



## VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Title

Subject: **Safety Recall N8 – Parts Allocation Update**

Product Department  
Compliance

2006 MY Jetta with 2.5L Gasoline Engine

Remove Plastic Tab from Windshield Washer Fluid Reservoir,  
Inspect and, if Necessary, Replace Underhood Fuel Supply Line

August 14, 2007 Date

### **IMPORTANT NOTICE TO DEALERS – FOR IMMEDIATE DISTRIBUTION TO ALL DEALERSHIP PERSONNEL SAFETY RECALL N8 – Parts Allocation Update**

We had previously announced that dealers would receive their parts allocation for Safety Recall N8 on or about August 13, 2007.

Due to supplier and transportation issues, this allocation is being rescheduled to help ensure sufficient parts are available at our dealerships prior to customer notification. We anticipate that the allocation will take place on or about August 24, 2007. The customer notification date is also being adjusted accordingly.

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel with campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Thank you for your cooperation and assistance in this important matter. Dealers with any questions should contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance



## VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Title

Subject: Safety Recall Announcement

Product Compliance Department

### Safety Recall N8 - 2006 MY Jetta with 2.5L Gasoline Engine

Remove Plastic Tab from Windshield Washer Fluid Reservoir, Inspect and, if Necessary, Replace Underhood Fuel Supply Line

August 2007 Date

## IMPORTANT NOTICE TO DEALERS – FOR IMMEDIATE DISTRIBUTION TO ALL DEALERSHIP PERSONNEL SAFETY RECALL ANNOUNCEMENT – N8

This is to inform you about the release of Safety Recall N8.

### Safety Recall N8

#### What is the issue?

The affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against the underhood fuel supply line. If this happens, the chafing has the potential to cause a fuel leak over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

#### What does the repair involve?

Dealers will remove the plastic tab from the windshield washer fluid reservoir and will also inspect and, if necessary, replace the underhood fuel supply line.

#### Parts Allocation Information

Dealers will receive their parts allocation well before customer notification begins on or about August 24, 2007.

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel with campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Please refer to the Safety Recall N8 circular and FAQs posted to ElsaWeb and the VW Hub for additional information. Dealers with any questions should contact the Campaign Helpline at 1-800-741-2919.

Thank you for your cooperation and assistance in this important matter.

Volkswagen Product Compliance

## Frequently Asked Questions (FAQ) Safety Recall N8

This FAQ is intended to provide supplementary information regarding the N8 Safety Recall. For additional information, please refer to the circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

### ■ What vehicles are affected this recall?

2006 model year Volkswagen Jetta (5<sup>th</sup> Generation) with 2.5L gasoline engines.

### ■ How many vehicles are affected and when will customer notification begin?

There are approximately 58,900 affected vehicles in the United States; approximately 3,000 affected vehicles in Canada. Customer notification is scheduled to begin on or before August 24, 2007.

### ■ What is the problem?

The affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against the underhood fuel supply line. If this happens, the chafing has the potential to cause a fuel leak over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

### ■ Can I drive the vehicle until it is repaired?

The vehicle can be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if they believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

### ■ When will the repair parts become available?

We estimate that campaign parts will be allocated to dealers well before the customer mailing begins on or before August 24, 2007.

### ■ Is the cost of the repair covered by Volkswagen?

Yes. This repair is available at no cost to customers affected by this recall.

### ■ What exactly will be repaired on the vehicle?

Dealers will remove the plastic tab from the windshield washer fluid reservoir and will also inspect and, if necessary, replace the underhood fuel supply line.

### ■ How long does the repair take?

The repair takes less than one hour to complete, but additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

### ■ Is a loaner vehicle being covered under this action?

A loaner vehicle is not required since the repair takes less than one hour to complete.

### ■ Is towing being covered under this action?

Customers who have incurred out-of-pocket towing expenses related to this recall are eligible for reimbursement consideration under goodwill through Volkswagen Customer CARE.

### ■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.