

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

January 2007

**Subject: Safety Recall P7  
2006 – 2007 Volkswagen Passat and 2007 Passat Wagon Equipped 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 2006-2007 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?

The affected vehicles 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 correct this 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 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 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 (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