

VOLKSWAGEN of America, Inc.

Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 1 (248) 754-5000
Fax: 1 (248) 754-5093

August 23, 2007

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

**Subject: Update to Recall Campaign N4 (07V-063) and
Recall Campaign N8 (07V-284)**

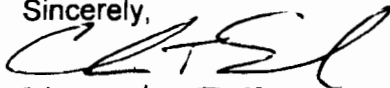
Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications for updated recall campaign N4 (07V-063) and recall campaign N8 (07V-284):

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure
- FAQ

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,



CHRISTOPHER T. SANDVIG
For:

John Maddox
Product Compliance Officer

Enclosures

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: **N8**

**Subject: 2006 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

Problem Description

Volkswagen has found that 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.

Corrective Action

Remove the plastic tab from the windshield washer fluid reservoir and inspect and, if necessary, replace the underhood fuel supply line.

VIN Ranges & Production Dates of Affected Vehicles

U.S.A.

3VW__1K_6M650393 – 3VW__1K_6M802318
Produced 08/23/2005 – 03/29/2006

Canada

3VW__1K_6M655344 – 3VW__1K_6M830574
Produced 08/18/2005 – 05/30/2006

NOTE: Check ELSAWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

Dealers with affected vehicles will receive a report (in the Service Manager's package) containing the VIN, customer name and address data. Dealers will not receive a report if they have no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

Parts Information and Allocation

On or about August 24, 2007 you will receive an initial allocation of parts. However, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

Owner Notification Mailing

Volkswagen will begin notifying all known owners of affected vehicles by first class mail on or about August 24, 2007. A sample copy of the owner letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Damage Code	Time Units	Work Scope
N8 11	10 T.U.	- Inspect washer reservoir and fuel line. Washer reservoir tab removed and no damage to fuel line present. No further work required
N8 12	20 T.U.	- Inspect washer reservoir and fuel line. Remove tab from washer reservoir. No damage to fuel line present.
N8 14	50 T.U.	- Inspect washer reservoir and fuel line. Remove tab from washer reservoir and replace fuel line. 1 Fuel line 1K0 133 986 BD
N8 20	0 T.U.	- Customer refused repairs

There is NO reimbursement for Vehicle Wash or Loaner Vehicle. The system will enter part and labor applicable to the codes above.

The repair 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.

N8 Saga Claim Entry Procedure

Check in the system Service-Online, FISH (VSI), to determine whether the "92B9" campaign is open.

Service No.: 92B9

Damage Code: 0099

Parts Manufacturer – Removed part:

Please use the vendor code from the removed part. If no vendor code is available, then use K21.

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Inspect washer reservoir and fuel line. Washer reservoir tab removed and no damage to fuel line present. No further work required

Repair operation: 0183 00 99 10 T.U.

OR

Criteria I.D. 01

Inspect washer reservoir and fuel line. Remove washer reservoir tab. No damage to fuel line present.

Repair operation: 2038 19 17 20 T.U.

OR

Criteria I.D. 01

Inspect washer reservoir and fuel line. Remove washer reservoir tab and replace fuel line.

1 Fuel line 1K0 133 986 BD

Repair operation: 9260 31 99 30 T.U.

Repair operation: 2038 19 17 20 T.U.

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

If Customer refused repairs

Fax the Repair Order to VVoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

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.

Customer Letter Example (Canada)

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 Canadian 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.

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Volkswagen Canada Inc.
Attn: Customer CARE Center (N8)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

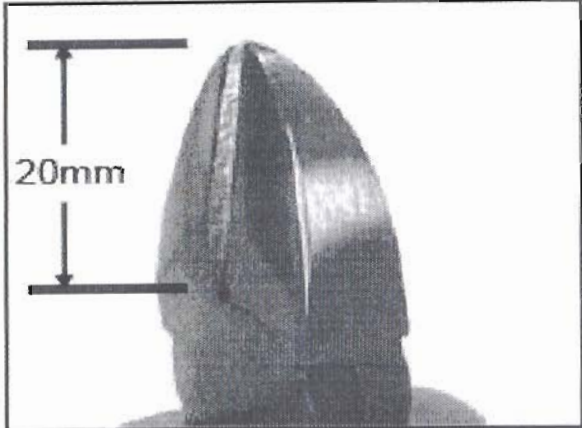
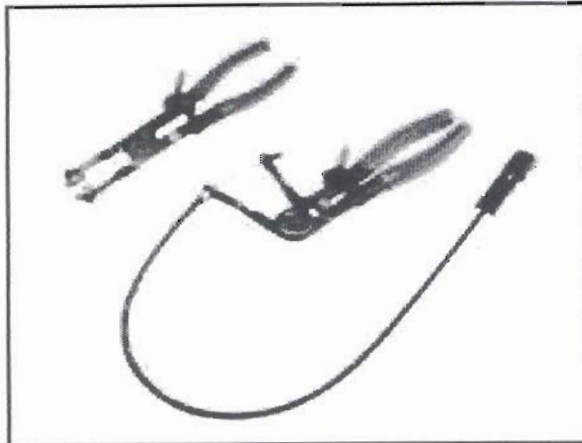
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,
Volkswagen Product Compliance

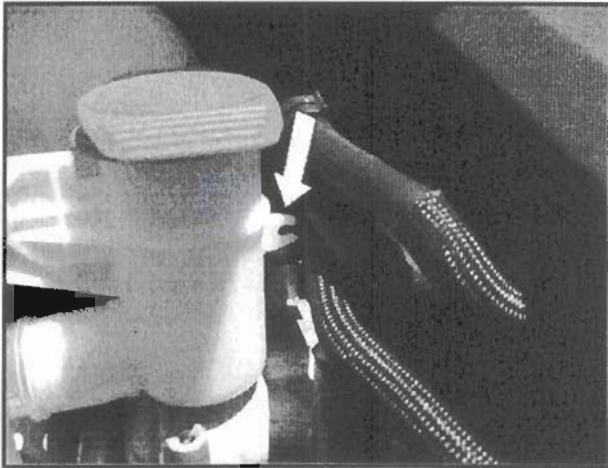
The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to 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.

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

Special Tools:

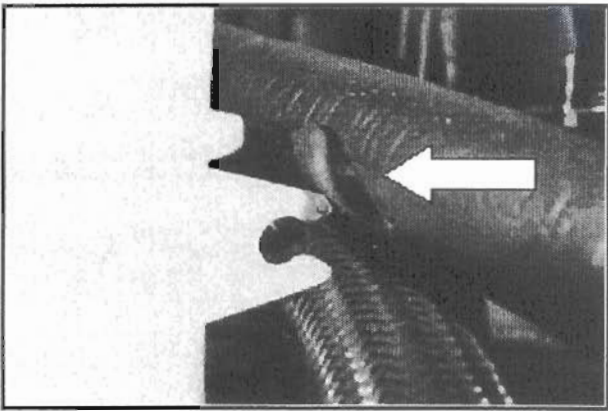
	← Side cutters
	← VAS5024A spring type clip pliers

Work Procedure



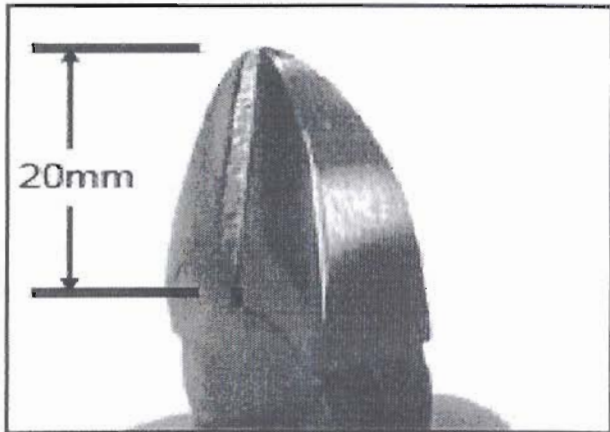
Section A - Washer Bottle Inspection

- ⇐ Inspect washer bottle for tab -arrow-
- If tab is present, continue to Section B
- If tab is not present, WORK IS COMPLETE



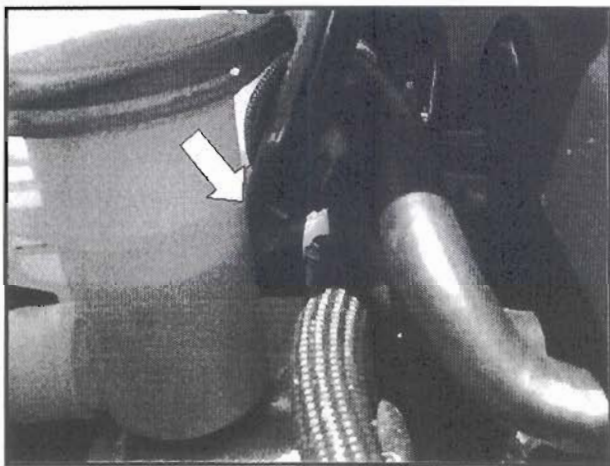
Section B - Inspect Fuel Line

- ⇐ Inspect fuel line for any damage -arrow-
- If fuel line shows any signs of wear, continue to Section C



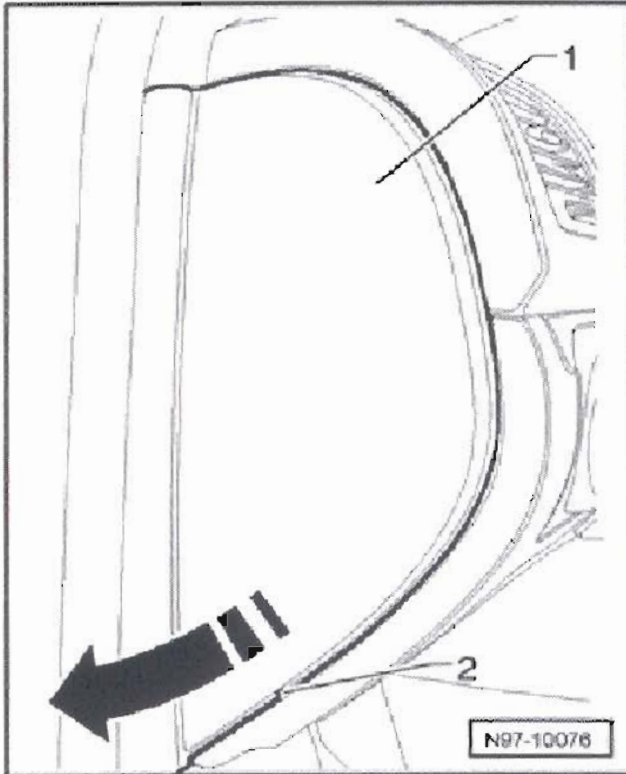
Section C - Remove Washer Reservoir Tab

⇐ Use side cutters approximately 20mm in length to remove washer bottle tab



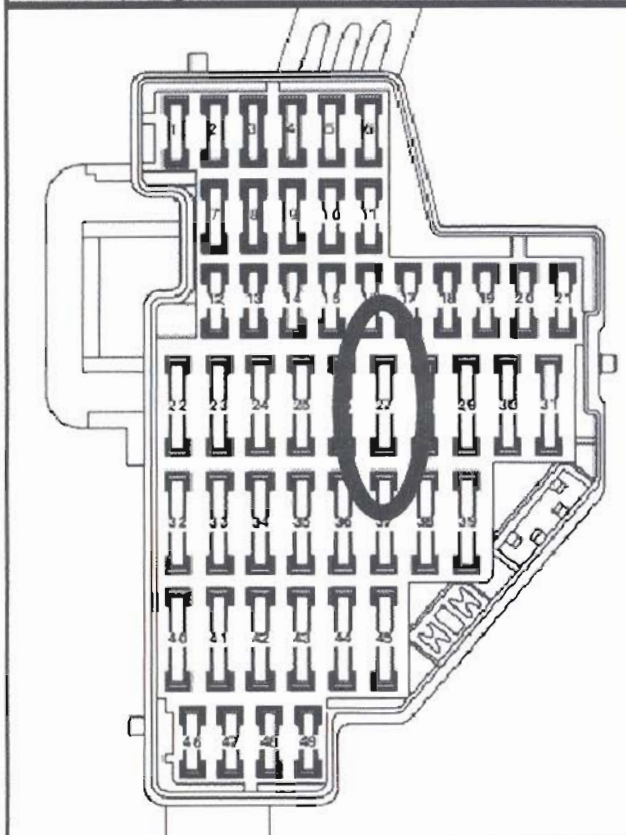
⇐ Remove tab from washer bottle -arrow-, with side cutters as flush to washer bottle neck as possible

Section D – Replace Damaged Fuel Line

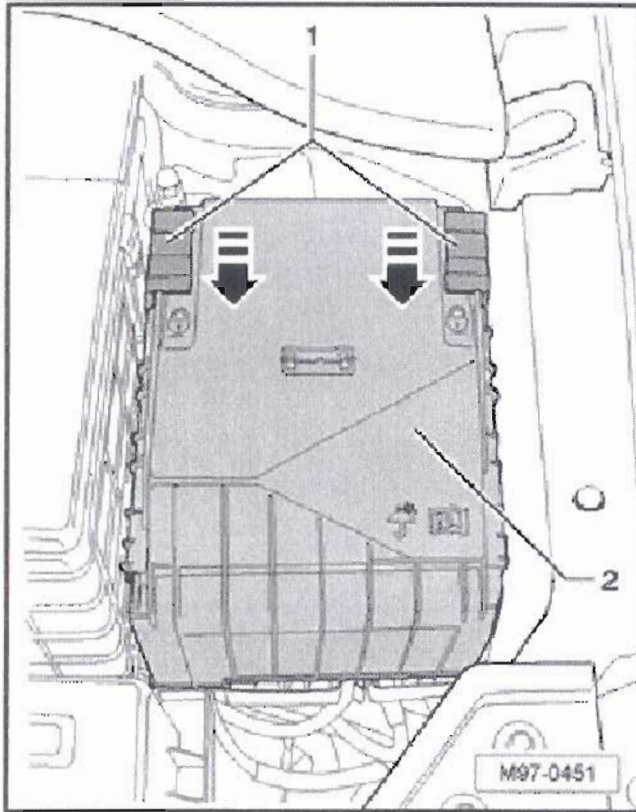


⚠ WARNING
Prior to starting work on fuel system
remove two fuses to prevent activation of
fuel pump

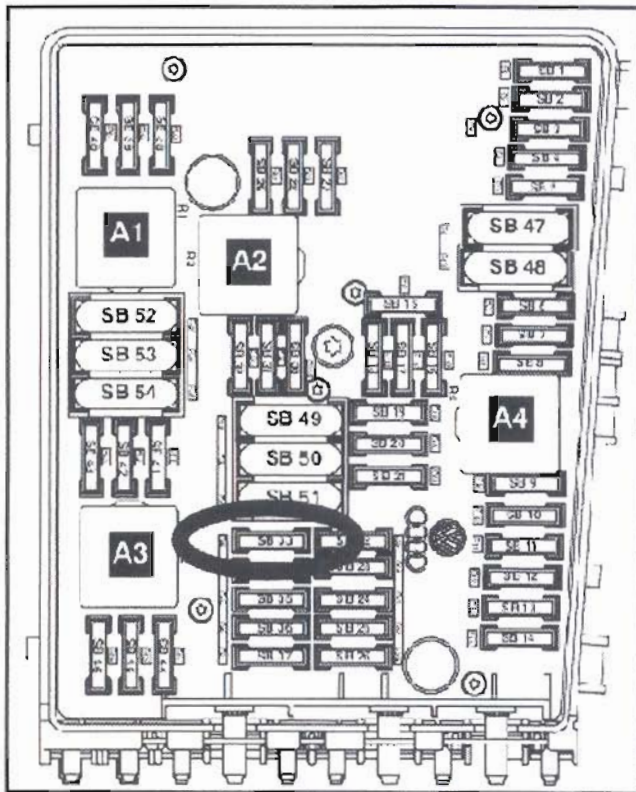
⇐ Remove left instrument panel side cover -1- by
inserting screwdriver into recess -2- and pry off
cover -1- in -direction of arrow-



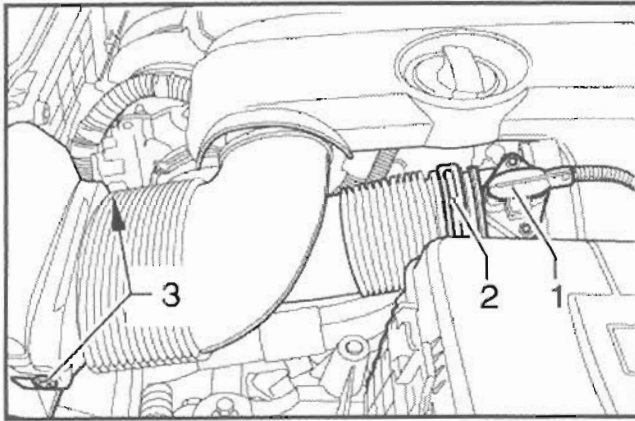
⇐ Remove blue 15 amp fuse SC 27 -circle-



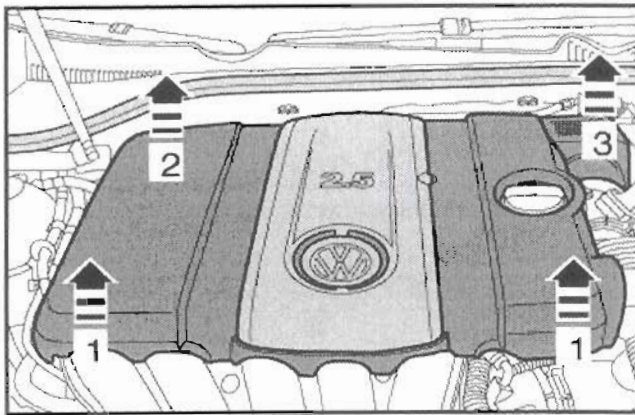
⇐ Slide securing bracket -1- in direction of arrows and remove E-box cover -2- upward



⇐ Remove blue 15 amp fuse SB 33 -circle-

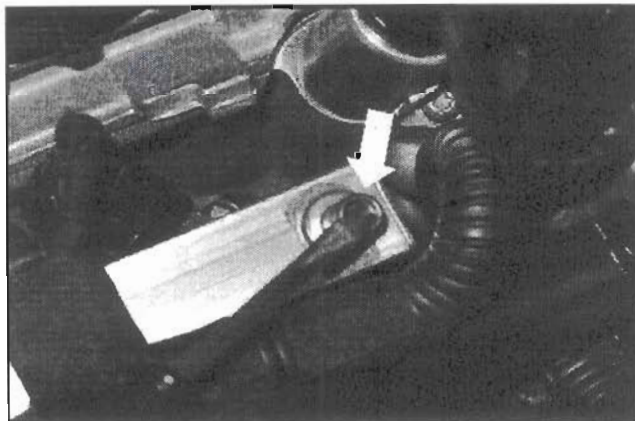


- ← Disconnect MAF sensor connector -arrow 1-
- ← Remove clamp -arrow 2- and pull air intake pipe off of mass air flow (MAF) sensor
- ← Remove Torx screws -arrow 3- securing air intake duct



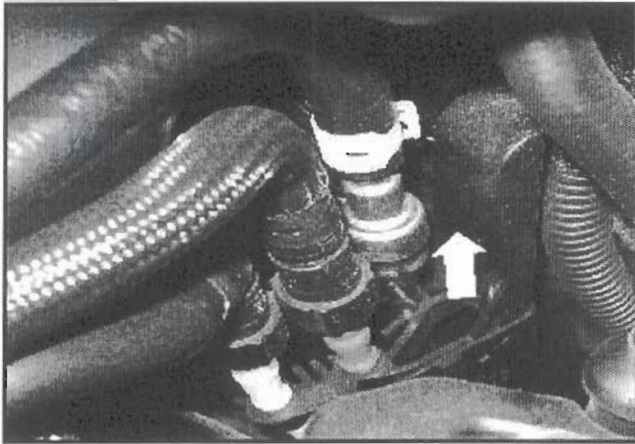
Tip: Illustration indicates places to lift and lifting location sequence for engine cover/air cleaner removal

- ← Remove engine cover/air cleaner assembly by lifting upward in the sequence indicated

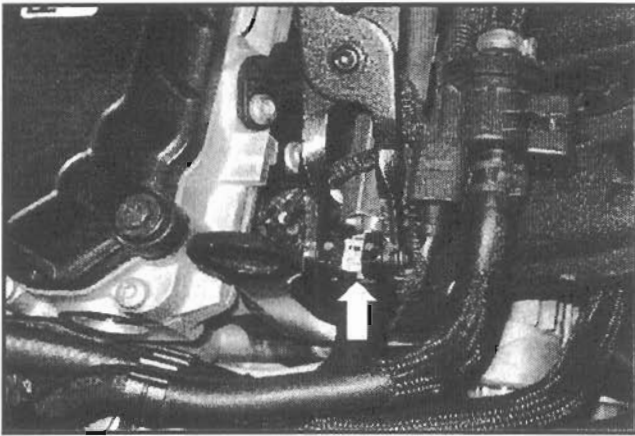


WARNING
 Fuel supply line is under pressure! **Wear eye protection and protective clothing in order to avoid injuries from contact with fuel.** Before relieving pressure put a cloth over the connection. Release pressure by carefully pushing on schrader valve. **Observe rules for cleanliness**

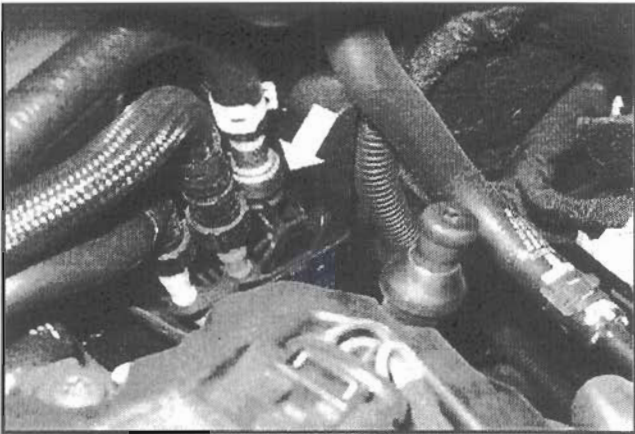
- ← Relieve fuel system pressure by pressing on schrader valve -arrow- and place shop rag over valve to contain fuel being released



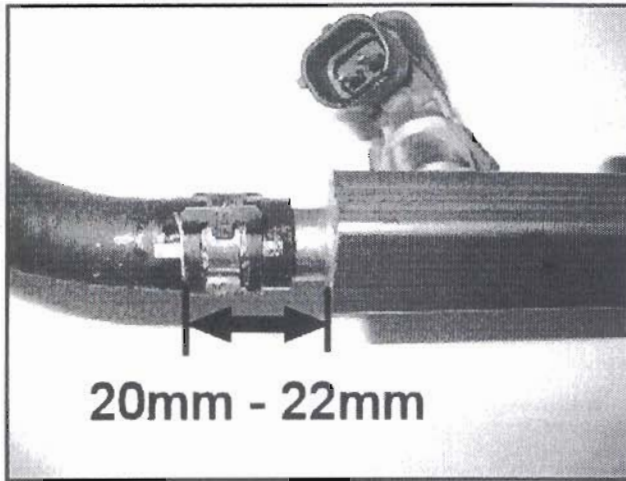
- ⇐ Remove fuel line quick connect from supply line by pulling back on black quick connect retainer on fuel line and pull up on fuel line to remove it



- ⇐ Using VAS 5024A clamp pliers, remove fuel line spring clip -arrow- and fuel line from fuel rail

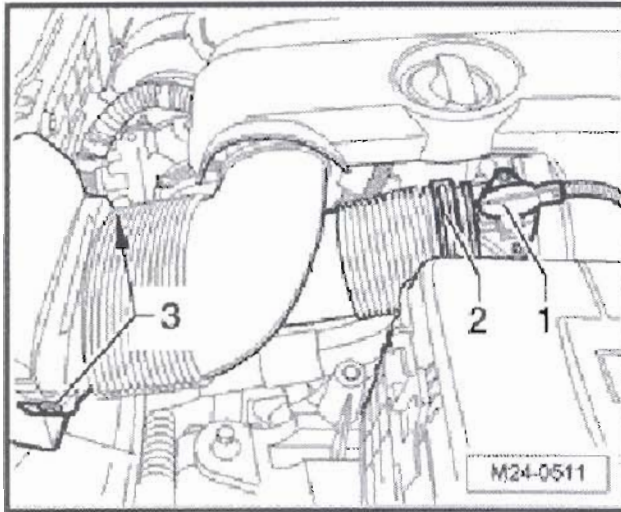


- ⇐ Install new fuel line (1K0 133 986 BD) line onto fuel supply line quick connect -arrow- and ensure that quick connect is fully seated



- Using VAS 5024A, push fuel feed line(1K0 133 986 BD) with spring clip on fuel rail until fully seated

⇐ Spring clip must be centered over the box with arrow on fuel line between 20mm and 22mm from fuel rail base



- Position engine cover with air filter correctly in fastening points and push it in by hand

⇐ Reconnect MAF sensor connector -1- and intake air duct -2-

⇐ Install intake air duct and bolts -3-

Note: Ensure correct position of seal on E-box when reinstalling cover to prevent water entry

- Reinstall blue 15 amp fuse SB 33 and install E-box cover

• Close hood

- Reinstall blue 15 amp fuse SC 27 and install instrument panel side cover

• Start vehicle to ensure fuel system is totally sealed

• Visually inspect fuel line quick connect and fuel rail connection for proper sealing

• Retain and properly store removed parts until your claim is paid

WORK IS COMPLETE



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 (5th 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.