

Customer Letter Example (U.S.A.)

January 2007

**Subject: Safety Recall P6
2006 Volkswagen Passat - Inspect Wiper Motor and Install Wiper Motor Cover Kit If Necessary and
Safety Recall P7
2006-2007 Volkswagen Passat and 2007 Passat Wagon with 2.0L Engine – Replace Brake Vacuum Line**

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 Passat vehicles and in some 2006-2007 Passat and some 2007 Passat Wagon 2.0L engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Some of the affected 2006 model year Passat vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

Also, the affected 2006-2007 Passat and 2007 Passat Wagon vehicles with a 2.0L engine may have a vacuum line that may fracture and become disconnected at low ambient temperatures. If this happens, the brake power assist can become inoperative, and the driver will experience increased effort to apply the brake and therefore possible increased vehicle stopping distance. This could lead to a crash without warning.

What Will Volkswagen Do?

In order to identify and correct the wiper motor defect, we will inspect and, if necessary, install a special wiper motor cover kit on your vehicle. In order to correct the vacuum line defect, we will install a newly-designed vacuum line 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 two hours 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 wiper motor or the brake vacuum line, 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 (P6/P7)
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

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.