



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and
Warranty Administrator

Name

Subject: Revision to Compliance Recall N9 - 2008 MY
Touareg – U.S. Dealers Only
Owner's Manual Insert for Tire Pressure Monitoring System

Product Compliance

Title

Department

July 2007 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

COMPLIANCE RECALL N9 (U.S. Dealers Only)

Owner's Manual Insert for Tire Pressure Monitoring System - 2008 MY Touareg

This is to inform you that printed owner's manual inserts (part number 281.TOUAREGTPMS.21) are now available for Compliance Recall N9.

- Owner's manual insert (part number 281.TOUAREGTPMS.21) supplements the information already in the owner's manual; it does not replace it.
- A supply of printed owner's manual inserts will be included in each Service Manager's notification package, along with an allocation list of affected vehicles.
- Dealers with affected 2008 model year Touareg vehicles in inventory *must* ensure that the owner's manual insert, part number 281.TOUAREGTPMS.21, has been placed into each 2008 model year Touareg owner's manual *prior to its sale or lease*.

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code.

- After July 9, 2007, dealers needing additional copies of the insert can order them at no cost by calling RESOLVE at 1-800-544-8021.
- The campaign circular for Compliance Recall N9 has been revised to include instructions on placing the printed owner's manual insert into affected vehicles. It is no longer necessary for dealers to print copies of the insert from the campaign circular. The revised campaign circular will be available shortly on the VW Hub under the Service tab, on ElsaWeb and ServiceNet.
- On or about July 6, 2007, Volkswagen will send an owner's manual insert to all affected customers. In addition to reading the insert, customers are asked to place the insert into their owner's manual. If a customer prefers to have an authorized Volkswagen dealer place the insert into their owner's manual, they can have the dealer do so free of charge.

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 sales personnel, service writers, technicians, parts employees, warranty administrators, etc. If you have any questions on this or any other campaign, please call the Campaign Helpline at 1-800-741-2919.

Thank you for your assistance in this important matter.

Volkswagen Product Compliance

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.



Compliance Recall Circular

Code: N9

Subject: 2008 Touareg
Owner's Manual Insert for
Tire Pressure Monitoring System

REVISED

July 2007

Revision Summary

- Printed owner's manual inserts, part number 281.TOUAREGTPMS.21 are available for dealer use. Dealers should begin using these inserts immediately.
- A work procedure and customer letter has been added.

Problem Description

Volkswagen has decided that the owner's manual in some 2008 Touareg vehicles fails to fully conform to Federal Motor Vehicle Safety Standard No. 138 – Tire Pressure Monitoring System (TPMS). The affected vehicles are missing certain required owner's manual information and instructions related to the TPMS that is required to be provided under Federal regulation.

Corrective Action

Volkswagen will send an owner's manual insert (Part Number 281.TOUAREGTPMS.21) containing the required TPMS information to all affected customers. A supply of inserts will also be sent to each dealership. This insert supplements the information already in the owner's manual; it does not replace it.

In addition to reading the insert, owners are asked to place the insert into their owner's manual. If an owner prefers to have an authorized Volkswagen dealer place the insert into their owner's manual, they can have the dealer do so free of charge.

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.

VIN Range of Affected Vehicles

U.S.A.

WVG ___ 7L _ 8D000050 – WVG ___ 7L _ 8D009229

Canada

There are **NO** affected vehicles in Canada.

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.

Owner Notification Mailing

Volkswagen will begin notifying all known owners of affected vehicles by first class mail on or about July 6, 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
N9 12	10 T.U.	- Place owner's manual insert, part number 281.TOUAREGTPMS.21, into owner's manual
N9 20	0 T.U.	- Customer refused repairs
<i>There is NO reimbursement for Vehicle Wash or Loaner Vehicle. The system will enter labor applicable to the code above.</i>		
SUB LABOR		SUB PARTS
\$0.00		\$0.00

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. All Rights Reserved.

N9 Saga Claim Entry Procedure

Check in the system Service-Online, FISH (VSI), to determine whether the "06A1" campaign is open.

Service No.: 06A1

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 Place owner's manual insert, part number
281.TOUAREGTPMS.21, into owner's manual

Repair operation: 4407 35 99 10 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 (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