

## Volkswagen of America, Inc.



3600 Hamlin Road  
Auburn Hills, MI 48326

April 2004

**Subject: Safety Recall WX  
1999 – 2002 Model Year Volkswagen Jetta Vehicles Equipped with Cruise Control  
Check/Replace Brake Light Switch**

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 – 2002 model year Volkswagen Jetta vehicles equipped with cruise control. Our records show that you are the owner of one of these vehicles.

### **What is The Problem?**

The affected vehicles may have a brake light switch that may malfunction, causing the brake lights to become inoperative or to come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

### **What Will Volkswagen Do?**

In order to identify and correct this condition, we will inspect the brake light switch on your vehicle and replace it if necessary.

### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment so that the brake light switch on your vehicle can be checked, and if necessary, replaced without delay. This service will take less than one hour, and will be free of charge.

### **Lease Vehicles**

### **Reimbursement of Expenses**

If you have already incurred "out of pocket" expenses relating to a brake light switch malfunction, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

### **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.  
Customer CARE Center (WX)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-6298*

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) 327-4238.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter  
Product Compliance  
Enclosure