

## Customer Letter Example (U.S.A.)

October 2007

**Subject: Compliance Recall Q8  
2005-2008 Jetta, 2006-2008 Rabbit/GTI/R32  
Headlamp Inspection/Modification**

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 headlamps in some 2005-2008 Jetta and 2006-2008 Rabbit/GTI/R32 vehicles fail to fully conform to Federal Motor Vehicle Safety Standard No. 108 – Lamps, Reflective Devices, and Associated Equipment. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

Some vehicles may have missing or misplaced caps on certain aiming adjustments as follows:

- *Low beam horizontal aiming:* Some affected vehicles may not have had a required cap installed in production to disable the headlight horizontal aim as required by law.
- *Vertical aiming:* Some affected vehicles may contain a cap that disables the vertical aiming screw, which does not comply with Federal law.
- *Vertical aiming of low beam relative to the high beam (diagonal):* All affected vehicles contain an adjustment mechanism that allows aiming of the low beam relative to the high beam, which does not comply with Federal law if not disabled by a cap.

Since these items are required by Federal law, non-compliance exists if they are missing or misplaced. Non-compliance can inhibit proper headlamp aim adjustment for roadway illumination. Improperly aimed headlamps could cause reduced road visibility, increasing the risk of a crash.

### What Will Volkswagen Do?

In order to identify and correct this noncompliance, dealers will inspect the headlamps on your vehicle and make modifications if necessary:

- *Low beam horizontal aiming:* Inspect for the presence of a cap in the socket of the low beam horizontal aiming screw. Install cap if missing.
- *Vertical aiming:* Inspect for the presence of a cap in the socket of the vertical aiming screw. Remove cap if present.
- *Vertical aiming of low beam relative to the high beam (diagonal):* Disable adjustment mechanism.

### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take just a few minutes 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.

### 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 (Q8)**  
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