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VOLKSWAGEN DEALERSHIP COMMUNICATION

To: U.S. Dealer Principal, Service Manager, Parts
    Manager and Warranty Administrator

Subject: Safety Recall N4
         Information Regarding Customer Notification
         Letters – **U.S. Dealers Only**

Name

Title

Product Compliance   Department

June 28, 2007   Date

IMPORTANT NOTICE TO U.S. DEALERS - FOR IMMEDIATE DISTRIBUTION

SAFETY RECALL N4
Information Regarding Customer Notification Letters

Some of our customers may have wrongly received a Safety Recall N4 letter stating that their vehicle was already updated with a new brake light switch. In the majority of cases, these letters were sent to the correct customer, but in a minority of cases this letter was sent mistakenly due to an error in the mailing process.

In the interest of ensuring that all customers receive the correct information, we are sending all customers potentially affected by this mailing error the correct letter for their vehicle.

To help ensure customer satisfaction, and to help eliminate any potential confusion, we're asking for your help. Here's what you can do:

- When you are contacted by a customer regarding the N4 (or any other campaign), please check the VIN in ElsaWeb to confirm that the campaign is open on the vehicle **_prior_** to scheduling a repair appointment.
- If the campaign shows open in ElsaWeb, please schedule the repair for the customer, regardless of which letter the customer is referencing.
- If the campaign does not show open in ElsaWeb, check the campaign history to see if the campaign has already been completed.
- If you have any questions about whether a campaign is applicable to a vehicle or not, please contact the Campaign Helpline at 1-800-741-2919.

We sincerely apologize for any inconvenience this may cause; however, we are taking this action to help ensure our customers' safety and continued satisfaction with their vehicles. As always, please contact the Campaign Helpline if you have any questions, or if you require additional assistance.

Volkswagen Product Compliance