

## Volkswagen of America, Inc.



3800 Hamlin Road  
Auburn Hills, MI 48326

April 2005

**Subject: Compliance Recall UY  
2004-2005 Model Year Touareg Vehicles – CHILD SEAT INSTALLATION  
Inspect Rear Outboard Seat Belts and, if Necessary, Install Seat Belt Shortening Clips**

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 some 2004 - 2005 model year Touareg vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208, "Occupant Crash Protection," regarding the use of the seat belt locking feature. This locking feature is used when installing a child seat in the rear outboard seating positions. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Certain child seats that have a very short belt routing path cannot be installed as required by FMVSS 208.

If you have a child seat that was built with the LATCH system, you can use the LATCH system in the vehicle to properly secure the child seat. Again, be sure to always follow the instructions that came with the child seat.

This condition does not affect adult use of any seat belt, nor does it affect child seat installation in the center rear seat location.

Except for the driver's position, all Touareg seat belts are equipped with retractors that convert from an emergency locking retractor (ELR) to an automatic locking retractor (ALR). This locking feature is used when installing a child seat. The belts convert to the ALR mode after the webbing has been pulled all the way out of the retractor. As the belt is then released into the retractor, the system remains in the ALR mode so that the belt can be tightened to secure a child restraint.

However, when installing a child restraint with a very short belt path in either of the rear outboard seating positions, the retractor may return to the ELR mode before all of the belt webbing has been fed back into the retractor. If this happens, a child restraint with a short belt path will not be properly secured as determined by the FMVSS requirement. Failure to properly restrain the child seat safely could result in injury to the child in a crash.

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

In order to identify and correct this condition, we will inspect the rear outboard seat belts on your vehicle and, if necessary, install special clips.

Additionally, enclosed with this letter is an owner manual supplement entitled "Child Restraint Installation in Your Vehicle." Please read this insert carefully and file it in your owner's manual before booklet 2.1, "Safety First."

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

If you do not have, or do not expect to have, a child seat installed in the rear outboard seating positions, please contact your authorized Volkswagen dealer and arrange for an appointment in May, 2005 so that this recall work can be performed on your vehicle at that time.

If you now have, or expect to have, a child seat installed in either of the two rear outboard seating positions, please contact your authorized Volkswagen dealer without delay to arrange for an appointment so that this recall work can be performed before installation of the child seat.

This service should take less than 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.

**About the Seat Belts in Your Vehicle**

Since this noncompliance will affect only a small number of child restraints, we would like you to know that adults can use the rear seat belts normally.

Most child seats can be secured in your vehicle in accordance with FMVSS 208 requirements. This includes rear-facing infant seats, most forward-facing child seats, and booster seats. Only a few child seats will use so little seat belt length to cause the retractor to switch from ALR to ELR mode.

When using a child seat in your vehicle, be sure to always follow the instructions that came with the child seat, and be sure to always put the seat belt height adjuster in the top-most position. Since the center rear seat belt is not affected by this noncompliance, this seating position is an option for securing the small number of child seats that cannot be installed in the rear outboard positions as per FMVSS 208.

If you have a child seat that was built with the LATCH system, you can use the LATCH system in the vehicle to properly secure the child seat. Again, be sure to always follow the instructions that came with the child seat.

**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 rear outboard seat belts because they would not secure a child restraint, 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 (UY)**  
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