

VOLKSWAGEN of America, Inc.

Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 1 (248) 754-5000
Fax: 1 (248) 754-5093

December 7, 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

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NSA-11

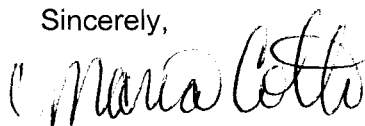
**Subject: Recall Campaign M5 (05V-540)
2006 Model Year Volkswagen Passat (B6) Vehicles
Replace Left and Right Tie Rod Securing Nuts**

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,



Maria Cotter
Product Compliance

Enclosures



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 1 800 741 2919

December 2005

**Subject: Safety Recall M5
2006 Model Year Volkswagen Passat (B6) Vehicles
Replace Left and Right Tie Rod Securing Nuts**

Dear Volkswagen Dealer Principal and Service Manager:

This letter is to inform you of Safety Recall **M5**.

What is the Issue?

A defect that relates to motor vehicle safety may exist in some 2006 model year Passat (B6) vehicles.

Volkswagen has decided that on some affected vehicles built during a limited production period, the left and/or right tie rod securing nut may be insufficiently torqued. In rare cases, an insufficiently torqued tie rod nut may loosen, resulting in separation of a tie rod. This can cause a loss of steering control, and could cause a crash without prior warning.

What Does the Repair Involve?

In order to correct this defect, dealers will install new left and right tie rod securing nuts at the proper torque specification on affected vehicles.

Customers will be notified of this safety recall via first-class mail on or about December 7, 2005.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. It is therefore imperative that you correct any vehicle in your inventory that is affected by this recall **prior to delivery** for sale or lease.

Where to Find Complete Campaign Information

Please refer to **Safety Recall M5** posted on web VESIS and on the VW HUB for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

Note that the VINs listed in the campaign circular are the serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the given VIN ranges, requires the corrective work.

Other Service Work to be Completed at the Same Time

When the vehicle is presented for this recall, check the OTIS screen for any applicable service procedures, such as Required Vehicle Update Technical Bulletins, and perform these during the service visit. Also, we encourage you to take this opportunity to ask the customer if there are any other concerns with the vehicle, and service them at that time as well.

OTIS Printouts

Additionally, it is recommended that on the day of the repair, a screen print of the OTIS campaign inquiry be attached to the repair order. Volkswagen will not reimburse under this action any duplicate repair work or a repair performed on a vehicle outside the VIN ranges.

Thank you for your cooperation and assistance in this important matter.



Maria Cotter
Volkswagen Product Compliance

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

Safety Recall Circular

Code: **M5**

December 2005

**Subject: 2006 Model Year Volkswagen Passat (B6) Vehicles
Replace Left and Right Tie Rod Securing Nuts**

Problem Description Volkswagen has decided that on some affected vehicles built during a limited production period, the left and/or right tie rod securing nut may be insufficiently torqued. In rare cases, an insufficiently torqued tie rod nut may loosen and fall off, resulting in separation of a tie rod. This can cause a loss of steering control and could cause a crash.

Remedial Action Replace the left and right tie rod securing nuts.

Vehicle Identification Numbers The vehicles affected by this recall action are listed below:

2006 Passat (B6)

WVWCK73C86E003066	WVWEK93C06E031965
WVWAK73C06E029300	WVWEK93C66E031985
WVWEK73C66E029562	WVWEK93CX6E032587
WVWEK93C66E032120	WVWEK93C96E032712
WVWEK73C06E031212	WVWEK93C56E032738
WVWEK93C76E031431	WVWEK93C36E032902
WVWEK93C36E031510	WVWEK93C36E033015
WVWEK93C56E031802	

Please note that the above VINs represent the affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle requires the corrective work.

Note: It is recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order. Volkswagen will not reimburse under this action any duplicate repair work or a repair outside the VIN list.

Limitation of Sale or Lease of Certain Vehicles

The National Traffic and Motor Vehicle Safety Act of 1966, as amended, mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.**

Owner Notification Mailing

Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about December 7, 2005. A sample copy of the owner letter is enclosed for your information.

Vehicle Allocation A computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require this action to be performed will be provided under separate cover. Due to the small number of affected vehicles, you may not receive an allocation list.

Parts Information Due to the small number of vehicles affected by this action, you may not receive an initial allocation of parts.

Time Requirements/ Reimbursement To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the **M5** code in the OTIS View Campaign inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign inquiry screen is attached to the repair order.

M5 Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
M5 12	40 T.U.	- Replace left and right tie rod securing nuts 2 WHT 000 785 Hex nut

There is NO reimbursement for Vehicle Wash or Loaner Vehicle.

The system automatically enters labor applicable to the above listed code.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- **M5 20 Customer Refused Repairs**
- **M5 30 Total Loss**
- **M5 40 Vehicle Stolen**
- **M5 50 Vehicle Exported**

Additional Campaigns Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign inquiry screen so that any additional required work can be done simultaneously. Ensure customer approval is obtained before proceeding with any additional work.

Campaign Verification For verification, always check the OTIS View Campaign inquiry screen. The OTIS system is the only binding campaign inquiry and verification source; other sources are not valid and may result in non-payment of a claim.

Dealer Obligation To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.

Service Help If you have a question regarding this or any other campaign, please call (800) 741-2919.

Dealer Personnel Information Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

December 2005

**Subject: Safety Recall M5
2006 Model Year Volkswagen Passat (B6)
Replace Left and Right Tie Rod Securing Nuts**

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 2006 model year Volkswagen Passat (B6) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that on some affected vehicles built during a limited production period, the left and/or right tie rod securing nut may be insufficiently torqued. In rare cases, an insufficiently torqued tie rod nut may loosen, resulting in separation of a tie rod. This can cause a loss of steering control, and could cause a crash without prior warning.

What Will Volkswagen Do?

In order to correct this defect, we will install new left and right tie rod securing nuts at the proper torque specification on your vehicle.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one-half hour and will 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 a tie rod due to an insufficiently torqued nut, 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 (M5)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

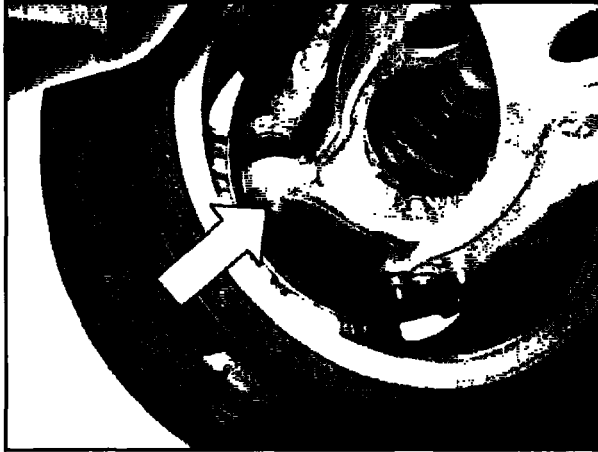
Sincerely,

Maria Cotter
Volkswagen Product Compliance

Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
2	WHT 000 785	Hex nut

Work Sequence



- Raise vehicle on hoist
- ⇐ Remove hex nut -arrow- securing tie rod to bearing housing
- Clean thread locker residue from threads on ball joint
- ⇐ Use new hex nut (WHT 000 785) and secure ball joint to bearing housing
- ⇐ Tighten hex nut to 100 Nm (74 ft. lbs.), loosen hex nut ½ turn and tighten again to 100 Nm (74 ft. lbs.)
- Repeat procedure on opposite front wheel
- Lower vehicle on hoist
- Properly dispose of removed parts

WORK IS COMPLETE