

Customer Letter Example (U.S.A.)

August 2007

**Subject: Safety Recall N8
2006 Model Year Volkswagen Jetta with 2.5L Gasoline Engine
Remove Plastic Tab from Windshield Washer Fluid Reservoir and
Inspect and, if Necessary, Replace Underhood Fuel Supply 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 model year Jetta vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

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.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and, if necessary, replace the underhood fuel supply line. Also, as a preventative measure, we will also remove the plastic tab from the windshield washer fluid reservoir. This work will all be done 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.

Precautions You Should Take

Your vehicle can continue to 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 it is safe to do so, in order to have the fuel system on the vehicle inspected.

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 underhood fuel supply line because it had chafing damage caused by the plastic tab on the windshield washer fluid reservoir, 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 (N8)
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

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.