

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

March 2005

**Subject: Safety Recall VX
2000-2002 Model Year Volkswagen Jetta, Golf, and GTI Vehicles
Replace Hazard Switch (Emergency 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 determined that a defect, which relates to motor vehicle safety, exists in some 2000-2002 model year Jetta, Golf, and GTI vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has determined that, in some cases, the turn signal/hazard switch system function in affected vehicles may degrade over time. If this happens, it may result in intermittent or inoperative turn signals and hazard flashers, which can put you at risk for a crash.

What Will Volkswagen Do?

In order to correct this condition, we will install a new hazard switch in your vehicle.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this work can be performed on your vehicle without delay. This service should take approximately one half-hour; however, your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. This work will, of course, be free of charge.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for replacement of the hazard switch, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (VX)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street, SW, Washington, DC 20590. Telephone: (888) 327-4236.

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

Sincerely,

Maria Cotter
Product Compliance