

Volkswagen of America, Inc.



Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-5000

July 11, 2005

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
NSA-11
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

**Subject: Recall Campaign M1 (05V-305)
2005 Model Year Volkswagen New Jetta Vehicles
Inspect Engine Compartment Fuel Supply Line and Clamp and Replace if
Necessary**

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OFFICE OF
DEFECTS INVESTIGATION

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.5 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

A handwritten signature in cursive script that reads 'Maria Cotter'.

Maria Cotter
Product Compliance

Enclosures

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

July 2005

**Subject: Safety Recall M1
2005 Model Year New Jetta Vehicles Equipped With a 2.5L Gasoline Engine
Inspect Engine Compartment Fuel Supply Line Clamp and Replace, If Necessary**

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 been listening to our customers about their experiences with the New Jetta. While most of the feedback is very positive, a small number of customers have reported a fuel odor in their vehicle. Because we at Volkswagen want to ensure your continued satisfaction with your vehicle, we have acted quickly to understand the nature of these reports.

Consequently, we have determined that a defect that relates to motor vehicle safety may exist in some 2005 model year New Jetta vehicles equipped with a 2.5L gasoline engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that a fuel supply line clamp located in the engine compartment may not be positioned properly on some 2.5L gasoline engine vehicles, which, in rare cases, may cause a fuel leak. Leaking fuel, in the presence of an ignition source, may cause a fire.

What Will Volkswagen Do?

In order to identify and correct this defect, we will inspect the position of the engine compartment fuel supply line clamp, and if necessary, replace the clamp.

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. The inspection will take less than one hour. If a repair is necessary, this could take up to one day due to the fact that 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.

If the repair cannot be accommodated on the same day you bring your vehicle in, a loaner vehicle will be provided to you also at no cost.

We will also be happy to take care of any other service your vehicle requires in this visit.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on your vehicle inspected.

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 to have an engine compartment fuel supply line clamp replaced, 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 (M1)
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. We do value having you as a customer. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter
Product Compliance