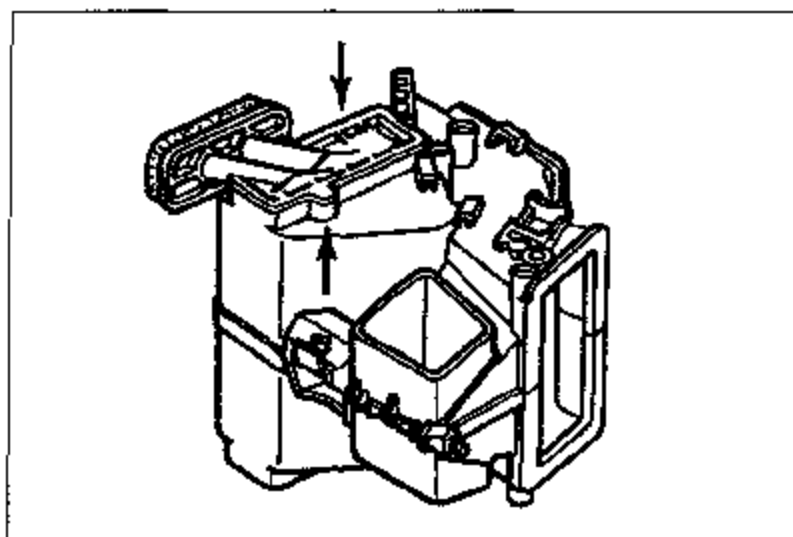
Check flap operation

Check sealing foam strip condition; replace, if necessary with locally available material

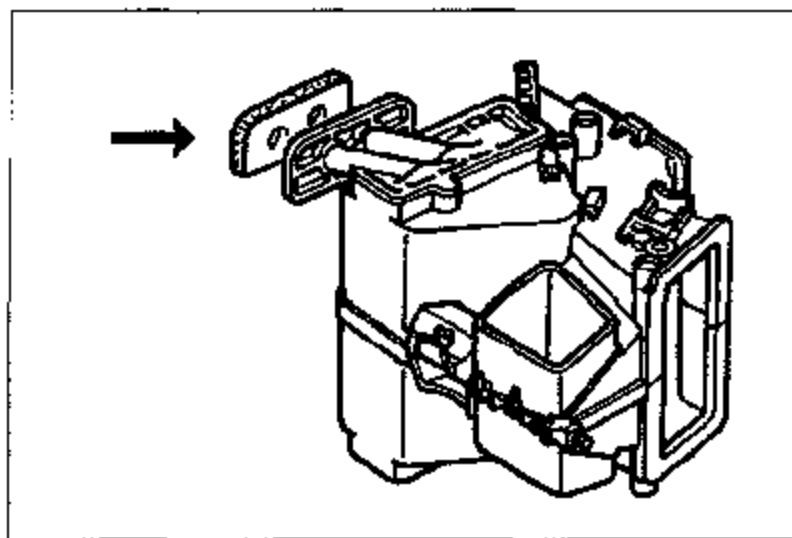


Install new heat exchanger, part number 1 H1 819 030 into heater housing; seat properly

Ensure that foam strips "A" are properly in place



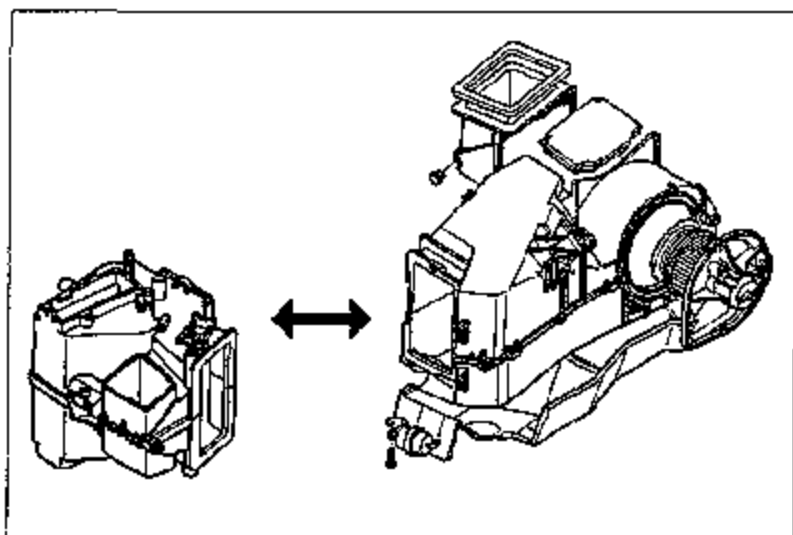
If retaining clips holding the heat exchanger in place are broken, secure with two metal screws, part number N 013 966 12 (see arrows)



Attach supplied new gasket, part number 191 819 019 to heat exchanger inlet/outlet pipes

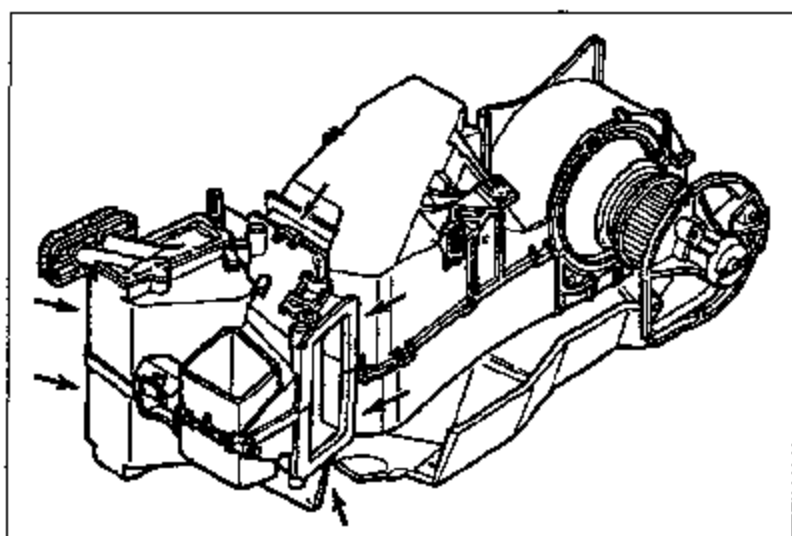
Ensure that gasket (see arrow) is in place

Place heater box back inside vehicle, reconnect vacuum lines (factory A/C vehicles only)



Align heater box to evaporator/
blower housing and slide
together

Secure heater box with all six
retaining clips starting with front,
top and bottom

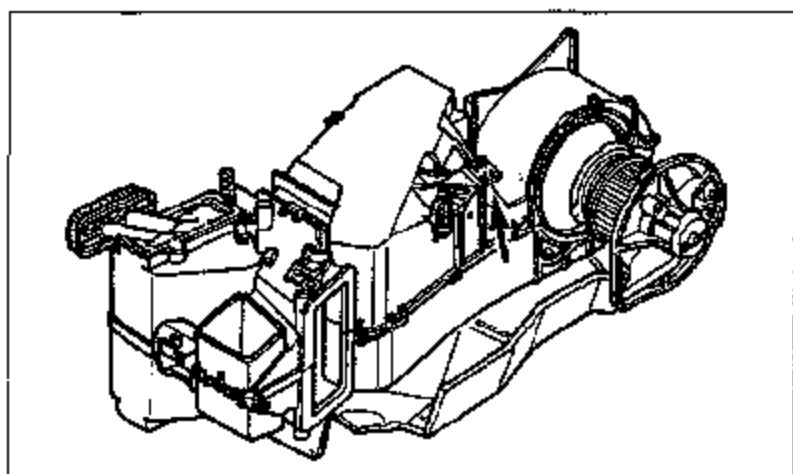


• Between firewall and heater box
carefully push up the two clips from
lower corner of edge or use caulking
strip to hold clip to right hand middle
finger and guide clip into position.
Either way, use middle finger to
secure clip

Reconnect temperature control
cable, reinstall trim plate and knobs

Reinstall footwell vent

Reinstall center defroster duct
vent housing and vent inserts



Retighten evaporator/blower housing
mounting bracket nut next to glove box
(see arrow)

Reinstall lower dashboard covers or
kneebar whichever is applicable

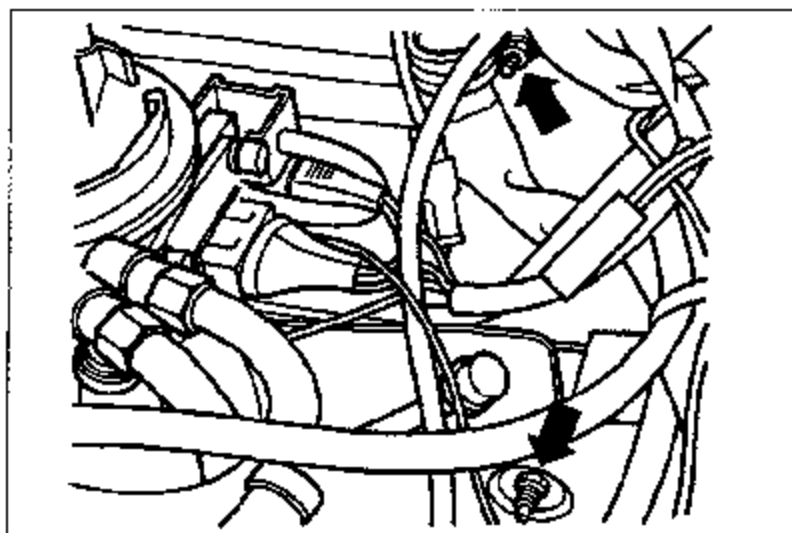
Reattach fuse box to kneebar if
applicable

Reattach electrical connection(s) to
center console and reinstall console

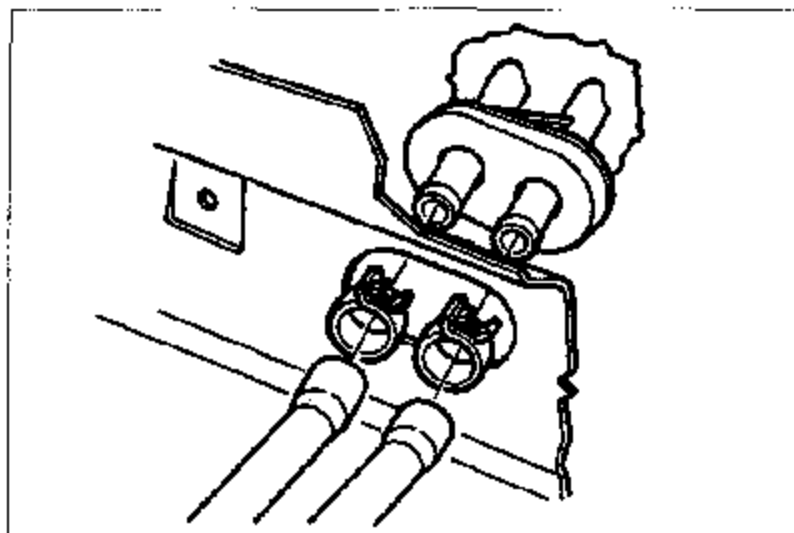
Reinstall shift cover and shift knob

Reinstall dashboard panels

ENGINE COMPARTMENT



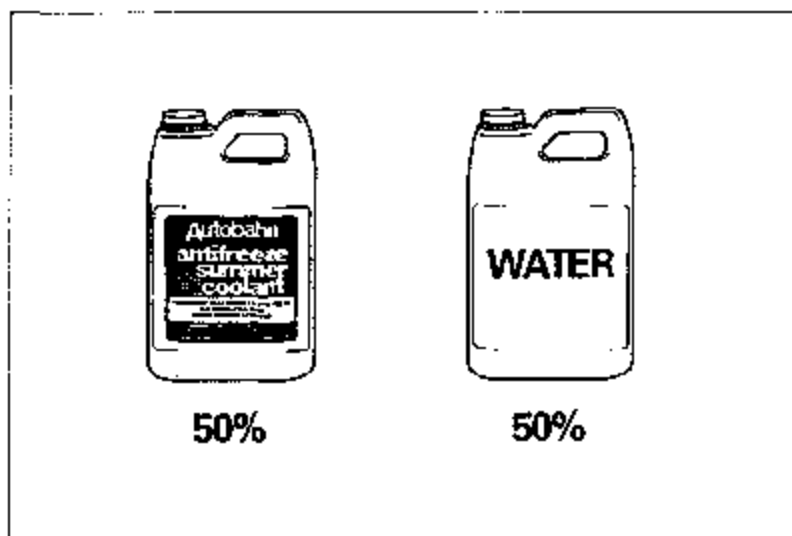
Reinstall and tighten two 6mm nuts holding heater box to firewall (see arrows)



Reconnect both heater hoses to new heat exchanger; using special VW pliers KL3385

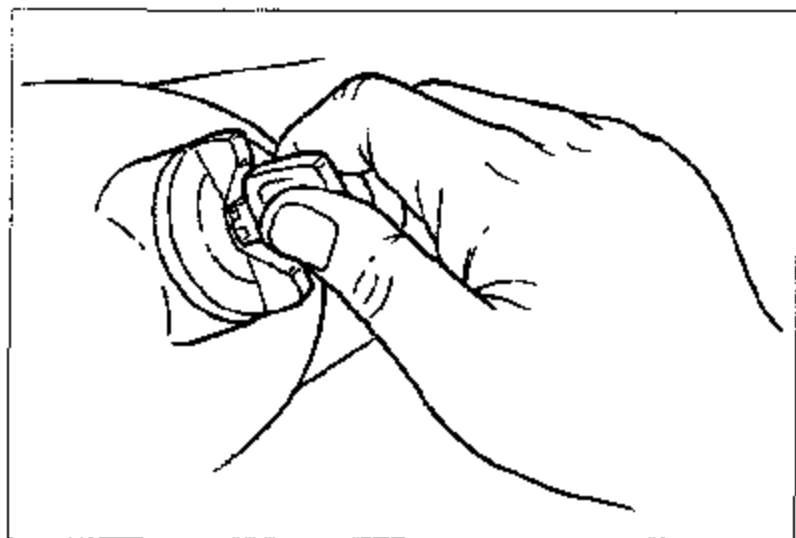
Loosely attach wire harness to heater hose using new tie wraps, part number N 020 902 1

Reconnect thermostat housing using new gasket, part number 059 121119



Refill cooling system with new mixture; use antifreeze, part number ZVW 237 104 and mix 50/50 with water prior to filling

Note:
It is imperative that system is filled with VW supplied phosphate-free antifreeze coolant mixture



Reconnect battery

Start engine and warm up to a point where the cooling fan cycles **at least once**

Check cooling system for leaks

Check proper function/operation of A/C and heating/ventilation system and controls

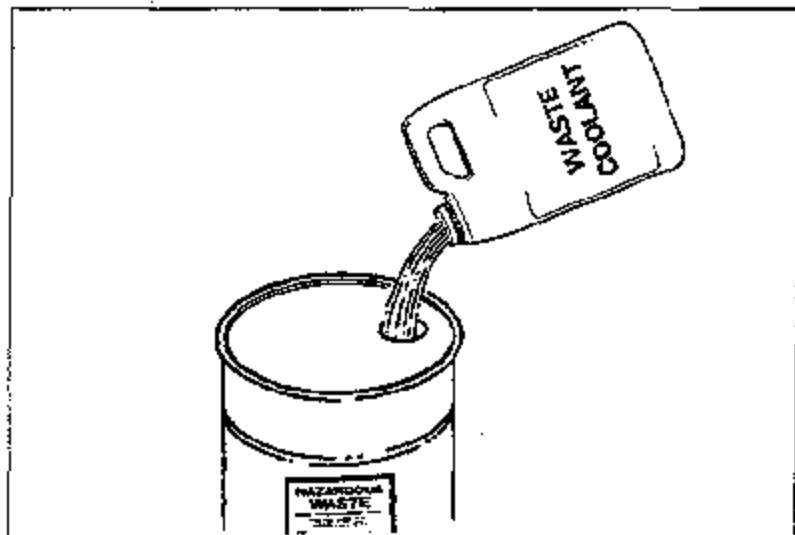
Check coolant level (maximum level)

Remove power saver

Check radio function

Close hood

COOLANT DISPOSAL



- Do not spill drained coolant fluid

- Store drained coolant fluid in appropriate container in accordance with your state or local requirements

- Dispose drained coolant fluid according to your state or local requirements

Volkswagen of America, Inc.

3900 Hamlin Road
Auburn Hills, MI 48326

tel. (313) 340-5000

October 20, 1992

Mr. Charles A. Gauthier, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

Subject: NHTSA Recall #92V-050
Replace Heat Exchanger
1985-91 Model Volkswagen Golf, GTI and Jetta Vehicles
Correction of Defect Information Report

Dear Mr. Gauthier:

We are writing to amend our Defect Information Report in this matter dated May 14, 1992.

Recent registration data obtained from R. L. Polk and Company discloses the number of vehicles subject to recall to be 609,499 rather than 675,000 as previously reported. We plan to use the corrected figure in all future correspondence, including quarterly completion reports.

Should you have any questions, please feel free to contact me at (313) 340-4350.

Sincerely,



Folker G. Rieflin
Product Compliance Manager

OFFICE
DEFECTS INVESTIGATION

27 OCT 27 AM 9:24

RECEIVED



Volkswagen of America, Inc.

92V-050

3800 Hamlin Road
Auburn Hills, MI 48326

Te. (313) 340-8000

June 26, 1992

RECEIVED
JUN 29 10:07

OFFICE
SALES INVESTIGATION

Certified Mail

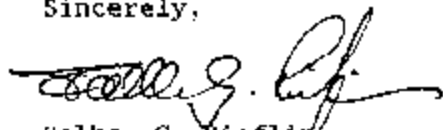
Mr. Charles Gauthier
National Highway Traffic Safety
Administration
U.S. Department of Transportation
400 Seventh Street SW
Washington, DC 20590

**SUBJECT: RECALL CAMPAIGN SD
1985 - 1991 VOLKSWAGEN GOLF, GTI AND JETTA
REPLACE HEAT EXCHANGER**

Dear Mr. Gauthier:

Pursuant to the requirements set forth in Part 573.5 of Title 49 of the Code of Federal Regulations, we are submitting a copy of the English and Spanish translation of the customer notification letters for the Volkswagen Interamericana Region.

Sincerely,



Folker G. Kieflin
Product Compliance Manager

/am

Enclosures



INTERAMERICANA



June 16, 1992

VOLKSWAGEN OF AMERICA, INC.
3800 Hamlin Road
Auburn Hills, Michigan 48326

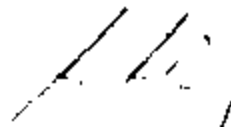
Attention: Mr. John von Hollen

Subject: Recall Campaign SD

Dear Mr. von Hollen:

Enclosed please find copies of our customer notification letters in the English and Spanish language.

Sincerely yours,


Volker Wehring
General Service Manager

VW:mr

Enclosures

INTERAMERICANA



June 1992

Subject: Recall Campaign SD
Replace Heat Exchanger

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

Your Volkswagen dealer will replace the heat exchanger in your vehicle with an improved unit.

Your Action

Please contact the Service Manager of one of the authorized Volkswagen workshops listed below for an appointment as soon as possible. The necessary work will take approximately two and one half hours and will, of course, be free of charge. Necessary repair instructions and replacement parts will be available at your dealer on July 13, 1992.

Euroclass Motors, Inc.
c/o Autos Vega, Inc.
Kennedy Ave. Km. 3,5 (Marginal)
San Juan, Puerto Rico 00936
Tel Nos: 782-4030, 782-4039

Robert Emeric A.V.S.
Calle 220 IC-15
Country Club
Carolina, Puerto Rico 00924
Tel. No. 757-8574

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Service Problem Help

If your dealer is unable to remedy the defect free of charge within a reasonable time, please call or write to:

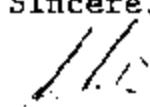
Interamericana Transport Industries, Inc.
Attn: Service Department
1150 N.W. 72nd Avenue
Miami, Florida 33126-1965
Tel No. 305-592-4980

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectations.

Thank you for driving a Volkswagen.

Sincerely,


Volker Wehring
General Service Manager

INTERAMERICANA



Junio 1992

Asunto: Campaña de Llamada de Servicio SD
Recall Campaign SD
Reemplazar Intercambiador Calorifero

Estimado Propietario de un Volkswagen:

Le estamos enviando esta notificación en conformidad con los requerimientos del National Traffic and Motor Vehicle Safety Act. Volkswagen ha determinado que un defecto relacionado con la seguridad del vehículo existe en algunos vehículos Volkswagen Golf, GTI y Jetta de los años modelos 1985 hasta la producción inicial de 1991. Nuestros archivos muestran que su vehículo es uno de los vehículos involucrados en esta acción de Llamada de Servicio.

Descripción del Defecto

El sistema de calefacción de su vehículo utiliza un intercambiador calorífero, montado dentro de la caja del evaporador debajo del tablero de instrumentos, para la distribución de aire caliente en el compartimiento de los pasajeros. Hemos encontrado que la tapa de plástico que conecta el intercambiador calorifero al sistema de refrigeración del motor puede quebrar permitiendo que el líquido refrigerante caliente escape al compartimiento de los pasajeros. Si esto ocurriese el líquido refrigerante puede hacer contacto con los pies del conductor del vehículo causando una lesión y puede causar que el parabrisas y los vidrios se empañen reduciendo la visibilidad. Esto puede resultar en un accidente.

Solución

Su agencia Volkswagen sustituirá el intercambiador calorifero de su vehículo con una unidad mejorada.

Su Acción

Por favor póngase lo antes posible en contacto con el Gerente de Servicio de uno de los talleres Volkswagen autorizados anotados a continuación para concertar una cita. El trabajo necesario tomará aproximadamente dos y media horas y será, por supuesto, libre de cargos. Las instrucciones para la reparación y repuestos necesarios estarán disponibles con los talleres Volkswagen a partir del 13 de julio de 1992.

Euroclass Motors, Inc.
c/o Autos Vega, Inc.
Kennedy Ave. Km. 3,5 (Marginal)
San Juan, Puerto Rico 00936
Tel. Nos. 782-4030, 782-4039

Robert Emeric A.V.S.
Calle 220 IC-15
Country Club
Carolina, Puerto Rico 00924
Tel. No. 757-8574

Precauciones

Si la luz testigo de la temperatura del líquido de refrigeración en el tablero de instrumentos de su vehículo luce, activar sus intermitentes de emergencia, pare su vehículo tan pronto usted pueda hacerlo en forma segura y comunicarse con su taller autorizado Volkswagen.

Ayuda de Problemas de Servicio

Si su taller falla o está incapacitado de remediar el defecto libre de cargos dentro de un tiempo razonable, favor llame o escriba a:

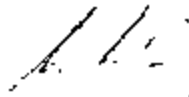
Interamericana Transport Industries, Inc.
Atención: Departamento de Servicio
1150 N.W. 72nd Avenue
Miami, Florida 33126-1965
Teléfono: 305-592-4980

Si aún no logra satisfacción usted puede enviar una queja a: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123.

Lamentamos cualquier inconveniente que este asunto pueda causarle. Sin embargo, como parte de nuestro compromiso para mantener su seguridad y satisfacción con nuestro producto, deseamos asegurar que su Volkswagen es seguro y rinda de acuerdo a sus expectativas.

Gracias por manejar un Volkswagen.

Sinceramente,



Volker Wehring
Gerente General de Servicio

JUN 9 1992

Mr. Folker G. Rieflin
Product Compliance Manager
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-111paw
92V-050

CONCURRENCES
RIG SYMBOL NEF-111
INITIALS/SIG Wallace
DATE 6/11/92
RIG SYMBOL NEF-111
INITIALS/SIG [Signature]
DATE 6-11-92
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Dear Mr. Rieflin:

This acknowledges receipt of your letter of May 14, 1992, concerning additional information on Recall Campaign No. 92V-050, Volkswagen (VW) Recall SD, involving the replacement of the heat exchanger on certain Volkswagen model vehicles.

An additional 25,000 vehicles are being included in this recall campaign, bringing the total number of vehicles involved to be 675,000. These additional models are 1990 and 1991 Golf, GTI, and Jetta vehicles manufactured in Mexico.

Since VW is planning to conduct a phased mailing on this recall, which should extend this recall for an additional 12-18 months, please provide 4 additional quarterly reports or until your company is notified otherwise by this office.*

If you have any questions concerning this matter, please contact Mrs. Patricia Wallace of my staff at (202) 366-5232.

Sincerely,

JI

James P. Talentino, Chief
Defect Identification Division
Office of Defects Investigation
Enforcement

NHTSA:NEF:ODI
PWALLACE:kjs:6-9-92
cc: NEF-01, NEF-10, NEF-11JPT
NEF-111 Subj/Working File
Document #L:\patw\92v050s.ack

Volkswagen of America, Inc.

May 14, 1992

CERTIFIED RETURN RECEIPT MAIL

Mr. Charles Gauthier
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

3800 Hamlin Road
Auburn Hills, MI 48326
Tel: (313) 340-5000

RECEIVED
92 MAY 12 11 51 AM '92
OFFICE
DEFECTS INVESTIGATION

92V-050

Dear Mr. Gauthier:

This supplements our defect information report of April 13, 1992 concerning the replacement of the heat exchanger on Volkswagen Golf, GTI and Jetta vehicles.

First, we wish to report that we are including 1990 and some 1991 model Golf, GTI and Jetta vehicles manufactured in Mexico into recall code SD. These additional vehicles are included in the information provided below.

Model Year : 1985 through early production
1991 model year

Month/Year of
manufacture : August 1984 through October 1990.

VIN Range : VW
3VW _ _ _ 1G_KM000001 - 3VW _ _ _ 1G_MM023331

Number of Vehicles Affected

Approximately 25,000 additional vehicles are potentially affected by this recall.

Secondly, we have decided upon and wish to report the details of our remedial plan. This plan includes the following actions:

1. Volkswagen will inform its authorized dealers to replace the heat exchanger in affected vehicles with a redesigned unit. This new heat exchanger is manufactured with a strengthened and reconfigured end-cap. Recall packages will be mailed to all dealers on or about May 15, 1992. The package contains a detailed, step-by-step work procedure to be followed by dealer service technicians.
2. Owners will be notified in accordance with the requirements of the National Traffic and Motor Vehicles Safety Act by letter proposed to be mailed on or about May 29, 1992.



Mr. Charles Gauthier
May 14, 1992
Page Two

3. We expect initial shortages of replacement parts. Owners of vehicles for which replacement parts are not immediately available will receive a recall letter in the form attached as Exhibit I.
4. Approximately 30,000 owners will receive a recall letter in the form attached as Exhibit II. These letters will be mailed to owners of the oldest vehicles affected by the recall, namely early model 1985 vehicles. Vehicles will be selected beginning with the first VIN number followed by other vehicles in number sequence.

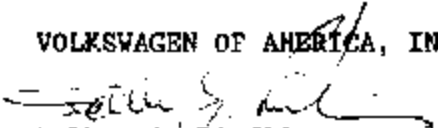
Thereafter we expect to mail approximately 30,000 to 40,000 letters monthly inviting owners for repair.

5. Volkswagen will use state motor vehicle registration data for owner notification mailings.
6. A press release was published on April 7, 1992 and no further releases are contemplated.

Should you have any questions, please do not hesitate to contact me at (313) 340-4850.

Sincerely,

VOLKSWAGEN OF AMERICA, INC.


Folker G. Rieflin
Product Compliance Manager

DRAFT

EXHIBIT I

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

We plan to replace the heat exchanger in your vehicle with an improved unit at no cost to you. We will contact you as soon as your dealer has parts available such as needed to perform the repair. You should expect to be notified again in writing in the next few months. In the meantime, we suggest that you observe the following:

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Volkswagen is making every effort to manufacture and supply its dealers with a sufficient number of parts to complete the necessary repairs as expeditiously as possible. If you are concerned about the safety of your car, please consult your dealer. We appreciate your patience until we can advise you that you can make the necessary arrangements for the repair.

Service Problem Help

If your dealer falls or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 800 822-8967

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectation.

Thank you for driving a Volkswagen.

Sincerely,

DRAFT

EXHIBIT II

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

Your Volkswagen dealer will replace the heat exchanger in your vehicle with an improved unit.

Your Action

Please contact the Service Manager of your authorized Volkswagen dealer for an appointment as soon as possible. The necessary work will take approximately two and one half hours and will, of course, be free of charge. Necessary repair instructions and replacement parts will be available at your dealer on June 1, 1992.

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 800 822-8967

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectation.

Thank you for driving a Volkswagen.

Sincerely,

ODI RESUME

INVESTIGATION : EA91-054 DATE CLOSED: 12-JUN-92
 SUBJECT : HEATER CORE FAILURE
 PROMPTED BY : PE91-114

PRINCIPAL ENGINEER: J.A. DUNSMOOR DID INVESTIGATOR: J. ABRAHAM

MANUFACTURER : *J.A. Dunsmoor* VOLKSWAGEN *J. Abraham*
 MODEL(S) : GOLF, GTI, JETTA, QUANTUM, & FOX

MODEL YR(S) : 1985-EARLY 1990 VEHICLE POPULATION: 896,224

SYNOPSIS: CATASTROPHIC HEAT EXCHANGER FAILURE RESULTS IN HOT COOLANT SCALDING OCCUPANT'S LEGS AND FEET.

FAILURE REPORT SUMMARY

BASIS:	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	46	138	184
ACCIDENTS:	35	21	56
INJ ACCID:	35	21	56
# INJURIES:	35	23	58
FAT ACCID:	0	0	0
# FATALS:			
OTHER:	1	0	1

DESCRIPTION OF OTHER: ALLEGATION OF HEAT EXCHANGER FAILURE IN A VW FOX

ACTION: THIS ENGINEERING ANALYSIS IS CLOSED. RECALL 92V-050

BRCH CHF *Thomas J. Lopez* DIV CHF *John J. Blum* OFC DIR *[Signature]*
6-12-92 6-12-92 6/12/92
 DATE DATE DATE

SUMMARY: THE HEAT EXCHANGER IS COMPOSED OF AN ALUMINUM CORE AND ALUMINUM TUBES THROUGH WHICH HOT COOLANT IS CIRCULATED. THE ENDS OF THE HEAT EXCHANGER ASSEMBLY ARE ENCLOSED IN FORMED PLASTIC END CAPS WHICH ARE CRIMPED TO THE ALUMINUM CORE ASSEMBLY. PIPES MOLDED INTO ONE OF THE END CAPS PROVIDE A MEANS FOR ATTACHMENT OF THE COOLANT INLET AND OUTLET HOSES.

IN A LIQUID COOLED ENGINE, THE ENGINE COOLING SYSTEM (RADIATOR, HOSES, ENGINE PASSAGES AND THE HEAT EXCHANGER) OPERATES AS A CLOSED SYSTEM. THE SYSTEM PRESSURE IS MAINTAINED BY THE RADIATOR CAP AT 10 TO 16 PSI ABOVE ATMOSPHERIC PRESSURE. THIS PERMITS BOTH A HIGHER ENGINE OPERATING TEMPERATURE AND MORE EFFICIENT TRANSFER OF HEAT FROM THE ENGINE.

ANALYSIS OF THE AVAILABLE INFORMATION HAS IDENTIFIED TWO SEPARATE MODES OF FAILURE OF THE HEAT EXCHANGER; LEAKS AND BURSTS. IN THE CASE OF LEAKS WITHIN THE COOLING SYSTEM, THE SYSTEM PRESSURE DROPS AND THE LEAKS ARE USUALLY IDENTIFIED THROUGH EITHER A DISTINCTIVE ODOR OF COOLANT OR AS A VISIBLE LIQUID WHICH WILL PUDDLE OR MAKE

JMD
6-12-92

STAINS ON CARPETS. THIS FAILURE MODE MAY CONTINUE FOR RELATIVELY LONG PERIODS OF TIME UNTIL REPAIRED. ODOR, STAINS, OR VISIBLE COOLANT ARE RECOGNIZABLE AND, WHILE BEING ANNOYING, PROVIDE OBVIOUS WARNING TO THE DRIVER TO TAKE CORRECTIVE ACTION AND SEEK SERVICE ATTENTION.

A SECOND FAILURE MODE IS A CATASTROPHIC BURST OF ONE OF THE PLASTIC END CAPS. CATASTROPHIC END CAP FAILURE IS EVIDENCED BY A SPLIT IN THE PLASTIC WALL SECTION PARALLEL WITH BUT SEPARATE FROM THE CRIMP JOINING THE END CAP TO THE ALUMINUM CORE. IT RESULTS IN THE SUDDEN RELEASE OF A VOLUME OF HOT ENGINE COOLANT UNDER PRESSURE INTO THE HEATER/AIR CONDITIONER PLENUM CHAMBER. THIS MAY BE DIRECTED ON TO THE FEET AND LEGS OF FRONT SEAT OCCUPANTS AND RESULT IN SCALDING BURNS. THIS FAILURE MODE WAS IDENTIFIED IN THE GOLF, GTI, AND JETTA VEHICLES.

EXAMINATION OF DATA AND OF FAILED UNITS SUGGESTS THAT SUCH FAILURE RESULTS FROM HEAT EXCHANGER PLASTIC END CAPS BEING TOO THIN TO WITHSTAND EXCESSIVELY HIGH TEMPERATURES AND OVERPRESSURES. CONTRIBUTING TO BURSTING FAILURE MAY BE ONE OR A COMBINATION OF THE FOLLOWING: ENGINE VIBRATIONS INDUCING FAILURE OF THE THIN WALL END CAP, ENGINE OVERHEATING FROM DIRTY OR DAMAGED RADIATOR, BLOCKED PASSAGES IN THE RADIATOR OR ENGINE, FAULTY ELECTRIC RADIATOR FAN, INOPERATIVE OR DEFECTIVE TEMPERATURE SENSOR, FUSE OR WIRING, OR A DEFECTIVE PRESSURE CAP.

VOLKSWAGEN HAS RECALLED THE GOLF, GTI, AND JETTA VEHICLES (92V-050) FOR REPLACEMENT OF THE HEAT EXCHANGERS WITH AN IMPROVED MODEL HAVING PLASTIC END CAPS MOLDED WITH THICKER WALL SECTIONS.

A COMPARISON WAS MADE BY ODI OF THE HEATING AND VENTILATING SYSTEMS FOR THE GOLF, GTI, JETTA, QUANTUM, AND THE FOX. THE AIR DISTRIBUTION SYSTEMS FOR THE QUANTUM AND THE FOX DIFFER FROM EACH OTHER AND FROM THE GOLF, GTI, AND JETTA IN CONFIGURATION AND IN PLACEMENT OF THE EXCHANGERS. THE QUANTUM AND FOX VEHICLES ARE EQUIPPED WITH HEATER CONTROL VALVES WHILE THE GOLF, GTI AND JETTA ARE NOT SO EQUIPPED.

THE VOLKSWAGEN QUANTUM HEAT EXCHANGERS ARE PRODUCED BY VOLKSWAGEN AG IN GERMANY AND ARE DIFFERENT FROM THOSE PRODUCED BY VALEO (FRANCE) FOR THE GOLF, GTI, AND JETTA. FURTHERMORE, THOSE PRODUCED BY SOFICA-BRAZIL (A SUBSIDIARY OF VALEO) FOR THE FOX ARE DIFFERENT FROM ALL OF THE ABOVE.

THE INVESTIGATION HAS FOUND NO EXAMPLES OF BURST HEAT EXCHANGERS FOR THE QUANTUM.

THE PETITIONER PROVIDED ONE REPORT OF AN ALLEGED BURSTING OF A HEAT EXCHANGER IN A FOX VEHICLE. THIS VEHICLE WAS IDENTIFIED AS A 1988 MODEL. IT WAS ALLEGED THAT BURNS WERE EXPERIENCED BY THE FRONT SEAT OCCUPANTS.

ODI EXAMINATION OF THE PLASTIC END CAP CONTAINING THE INLET AND

OUTLET PORTS CONFIRMED THAT IT WAS BURST OPEN.

THE VEHICLE OWNER ADVISED THE ODI THAT THE VEHICLE HAD BEEN PURCHASED AS A USED CAR AND THAT THE PREVIOUS MAINTENANCE HISTORY WAS NOT KNOWN. THE OWNER STATED THAT SHE HAD PARKED THE CAR WITH THE ENGINE RUNNING FOR APPROXIMATELY 10 MINUTES WHEN AN EXPLOSION OCCURRED AND "SLIGHT BURNS" WERE EXPERIENCED ON THE LEGS OF BOTH DRIVER AND PASSENGER BUT THAT MEDICAL ATTENTION WAS NOT REQUIRED. THE OWNER SAID THAT A NEIGHBOR BYPASSED THE HEAT EXCHANGER BY JOINING THE INLET AND OUTLET HEATER HOSES, THUS PERMITTING THE VEHICLE TO BE DRIVEN.

THE ODI REPRESENTATIVE DISCUSSED THE MATTER WITH THE REPAIRING DEALER AND WITH VOLKSWAGEN REPRESENTATIVES. THE FOLLOWING ARE EXCERPTS FROM THEIR REPORT:

THE AIRFLOW THROUGH THE RADIATOR WAS PARTIALLY OBSTRUCTED AS A RESULT OF AN ACCUMULATION OF INSECT RESIDUE AND OTHER DEBRIS LODGED BETWEEN THE RADIATOR'S COOLING FINS.

THE VACUUM LINE TO THE HEATER CONTROL VALVE WAS SPLIT FOR A DISTANCE OF APPROXIMATELY ONE HALF INCH CAUSING VACUUM TO LEAK FROM THE LINE AND THE HEATER CONTROL VALVE NOT TO FUNCTION.

THE HEATER CONTROL VALVE WAS FOUND IN A FULLY OPENED POSITION. THE OWNER INFORMED THE VWOA EXPERT THAT THE HEATER CONTROL LEVER WAS IN THE FULLY COLD POSITION AT THE TIME OF THE INCIDENT. IT SHOULD BE NOTED THAT THE ABSENCE OF VACUUM CAUSES THE VALVE TO OPEN EVEN THOUGH THE HEATER CONTROL LEVER IS IN THE FULLY COLD POSITION.

THE VOLKSWAGEN DEALER WHO REPLACED THE HEAT EXCHANGER ON APRIL 15, 1992, REPORTED THAT IT DIAGNOSED THE TEMPERATURE GAUGE AND THE TEMPERATURE WARNING LIGHT TO BE OPERATING PROPERLY AFTER THE INCIDENT.

THE DEALER DIAGNOSED THE COOLANT THERMO SWITCH TO BE NON-FUNCTIONAL CAUSING THE RADIATOR FAN TO BE NON-OPERATIONAL.

A REVIEW OF THE AVAILABLE INFORMATION INDICATES THAT:

WITH THE HEATER VALVE IN THE FULLY OPEN POSITION, ENGINE COOLANT IS CONSTANTLY BEING CIRCULATED THROUGH THE HEAT EXCHANGER.

WITH THE RADIATOR FAN NON-OPERATIONAL AND THE CAR PARKED WITH THE ENGINE IDLING FOR A PROLONGED PERIOD OF TIME, THERE WAS INSUFFICIENT AIR BEING PASSED THROUGH THE RADIATOR TO PREVENT OVERHEATING OF THE ENGINE. THE OWNER REPORTEDLY WAS NOT AWARE OF A HIGH TEMPERATURE INDICATION OR WARNING LIGHT EVEN THOUGH THE TEMPERATURE GAUGE AND THE TEMPERATURE WARNING LIGHTS WERE FUNCTIONAL. THE

INOPERATIVE COOLING FAN AND THE DEBRIS ON THE RADIATOR
WOULD HAVE CONTRIBUTED TO OVERHEATING OF THE ENGINE.

THE SINGLE REPORT ON THE FOX VEHICLES IS ISOLATED IN NATURE AND IS
NOT INDICATIVE OF A SAFETY-RELATED DEFECT.

SUBJECT: Safety Recall Campaign Supplementary Information

FROM: Patricia A. Wallace
Technical Analysis Branch

Pat W.

✓ **TO:** Jon White, Chief
Technical Analysis Branch

We have obtained additional information on the following safety recall campaign which should be entered into our system:

<u>Affected Safety Recall</u>	<u>Manufacturer</u>	<u>Subject</u>
92V-050	Volkswagen	Heat Exchanger

New Information:

Number of Involved: **675,000** (an additional 25,000 vehicles are being included)

Models Involved: **1991** Golf, GTI and Jetta models are now involved.

Volkswagen is including 1990 and 1991 Golf, GTI and Jetta vehicles that were manufactured in Mexico.

Modification Date: June 1, 1992

#

cc: Al Jimenez, Chief, Information Management Branch
J. Dunsmoor (EA91-054)

Volkswagen of America, Inc.

May 14, 1992

CERTIFIED RETURN RECEIPT MAIL

Mr. Charles Gauthier
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

RECEIVED
3800 Hamlin Road
Auburn Hills, MI 48326
92 MAY 19 11 51 AM '92
OFFICE
DEFECTS INVESTIGATION
(313) 340-5000

92V-050

Dear Mr. Gauthier:

This supplements our defect information report of April 13, 1992 concerning the replacement of the heat exchanger on Volkswagen Golf, GTI and Jetta vehicles.

First, we wish to report that we are including 1990 and some 1991 model Golf, GTI and Jetta vehicles manufactured in Mexico into recall code SD. These additional vehicles are included in the information provided below.

Model Year : 1985 through early production
1991 model year

Month/Year of
manufacture : August 1984 through October 1990

VIN Range : VWM
3VW _ _ 1G KM000001 - 3VW _ _ 1G MM023331

Number of Vehicles Affected

Approximately 25,000 additional vehicles are potentially affected by this recall.

Secondly, we have decided upon and wish to report the details of our remedial plan. This plan includes the following actions:

1. Volkswagen will inform its authorized dealers to replace the heat exchanger in affected vehicles with a redesigned unit. This new heat exchanger is manufactured with a strengthened and reconfigured end-cap. Recall packages will be mailed to all dealers on or about May 15, 1992. The package contains a detailed, step-by-step work procedure to be followed by dealer service technicians.
2. Owners will be notified in accordance with the requirements of the National Traffic and Motor Vehicles Safety Act by letter proposed to be mailed on or about May 29, 1992.



Mr. Charles Gauthier
May 14, 1992
Page Two

3. We expect initial shortages of replacement parts. Owners of vehicles for which replacement parts are not immediately available will receive a recall letter in the form attached as Exhibit I.
4. Approximately 30,000 owners will receive a recall letter in the form attached as Exhibit II. These letters will be mailed to owners of the oldest vehicles affected by the recall, namely early model 1985 vehicles. Vehicles will be selected beginning with the first VIN number followed by other vehicles in number sequence.

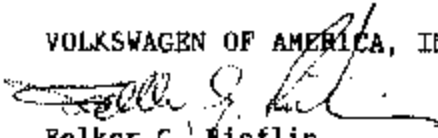
Thereafter we expect to mail approximately 30,000 to 40,000 letters monthly inviting owners for repair.

5. Volkswagen will use state motor vehicle registration data for owner notification mailings.
6. A press release was published on April 7, 1992 and no further releases are contemplated.

Should you have any questions, please do not hesitate to contact me at (313) 340-4850.

Sincerely,

VOLKSWAGEN OF AMERICA, INC.


Folker G. Rieflin
Product Compliance Manager

DRAFT

EXHIBIT I

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

We plan to replace the heat exchanger in your vehicle with an improved unit at no cost to you. We will contact you as soon as your dealer has parts available such as needed to perform the repair. You should expect to be notified again in writing in the next few months. In the meantime, we suggest that you observe the following:

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Volkswagen is making every effort to manufacture and supply its dealers with a sufficient number of parts to complete the necessary repairs as expeditiously as possible. If you are concerned about the safety of your car, please consult your dealer. We appreciate your patience until we can advise you that you can make the necessary arrangements for the repair.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
Toll-free Telephone: 1 800 822-8987

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, S.W., Washington, D.C. 20590. Telephone 1 (800) 424-9393 (Washington, D.C. area: (202) 366-0123).

We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectation.

Thank you for driving a Volkswagen.

Sincerely,

DRAFT

EXHIBIT II

May 1992

**Subject: Recall Campaign SD
Replace Heat Exchanger**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Safety Act. Volkswagen has determined that a defect which relates to motor vehicle safety exists in some 1985 through early production 1991 model Volkswagen Golf, GTI and Jetta vehicles. Our records show that your car is one of the vehicles involved in this recall action.

Defect Description

The heating system of your vehicle uses a heat exchanger mounted inside the air ventilation housing underneath the dashboard for heat distribution throughout the passenger compartment. We have found that the plastic end-cap connecting the heat exchanger core to the engine cooling system could rupture allowing hot coolant to escape into the passenger compartment. Should this happen, some of the coolant could contact the driver's feet causing injury and steam up the interior of the vehicle, impairing visibility. This may result in an accident.

Remedy

Your Volkswagen dealer will replace the heat exchanger in your vehicle with an improved unit.

Your Action

Please contact the Service Manager of your authorized Volkswagen dealer for an appointment as soon as possible. The necessary work will take approximately two and one half hours and will, of course, be free of charge. Necessary repair instructions and replacement parts will be available at your dealer on June 1, 1992.

Precautions

If the coolant temperature warning light on the instrument panel of your car illuminates, activate your emergency flasher, stop your vehicle as soon as you can safely do so and contact your Volkswagen dealer.

Service Problem Help

If your dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations 2F02
3800 Hamlin Road
Auburn Hills, MI 48326
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We regret any inconvenience this matter may cause. However, as part of our commitment to maintain your safety and satisfaction with our product, we want to make sure that your Volkswagen is safe and performs to your expectation.

Thank you for driving a Volkswagen.

Sincerely,

P 249 003 025

RECEIPT FOR CERTIFIED MAIL

NO INSURANCE COVERAGE PROVIDED
NOT FOR INTERNATIONAL MAIL
(See Reverse)

U.S.G.P.O. 1989-234-555

PS Form 3800, June 1985

Sent to		F. Rietlin
Street and No.		Volkswagen
P.O., State and ZIP Code		
Postage	\$	
Certified Fee		
Special Delivery Fee		
Restricted Delivery Fee		
Return Receipt showing to whom and Date Delivered		
Return Receipt showing to whom, Date, and Address of Delivery		
TOTAL Postage and Fees	\$	
Postmark or Date		92V-050 PAW

APR 24 1992

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Folker G. Rieflin
Product Compliance Manager
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-111paw
92V-050

Dear Mr. Rieflin:

This acknowledges receipt of your Defect Information Report on motor vehicles submitted in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports."

RECALL CAMPAIGN INFORMATION

NHTSA Recall Campaign ID Number: 92V-050

(Please refer to this number in all future correspondence.)

**NHTSA Contact: Jonathan D. White, Chief
Technical Analysis Branch**

Telephone: (202) 366-5227

Date of Letter: April 13, 1992

Number of Vehicles Recalled: 650,000 Volkswagen (VW) 1985 through 1990 Golf, GTI, and Jetta vehicles manufactured from August 1984 through January 1990.

Defect: If the engine overheats, the wall of the end cap connecting the heat exchanger's core to the engine cooling system can rupture and allow hot coolant to escape. Some of the coolant could contact the driver's feet, causing injury and will steam up the interior of the vehicle, impairing visibility.

This recall was the subject of an Engineering Analysis, EA91-054, conducted by the Office of Defects Investigation.

CONCURRENCES
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ADDITIONAL INFORMATION REQUIRED

In order for us to complete our file on this matter, please provide the following additional information:

Under Part 573.5(c)(8), we request that VW identify and describe how the remedial program will be conducted. It is otherwise assumed that this recall shall begin nationally, and uniformly, within 30 calendar days. We request that VW provide a proposed schedule for the implementation of this recall. The schedule should include, but not be limited to, the date the manufacturer press release to the media will be published, the date(s) of notification to distributors and dealers/retailers, and the date(s) of notification to purchasers. Identify the date on which parts necessary for remedy of this recall will be available. The schedule must also include an explanation for any delay in the implementation of this recall.

Please provide this information, referencing the National Highway Traffic Safety Administration identification codes, to this office **by May 20, 1992.**

VW is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership.

You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

NOTIFICATION TO PURCHASERS

Notification to purchasers should begin as soon as possible. A draft copy of the notification documents may be submitted to this office by telefax (fax: 202-366-7882) for review prior to mailing. A final copy of all the notification documents must be submitted to this office within 5 working days after the documents are first sent to purchasers and dealers as required in Part 573.5(c)(9).

QUARTERLY STATUS REPORTS

The first quarterly status report for this campaign, as required in Part 573.6, is required to be submitted within 25 working days after the close of the calendar quarter in which notification to purchasers begins. For instance, the current calendar quarter ends on June 30, 1992, and the first quarterly report for recalls where owner notification begins in this quarter is due by August 4, 1992.

For the first quarterly report, we request that VW identify the number of vehicles which were returned or otherwise remedied prior to sale to owners.

Quarterly reports are due for the first 6 consecutive quarters once owner notification has begun. In the case where the recall appears to be completed, quarterly reporting is required until your company is notified otherwise by this office. Each report is due within 25 working days after the close of the respective quarter.

Sincerely,

James P. Talentino, Chief
Defect Identification Division
Office of Defects Investigation
Enforcement

NHTSA:NEF:ODI
PWALLACE:kjs:4-15-92
Assign to: Powertrain
cc: NEF-01, NEF-10, NEF-11:JPTalentino
NEF-111 Subj/Working/Chron File
NEF-12 J. Dunsmoor (EA91-054)
Document #c:\wp51\pat\92v050.ack

INFLUENCED RECALL CAMPAIGNS

NAME OF MANUFACTURER :	<u>Volkswagen</u>
SUBJECT OF RECALL :	<u>Heat exchange system</u>
RECALL CAMPAIGN NUMBER :	<u>92V-050</u>
ACTION THAT INFLUENCED RECALL	
ODI INFLUENCED:	
Action No.	<u>EA 91-054</u>
DED Investigator	<u>J. Dunsmoor</u>
DID Investigator	<u>Tex-Lin Dickey</u>
OVSC INFLUENCED:	
Action No.	_____
OVSC Investigator	_____

Volkswagen of America, Inc.

3800 Hamlin Road
Auburn Hills, MI 48326

Tel. (313) 340-5000

April 13, 1992

92V-050 (01)

Mr. William A. Boehly
Associate Administrator For Enforcement
National Highway Traffic Safety Administration
U. S. Department of Transportation
400 Seventh Street, S.W.
Washington, D. C. 20590

RECEIVED
APR 14 PM 1:13
OFFICE
DEFECTS INVESTIGATION

**SUBJECT: 1985-90 VOLKSWAGEN GOLF, GTI, JETTA
REPLACE HEAT EXCHANGER
VOLKSWAGEN RECALL CODE SD**

Dear Mr. Boehly:

This information is submitted in accordance with the requirements Title 49, Part 573 of the Code of Federal Regulations.

573.5 (c) (1) Manufacturer's Name
Volkswagen AG (VWAG)
Volkswagen of America, Inc. (VWoA)
Volkswagen de Mexico, S.A. de C.V. (VWM)
Importer:
Volkswagen of America, Inc. (VWoA)

573.5 (c)(2)(i) Identification of Vehicles

Make : Volkswagen
Line : Golf, GTI and Jetta vehicles
Model Year : 1985 through early production 1990 Model
Year

Month/Year
of Manufacture : August 1984 through January 1990.

VIN Range:

VWAG : WVW 1 FW000001 - WVW 1G LW416005
VWOA : 1VW 1 FV000001 - 1VW 1 KV018693
VWM : 3VW 1G KM000001 - 3VW 1G LM018295

Other Description: None

573.5 (c) (3) Number of Vehicles Affected

Approximately 650,000 vehicles are potentially affected by this recall.



573.5 (c) (4) Percentage of Vehicles Containing Defect

The percentage of vehicles estimated to actually contain the defect cannot be determined accurately, but is estimated to be small.

573.5 (c) (5) Defect Description

The affected vehicles are equipped with a heat exchanger located inside the air ventilation housing which is mounted against the firewall underneath the dashboard.

If the engine overheats, it is possible that the wall of the end cap connecting the heat exchanger's core to the engine cooling system could rupture and allow hot coolant to escape. Should this happen, some of the coolant could contact the driver's feet, cause injury and steam up the interior of the vehicle, impairing visibility.

573.5 (c) (6) Basis for Defect Determination

Reference is made to the correspondence with NHTSA (Reference Numbers NEF-121jad; PE91-114, and NEF-121jad; EA91-054), recent owner complaints and an extensive investigation undertaken by Volkswagen engineers. Based on this information, Volkswagen has determined that the potential for rupture of the heat exchanger presents a risk to motor vehicle safety requiring remedial action.

573.5 (c) (7) Noncompliance Test Result

Not applicable.

573.5 (c) (8) Proposed Remedial Program

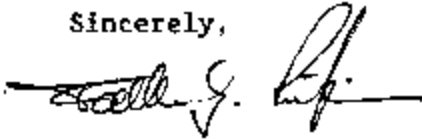
Volkswagen United States, Inc. is in the process of developing a detailed remedial plan. This plan will define the scope of the repairs as well as the format and time schedule of owner notification.

Volkswagen United States, Inc. plans to present to the NHTSA its remedial plan on or shortly after April 22, 1992.

573.5 (c) (9) Submission of Communications

A representative copy of all notices, bulletins, repair instructions and other communications to distributors, dealers and owners will be submitted to the NHTSA not later than five (5) days after the owner notification mailing.

Sincerely,



Folker G. Rieflin
Product Compliance Manager

920-050

Media Information



Volkswagen United States, Inc.
Public Relations
3800 Hamlin Road
Auburn Hills, MI 48026
Fax: (313) 340-5045

FINAL DRAFT
FOR RELEASE:
Tuesday, April 7, 1992

CONTACT: Larry Nutson - (313) 340-5054

VOLKSWAGEN RECALLS GOLF, GTI AND JETTA VEHICLES.

AUBURN HILLS, MICH. -- Volkswagen United States, Inc. today announced the voluntary recall of approximately 650,000 Volkswagen vehicles to correct the vehicle's heat exchanger system. The vehicles involved are 1985 through early-1990 Golf, GTI, and Jetta models.

The heat exchanger, which is part of the engine's cooling system and is located underneath the instrument panel, generates the heat used to warm the vehicle's interior. If the engine overheats, the heat exchanger could be damaged and rupture allowing hot engine coolant to enter the passenger compartment with the potential of causing injury. In a few cases drivers have incurred skin injuries due to this failure.

Volkswagen United States will notify owners of all affected vehicles by letter in early May and offer to repair their vehicle free of charge.

Owners who have experienced engine overheating in the past or experience overheating now, indicated by the coolant temperature warning light, or who are otherwise concerned about the safe performance of the cooling system of their vehicle, should immediately contact their Volkswagen dealer for an inspection and any necessary repair.

Late model 1990 and 1991, and subsequent model year Golfs, GTIs and Jettas are not affected by this recall.

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