

Customer Letter Example (U.S.A.)

April 2007

Subject: Safety Recall **N4**
Replace Brake Light Switch

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 2001-2005 Jetta, 2001-2005 Jetta Wagon, 2001-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

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 light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, 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 (**N4**)
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