

## Customer Letter Example (U.S.A.)

November 2006

**Subject: Safety Recall N4**  
**1998-2002 Volkswagen New Beetle with Cruise Control and**  
**1999-2002 Volkswagen Jetta with Cruise Control**  
**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 1998-2002 New Beetle and 1999-2002 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. If this happens, the brake lights could become inoperative or 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 correct this defect, we will replace the brake light switch in 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 less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### 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 brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, 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 (N4)  
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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

## Customer Letter Example (Canada)

November 2006

**Subject: Safety Recall N4  
1998-2002 Volkswagen New Beetle with Cruise Control and  
1999-2002 Volkswagen Jetta with Cruise Control  
Replace Brake Light Switch**

Dear Volkswagen Owner:

Earlier this year, we informed customers about the upcoming Safety Recall N4 for the brake light switch. We're pleased to inform you that your authorized Volkswagen dealer now has these new switches available, and we encourage you to make an appointment as soon as possible so that this repair can be performed at no cost to you.

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1998-2002 New Beetle and 1999-2002 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. If this happens, the brake lights could become inoperative or 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 correct this defect, we will replace the brake light switch in 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 less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### **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 brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, 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 Canada Inc.  
Attn: Customer CARE Center (N4)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance