

VOLKSWAGEN of America, Inc.

07V-285
(4 pages)

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DEFECTS INVESTIGATION
RECALL MGMT DIV.

Safety Affairs and Vehicle
Testing
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 1 (248) 754-5548
Fax: 1 (248) 754-5099

June 21, 2007

Mr. Daniel Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Subject: **Notification of Recall**
2008 Model Year Volkswagen Touareg
Owner's Manual Information - FMVSS 138 TPMS

Dear Mr. Smith:

This information is submitted in accordance with the requirements of Part 573 of Title 49 of the Code of Federal Regulations (49 CFR 573 (2007)).

573.6 (c) (1) **Manufacturer's Name**
Volkswagen AG

Importer
Volkswagen of America, Inc. (VWoA)

573.6 (c) (2) **Identification of Vehicles**

Make : Volkswagen

Line : Touareg

Model Years : 2008

Month/Year
of Manufacture : January 2007 to June 2007

VIN Numbers
of Affected
Vehicles : WVG ___ 7L _ 8D000050 – WVG ___ 7L_ 8D009229

Other
Identification : Vehicles with Tire Pressure Monitoring System (TPMS)

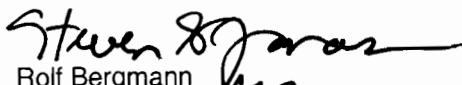
- 573.6 (c) (3) **Number of Vehicles Potentially Containing the Noncompliance**
Approximately 3,100 vehicles are affected by this noncompliance in the United States.
- 573.6 (c) (4) **Percentage of Vehicles Actually Containing the Noncompliance**
100% of the vehicles are noncompliant.
- 573.6 (c) (5) **Description of Noncompliance**
The owner's manuals of the affected vehicles are missing the Tire Pressure Monitoring System (TPMS) written instructions required by S4.5 of FMVSS 138.
- 573.6 (c) (6) **Basis for Determination**
Inspection of vehicle owner's manuals conducted by Volkswagen AG.

Date of determination: June 14, 2007
- 573.6 (c) (7) **Noncompliance Test Result**
Not applicable.
- 573.6 (c) (8) **Proposed Remedial Program**
VWoA plans to notify all owners of affected vehicles and will provide them with an owner's manual supplement containing the complete regulatory description of the Tire Pressure Monitoring System (TPMS). Consumers can choose to place this insert into their owner's manuals themselves, or have an authorized Volkswagen dealer do so free of charge.

Mailing dates are anticipated as follows:

Dealers: on or about June 22, 2007
Owners: on or about July 6, 2007
- 573.6 (c) (9) **Submission of Communications**
A representative copy of all bulletins and other communications sent to dealers and owners will be submitted within five (5) days of dealer/owner notification.
- 573.6 (c) (10) **Proposed Owner Letter**
A draft owner's letter is included with this letter for agency review and approval.
- 573.6 (c) (11) **Manufacturer's Recall Code**
VWoA has assigned the code "N9" for this recall.

Sincerely,


Rolf Bergmann
Process Leader
Safety Affairs and Vehicle Testing

DRAFT CUSTOMER LETTER



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

July 2007

**Subject: Compliance Recall N9
2008 Model Year Volkswagen Touareg
Tire Pressure Monitoring System (TPMS) Owner's Manual Insert**

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 the owner's manual in some 2008 model year Touareg vehicles fails to fully conform to Federal Motor Vehicle Safety Standard No. 138 – Tire Pressure Monitoring System (TPMS). Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles are missing certain required owner's manual information and instructions related to the Tire Pressure Monitoring System (TPMS) that is required to be provided under Federal regulation.

What Will Volkswagen Do?

In order to correct this noncompliance, we have enclosed an owner's manual insert containing the required TPMS information. This insert supplements the information already in your owner's manual; it does not replace it.

What We Would Like You To Do

Please read the enclosed owner's manual insert carefully, because it contains important information about checking tire pressures and the operation of the TPMS system on your vehicle. Then, please place the insert next to the booklet 3.3 in your owner's manual so it will be available for future reference.

If you prefer, you may have an authorized Volkswagen dealer place this insert into your owner's manual free of charge. This service will take just a few minutes. 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.

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 (N9)
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, 1200 New Jersey Ave., S.E., 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