

# VOLKSWAGEN of America, Inc.

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

January 18, 2008

08V-035  
(5 pages)

Mr. Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215)  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

**Subject: Notification of Recall**  
**2008 Model Year Volkswagen Touareg**  
**Inspect and Replace Fuel Supply Line, if Necessary**

Dear Mr. Smith:

This information is submitted in accordance with the requirements of Part 573 of Title 49 of the Code of Federal Regulations (49 CFR 573 (2008)).

573.6 (c) (1) **Manufacturer's Name**  
Volkswagen AG

**Importer**  
Volkswagen of America, Inc. (VWoA)

573.6 (c) (2) **Identification of Vehicles**

Make : Volkswagen

Line : Touareg

Model Years : 2008

Month/Year  
of Manufacture : November 30, 2007 – December 12, 2007

VIN Numbers  
of Affected  
Vehicles : The attached list contains the seventeen (17) affected U.S. vehicles

Other  
Identification : None

- 573.6 (c) (3) **Number of Vehicles Potentially Containing the Defect**  
Seventeen (17) vehicles are affected by this recall in the United States.
- 573.6 (c) (4) **Percentage of Vehicles Actually Containing Defect**  
VWoA is unable to estimate the percentage of vehicles in the United States that are subject to this defect.
- 573.6 (c) (5) **Description of Defect**  
The supplier of a fuel supply line had changed the production process (flanging process). This change could lead to insufficient sealing of the fuel supply line connector and could lead to a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire.
- 573.6 (c) (6) **Basis for Determination**  
Analysis of fuel supply lines after notification of fuel leaks.  
  
Date of determination: January 14, 2008.
- 573.6 (c) (7) **Noncompliance Test Result**  
Not applicable
- 573.6 (c) (8) **Proposed Remedial Program**  
The vast majority of affected vehicles are still at Volkswagen dealers and are not sold to customers. Volkswagen notified all affected dealers on January 15, 2008, advising them not to sell or lease any of the affected vehicles.  
  
Volkswagen plans to notify all owners of affected vehicles and will instruct them to arrange for an appointment with an authorized dealer immediately. The fuel supply line will be inspected and, if necessary, replaced free of charge.  
  
Pending parts availability, mailing dates are anticipated as follows:  
  
Dealers: on January 15, 2008  
Owners: on or about January 22, 2008
- 573.6 (c) (9) **Submission of Communications**  
A representative copy of all bulletins and other communications sent to dealers and owners will be submitted within five (5) days of dealer/owner notification.
- 573.6 (c) (10) **Proposed Owner Letter**  
A draft owner's letter is included with this letter for agency review and approval.
- 573.6 (c) (11) **Manufacturer's Recall Code**  
VWoA has assigned the code "20N4 ( R4)" to this recall.

Sincerely,



John Maddox  
Product Compliance Officer

Attachment

**Attachment A: Affected U.S Vehicles**

WVGBE77L98D045764  
WVGBE77L18D045791  
WVGCB77L98D045423  
WVGBE77L28D046013  
WVGBE77L88D046016  
WVGBE77L18D046021  
WVGBE77L58D046023  
WVGBE77L68D046273  
WVGBE77L68D046399  
WVGBE77L08D046625  
WVGBE77L68D045866  
WVGBE77L08D045958  
WVGBE77L18D046746  
WVGBE77L18D045984  
WVGBE77L38D045999  
WVGBE77L98D046008  
WVGBE77L88D045903



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. 1 800 893 5298

January 22, 2008

**Subject: Safety Recall 20N4 ( R4)  
2008 Model Year Volkswagen Touareg  
Inspect and Replace Fuel Supply Line, if Necessary**

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 your 2008 model year Volkswagen Touareg vehicle.

**What Is The Problem?**

Volkswagen has decided that the supplier of a fuel supply line changed the production process, and this change could lead to insufficient sealing of the fuel supply line connector, which could lead to a fuel leak. 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 replace the fuel supply line, if necessary.

**What We Would Like You to Do**

Parts for this repair will be available at the dealership where your vehicle was purchased. Because of this, we encourage you to return to your selling dealer to have this repair performed. Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about eight hours 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. A loaner vehicle will be available to you during the time your vehicle is in for this service.

**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 fuel supply line, 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 (20N4/R4)**  
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 Avenue, SE., 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 regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance