

VOLKSWAGEN

GROUP OF AMERICA

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2008 MAY 28 - 9:30 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

08V-235
(4 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

FALK BEIL NAME
EXECUTIVE DIRECTOR TITLE
SERVICE & QUALITY DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
MAY 22, 2008 DATE

Subject: **Notification of Recall**
2008 MY Volkswagen Passat and Passat Wagon and 2009 MY Volkswagen Tiguan
Equipped with 2.0T FSI ULEV II Engine

Engine Control Module (ECM) Software Update

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

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 Group of America, Inc. (VWGoA)

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

Make : Volkswagen
Line : Passat, Passat Wagon and Tiguan
Model Years : Passat and Passat Wagon: 2008
Tiguan: 2009

Month/Year
of Manufacture : Passat and Passat Wagon:
Emden: Produced 02/25/2008 – 04/17/2008
Mosel: Produced 02/21/2008 – 04/23/2008
Tiguan: Produced 12/28/2007 – 04/17/2008

VIN Numbers
Of Affected Vehicles: Passat and Passat Wagon
Emden: WWW ___ 3C _ 8 E 188573 to WWW ___ 3C _ 8 E 228327
Mosel: WWW ___ 3C _ 8 P 100763 to WWW ___ 3C _ 8 P 122151

Tiguan
WVG ___ 5N _ 9 W 000064 to WVG ___ 5N _ 9 W 004467

Other Identification : Vehicles equipped with 2.0T FSI ULEV II engine

- 573.6 (c) (3) **Number of Vehicles Potentially Containing the Defect**
Approximately 4,000 Passat and Passat Wagon vehicles and approximately 2,500 Tiguan vehicles are affected by this recall in the United States.
- 573.6 (c) (4) **Percentage of Vehicles Actually Containing the Defect**
WVGoA 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 affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.
- 573.6 (c) (6) **Basis for Determination**
In-house analysis of field reports.
Date of determination: May 19, 2008
- 573.6 (c) (7) **Noncompliance Test Result**
Not applicable
- 573.6 (c) (8) **Proposed Remedial Program**
Volkswagen will inspect and, if necessary, update the ECM software on affected vehicles. This work will be performed at no cost to customers.

Mailing dates are anticipated as follows:

Dealers: on or before May 22, 2008
Owners: on or before May 30, 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 communication for review and approval.
- 573.6 (c) (11) **Manufacturer's Recall Code**
WVGoA has assigned the code 24M9/R7 for this recall.

Sincerely,



Falk Beil
Executive Director
Service and Quality



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

May 2008

Subject: Safety Recall 24M9/R7

2008 Model Year Passat and Passat Wagon and 2009 Model Year Tiguan with
2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update

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 2008 Model Year Passat and Passat Wagon vehicles and in some 2009 model year Volkswagen Tiguan vehicles. Our records show you as the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that the affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and if necessary, update the ECM software.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one (1) 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.

To minimize your inconvenience, your dealer will include a vehicle wash and fill your vehicle with fuel if you bring your vehicle in for this service before August 30, 2008.

Reimbursement of Expenses

If you have previously paid for replacement of the engine control module (ECM) due to an engine surge issue, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

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 (24M9/R7)
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