Dear Volkswagen Dealer:

This is to inform you of the initiation of a voluntary safety recall involving some 1999 model Volkswagen Passat vehicles. The recall involves the replacement of tie rod ends, and extends the VIN range of the previously announced UL recall.

**Problem Description**

It is possible that the dust/moisture seals of the affected vehicles’ tie rods may not seal properly resulting in premature wear.

**Vehicle Identification Number Range**

The vehicles affected by this recall are within the following vehicle identification number range:

\[ \text{WVW}_\ldots _3B\_XE124134 \quad - \quad \text{WVW}_\ldots _3B\_XE467500 \]

*Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN range, requires the corrective work.*

**Note:** Volkswagen will not reimburse under this recall **any duplicate recall repair work or a repair outside the VIN range.**

**Remedial Action**

Replace left and right side tie rod ends, if necessary.

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Important: Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!
Owner Notification Mailing

Volkswagen of America, Inc. will mail first class notification letters to all known owners of affected vehicles on or about February 5, 2001. A copy of the owner letter is enclosed in this circular.

Vehicle Allocation

By separate mail, we will furnish to you a computer list containing information for the vehicles of owners who may reside within your area of responsibility.

Dealer Inventory 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 relating to motor vehicle safety. It is, therefore, imperative that any vehicle in your dealer car inventory, and showing the WL code in the OTIS system, is updated with replacement of the tie rods prior to sale.

Parts Information

We will automatically ship to you a supply of replacement tie rod kits, part number 8D0 498 998A, based on your additional vehicle allocation count. Additional required parts must be ordered by you from your facing parts depot. Please refrain from over-ordering this kit; you may be required to return excess inventory.

Work Procedure

Section A – Tie Rod End Material Check

- Lift vehicle on hoist
- Using a magnet, check material of tie rod end
- If tie rod end material is steel (magnet is attracted to it) no further work is required, lower vehicle on hoist

If material is aluminum (magnet is not attracted to it) proceed to Section B

Section B – Tie Rod End Replacement

- Remove both front wheels
- Loosen lock nut holding tie rod end to tie rod
- Remove bolt holding tie rod end (ball joint) in bearing housing, loosen lock nut holding ball joint shaft and remove shaft out of bearing housing
- Unscrew tie rod end from tie rod
- Remove lock nut from tie rod end and install on new tie rod from kit (8D0 498 998 A)
- Screw new tie rod end into tie rod and tighten lock nut (40 Nm or 30 ft lb)
- Insert ball joint shaft into bearing housing and secure with bolt (7 Nm or 62 in lb)
- Tighten lock nut to hold ball joint shaft (50 Nm or 37 ft lb)
- Repeat procedure on the opposite side of the vehicle
- Reinstall both front wheels and tighten (120 Nm 89 ft lb)
- Remove vehicle from hoist
- Check and align front end

**Time Requirements/Reimbursement**

To ensure prompt and proper payment, be sure to enter only claims for vehicles which show the **WL** recall code in the OTIS campaign inquiry system on the day of repair.

**WL Data Entry Procedure**

<table>
<thead>
<tr>
<th>Repair Code</th>
<th>Time</th>
<th>Units</th>
<th>Work Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>WL 11</td>
<td>20 T.U.</td>
<td></td>
<td>- Check for steel tie rod end material using a magnet; if magnet is attracted, no further work required</td>
</tr>
<tr>
<td>WL 12</td>
<td>260 T.U.</td>
<td></td>
<td>- Replace tie rod ends, align front end (1) Tie Rod Kit 8D0 498 998A</td>
</tr>
</tbody>
</table>

**Important:** Must enter $7.00 in Sublet Labor field for vehicle vacuum/wash. Must enter $25.00 in Loaner field, *if applicable.*

The system automatically enters the part number and labor applicable to the above listed code.

For vehicles that are unreachable, please enter into the system one of the codes indicated as applicable:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WL 20</td>
<td>Customer Refused Repairs</td>
</tr>
<tr>
<td>WL 30</td>
<td>Total Loss</td>
</tr>
<tr>
<td>WL 40</td>
<td>Vehicle Stolen</td>
</tr>
<tr>
<td>WL 50</td>
<td>Vehicle Exported</td>
</tr>
</tbody>
</table>
Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: WL00
Damage Code: 0099

Parts Manufacturer – LME
Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Check for steel tie rod end material using a magnet, if magnet is attached, no further work required.

Repair operation: 0183 00 99 20 T.U.

-OR-

Criteria 01 – Replace tie rod ends, align front end

Repair operation: 4879 55 99 260 T.U.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Part Number</th>
<th>Part Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>8E0 419 811B</td>
<td>Tie Rod End</td>
</tr>
<tr>
<td>2</td>
<td>N 102 86110</td>
<td>Nut</td>
</tr>
</tbody>
</table>

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs
Fax the Repair Order to the warranty team at (248) 754-4734 (U.S) and (905) 428-4811 (CAN).
Provide the VIN, applicable Service Number, Customer information, Dealer number and date.
Additional Campaigns
Some of the affected vehicles may also be involved in an additional corrective action(s). Please check the OTIS campaign inquiry system so that any additional work can be done simultaneously.

Recall Verification
For verification, always check the OTIS campaign inquiry system. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid.

Dealer Obligation
To ensure customer satisfaction, as well as minimize inconvenience to your customers, you are urged to service each vehicle at the scheduled service appointment time, offer and supply a loaner vehicle for the day, if necessary, and make sure that each vehicle is returned to the customer washed and cleaned inside. Do not let any customer wait longer than necessary for the recall repair service of the vehicle. Every effort should be made to reduce any inconvenience to customers.

Service Help
If you have any questions regarding this or any other recall or service action, please call (248) 340-4734.

Dealer Personnel Information
Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,

John von Hollen
Product Compliance
February 2001

Subject: Recall Campaign WL
Replace Tie Rod Ends

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 1999 model Volkswagen Passat vehicles. Our records show that your Volkswagen Passat is one of the vehicles affected by this voluntary safety recall action.

Defect Description
It is possible that a seal which is designed to prevent moisture and/or dust particles from entering the swivel bearing of the steering system’s tie rod ends may not seal properly. Moisture and/or dust entering the swivel bearing could cause premature wear of the bearing over a period of time. If this happens, the steering mechanism will feel loose and could result in diminished steering control with the potential of an accident.

Repair Schedule
Parts including the necessary installation instructions are available at authorized Volkswagen dealers.

Anticipated Repair Time
The recall work, which includes front-end alignment, will take approximately two and one-half hours. Your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. The work will, of course, be performed at no cost to you.

What You Need To Do
Please contact the Service Department of your authorized Volkswagen dealer and schedule an appointment. Also please present the enclosed form which identifies your vehicle to your dealer when you bring your Volkswagen in for the service.

Precautions You Can Take
If, prior to the time that the corrective work is performed, you experience a “knocking” sound from your steering assembly, especially while driving over rough road conditions, or feel “loose” steering, please contact your authorized Volkswagen dealer as soon as you can do so.

Lease Vehicle
If the vehicle identified in this recall is a leased vehicle and you, the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee.
Service Help from Us
If your authorized Volkswagen 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 (WL)
3800 Hamlin Road
Auburn Hills, MI 48326-2855
Toll-free telephone: (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 SW, Washington, DC 20590. Telephone: (888) 327-4236.

We regret any inconvenience this matter may cause you; however, we want to make sure that your Volkswagen Passat is safe and operates to your satisfaction.

Thank you for driving a Volkswagen.

Sincerely,

John von Hollen
Product Compliance