

Customer Letter Example (United States)

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 in front of 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

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

- Place owner's manual insert, part number 281.TOUAREGTPMS.21 next to booklet 3.3 in the owner's manual of affected vehicles.

WORK IS COMPLETE