

# VOLKSWAGEN

GROUP OF AMERICA

JOHN MADDOX NAME  
PRODUCT COMPLIANCE OFFICER TITLE  
PRODUCT COMPLIANCE DEPARTMENT  
248-754-5000 PHONE  
248-754-5093 FAX  
APRIL 07, 2008 DATE

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

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

**Subject: Recall Campaign R5 (NHTSA Code TBD)**

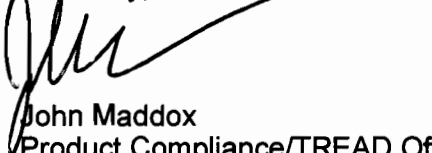
Dear Ms. Wallace:

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 recall campaign R5 (NHTSA Code TBD):

- Dealer Notification and 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,



John Maddox  
Product Compliance/TREAD Officer  
Service and Quality

Enclosures



# VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Upcoming Safety Recall R5 (SAGA Code TBD)  
1999-2005 Model Year 5<sup>th</sup> Generation Passat Vehicles  
Install Underbody Heat Shields and Inspect/Replace  
Fuel System Components if Necessary

Product Department  
Compliance

April 4, 2008 Date

## IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Upcoming Safety Recall R5 (SAGA Code TBD)

Volkswagen has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada of an upcoming safety recall affecting some 1999-2005 model year 5<sup>th</sup> generation Passat vehicles (all engines except diesel). We are informing you of this upcoming safety recall so that you are able answer any customer inquiries that may result from internet and press coverage.

### What is the Problem?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

### When Will This Repair Be Available?

Dealers will be notified and parts will be shipped on or about May 27, 2008, and an adequate supply of parts will be allocated and shipped to you prior to owner notification. Safety Recall R5 campaign circular will be available in ElsaWeb and in ServiceNet on or about May 30, 2008. Owner notification will begin on or about May 30, 2008. The R5 (SAGA code TBD) code will show open on affected vehicles on or about May 31, 2008.

Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance. Press inquiries should be directed to Volkswagen Public Relations (248-754-5064).

### Volkswagen Product Compliance

#### IMPORTANT!

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 who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

## Frequently Asked Questions (FAQ) Safety Recall R5

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular that will be posted on ElsaWeb and on ServiceNet.

### ■ What vehicles are affected?

1999-2005 model year 5<sup>th</sup> generation Passat vehicles with (all engines except diesel).

### ■ How many vehicles are affected?

Approximately 412,000 in the United States, approximately 22,000 in Canada.

### ■ What is the problem and what can happen?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

### ■ 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.

### ■ What exactly will be repaired on the vehicle?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

### ■ How long does the repair take?

The inspection and repair will take several hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### ■ Is a loaner vehicle or towing being covered under this action?

If the repair includes replacing the fuel tank or the existing heat shield, a loaner vehicle may be required and should be covered under the existing loaner vehicle policy through your FOM. Towing will be covered under certain conditions that will be described in the upcoming campaign circular.

### ■ 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.

### ■ When will this repair be available?

Dealers will be notified and parts will be shipped on or about May 27, 2008. The owner notification is scheduled for May 30, 2008.