



Compliance Recall Circular

Code: **UW**

April 2003

Subject: 2000-2001 Model Year Volkswagen Vehicles Affix Child Restraint Anchorage Locator Marker

Dear Volkswagen Dealer:

This is to inform you a compliance recall campaign involving 2000 through 2001 model year Volkswagen Jetta, Golf, Cabriolet and New Beetle vehicles. The action involves the availability and use of locator for attaching a specific child restraint equipped with tether and lower anchorage straps ("LATCH" equipment).

Problem Description

Volkswagen has determined that the affected vehicles do not fully comply with the new Federal Motor Vehicle Safety Standard F.M.V.S.S. No. 225 (Isofix). The standard requires that the Child Restraint Anchorage location (CR), which was inadvertently omitted during production, must be identified.

Remedy

Identify the rear seat anchorage points with round seat markers indicating where a child restraint must be affixed to the rear seatback anchorages, as shown in the enclosed owner instructions. Vehicle owners are being asked to affix these markers themselves or ask their dealer to affix them. In the event you have been asked to affix the markers, please ensure that the Owner's Manual is updated as well with a Supplement Child Restraint Installation in Volkswagen Models LATCH System (Booklet 3.5). The "Owner Reply Card" need not be returned because you update our records when your electronic reimbursement request is submitted.

Vehicle Identification Number Ranges

The vehicles, which are affected, are within the following vehicle identification number ranges:

Jetta Sedan

3VW__ _9M_YM000001 - 3VW__ _9M_1M051136

Golf

__W__ _1J_Y_000001 - __W__ _1J_1_210100

Cabrio

3VW__ _1V_YM000001 - 3VW__ _1V_1M803949

Beetle

3VW__ _1C_YM000001 - 3VW__ _1C_1M423033

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

Volkswagen of America, Inc.

Owner**Notification Mailing**

Volkswagen of America, Inc will mail to owners, on or about May 9, 2003, first class notification letters followed by a boxed package containing installation instructions, one set of four (4) seat markers, a special guide tool, and the Supplement Child Restraint Installation in Volkswagen Models LATCH System (Booklet 3.5) with which to update their Owners' Manual. Also included is a set of 4 guidance fixtures that can be installed as an option to the round markers. The guidance fixtures are shown in the Supplement Child Restraint Installation in Volkswagen Models LATCH System (Booklet 3.5).

Vehicle**Allocation**

There will be no vehicle allocation list issued for this recall.

Replacement**Procedure**

Included in this package is a copy of installation instructions that will be enclosed with each owner's boxed package.

Parts Supply

There are no parts required, however; we will automatically ship to you, free of charge, and prior to owner notification, a small supply of boxed packages containing seat markers, special guide tool, Supplement Child Restraint Installation in Volkswagen Models LATCH System (Booklet 3.5) with which to update vehicle Owner's Manuals and guidance fixtures.

Installation Instructions

See attached.

Time Requirements/**Reimbursement****UW Data Entry Procedure**

Repair Code <small>(Damage Code Field)</small>	Time Units	Work Scope
UW 11	10 T.U.	Affix markers; update Owner's Manual with a <u>Child Restraint Installation in Volkswagen Models LATCH System</u> (Booklet 3.5)

The system automatically enters the labor indicated above.

Service**Help****Dealer****Personnel****Information**

PLEASE INFORM AND/OR PROVIDE A COPY OF THIS COMMUNICATION TO EVERY PERSON IN YOUR DEALERSHIP WHO HAS CAMPAIGN-RELATED RESPONSIBILITIES.

Thank you for your cooperation,

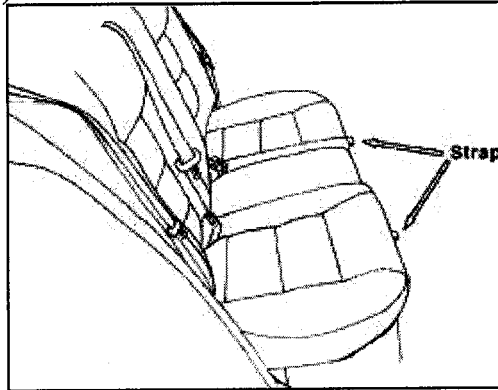
Sincerely,

John von Hollen

UW Recall Instructions

Anchorage Locator Placement

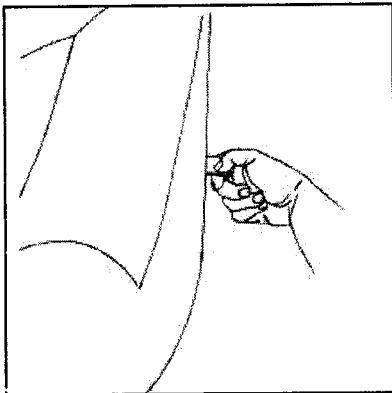
- Open either rear door
- Locate looped strap (-arrows-) at lower front of rear seat cushion



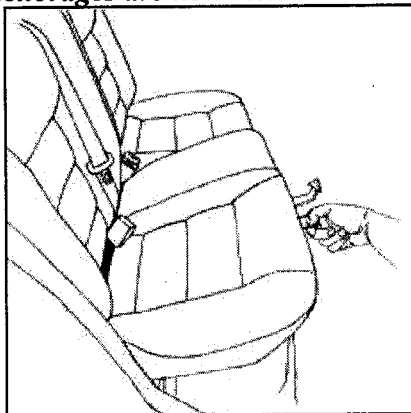
Move Rear Seat Cushion Forward

- Pull up on looped strap while pulling seat cushion partially forward

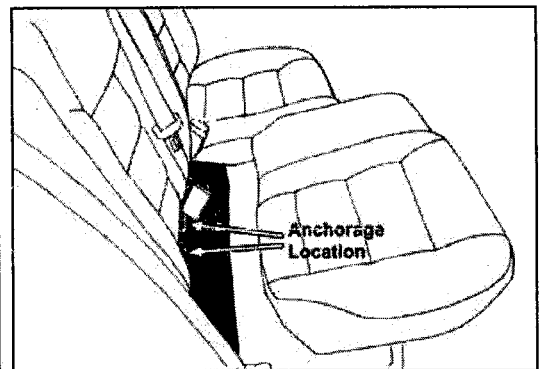
NOTE: Two lower anchorages are now visible and accessible



1st STEP

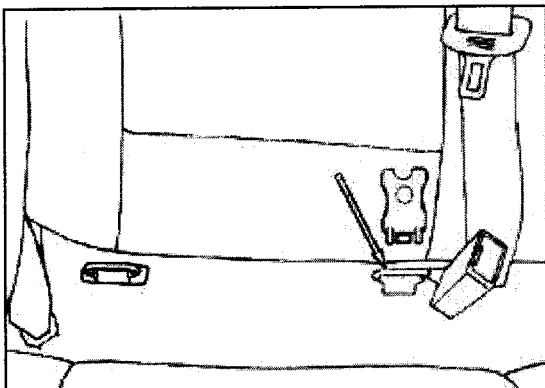


2nd STEP

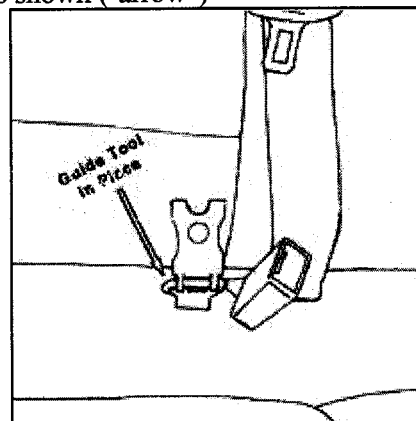


Using the Enclosed Special Tool Guide Clip

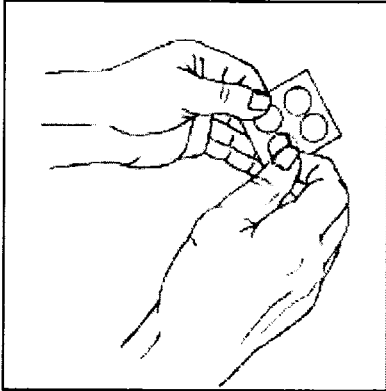
- Clip special guide tool to top of anchorage as shown (-arrow-)



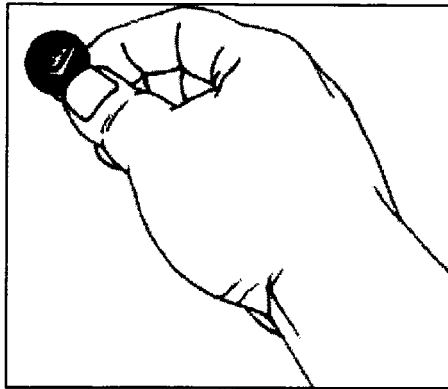
3rd STEP



- Peel one (1) supplied marker from the protective backing

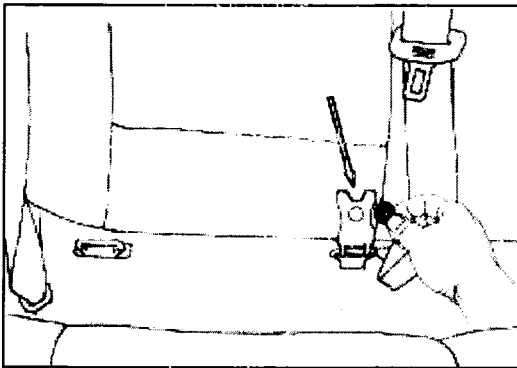


4th STEP

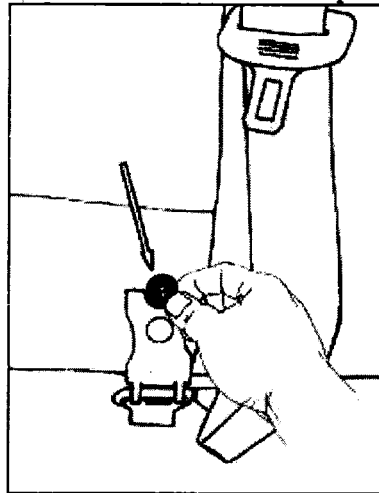


NOTE: BEFORE APPLYING MARKER, PLEASE ENSURE THAT CHILD RESTRAINT SYMBOL IS POSITIONED UPRIGHT

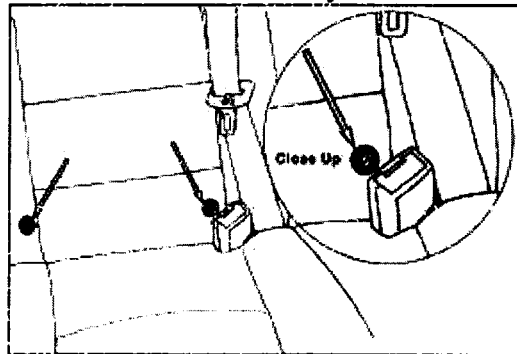
- Apply marker to rear seatback, using the “half moon” curve at the top of the guide as a locator (arrow)



5th STEP



- The anchorage locator markers have been correctly affixed and seat cushions must be pushed back into position.



6th STEP

- Repeat procedure (Steps 3 through 6) for the second anchorage on that side
- Repeat the complete procedure for opposite side rear seat
- Push seat cushions back into position
- Properly dispose of guide tool

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 754-5000

DRAFT

May 2003

**Subject: Compliance Recall Campaign - UW
Child Restraint Anchorage Locator**

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 some 2000 and 2001 model Volkswagen vehicles fail to fully conform to Federal Motor Vehicle Safety Standard No. 225 – Child Restraint Anchorage Systems (CR). Our records show that you are the owner of one of these vehicles.

Federal Motor Vehicle Safety Standard 225 requires that the Child Restraint Anchorages (CR) installed in your vehicle's rear seats be identified by markers, and their location and use be described in your Owner's Manual.

Your Volkswagen was factory equipped with Child Restraint Anchorages which have not been marked or described in your Owner's manual, as required by federal regulation.

In order to correct this non-compliance, we will ship to you in a separate package, via the US Postal Service, a Supplement to your Owner's Manual entitled Child Restraint Installation in Volkswagen Models LATCH System, which contains supplemental instructions for child restraint tether strap installation and a description of the seat markers for the lower anchorages. Upon receipt of the new Owner's Manual Supplement booklet 3.5, please remove and discard the Supplement booklet that was initially supplied upon delivery of your vehicle.

The package will also include one set of four (4) guidance fixtures which are intended for use in conjunction with child restraints equipped with rigid or semi-rigid lower anchorage attachments as described in the Owner's Manual Supplement. Please be aware that the guidance fixtures are for *optional* installation and are illustrated in your Supplement Child Restraint Installation in Volkswagen Models LATCH System booklet.

Finally, you will receive four (4) round markers and a template for placing them on the lower seatback immediately above each of the four Child Restraint Anchorage points (2 for each seat). You may install the markers yourself, or if you prefer, you may have the markers affixed, free of charge, by your authorized Volkswagen dealer. The service will take just a few minutes. In either case, as soon as the markers have been affixed, we ask that you **please complete and return to us the self-addressed, postage-paid "Owner Reply Card" enclosed with this letter.**

If you have already incurred "out of pocket" expenses for installation of the rear seat Child Restraint Anchorage Locator markers, please make a copy of the repair order and mail the original together with a cover note to the address below. We would be pleased to review your request for reimbursement. 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: Recalls – 3F03 (UW)
3800 Hamlin Road
Auburn Hills, MI 48326
1-866-VWOA USA
1-866-896-2872

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway 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, however, we want to make sure that your Volkswagen complies with all federal requirements.

Thank you for driving a Volkswagen.

Sincerely,

John von Hollen
Product Compliance

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT 107 PONTIAC, MI

POSTAGE WILL BE PAID BY ADDRESSEE

VOLKSWAGEN OF AMERICA, INC.
ATTENTION: PRODUCT COMPLIANCE - 3F03
P.O. BOX 02743
DETROIT, MI 48211-1902



VOLKSWAGEN OF AMERICA, INC.
1601 CLAY
DETROIT, MI 48211-1902

OWNER/ADDRESSEE REPLY CARD

PLEASE CHECK APPROPRIATE BOX AND SIGN

Four (4) decals identifying rear seat anchorage points for connecting a Child Restraint have been affixed; and my vehicle Owner's Manual has been updated with the Child Restraint Installation Supplement booklet by:

- Myself An authorized dealer

VIN

Campaign
Code(s)

Please check one of the appropriate boxes:

- This vehicle was: sold, new owner unknown
 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		
CITY	STATE	ZIP

REGULATORY

OWNER