

# VOLKSWAGEN

GROUP OF AMERICA

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APRIL 28, 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  
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**Subject: Recall Campaign R6 (NHTSA Code 08V-178)**

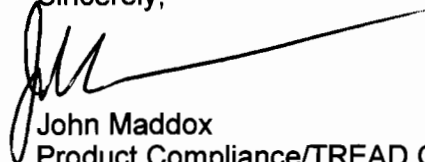
Dear Ms. Wallace:

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 communication for recall campaign R6 (NHTSA Code 08V-178):

- Dealer Notification
- FAQ
- Interim Claiming Instructions

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 R6 (SAGA Code TBD)

Product Department  
Compliance

**USA:** 2003-2005 New Beetle Convertible and 2004-2005 New Beetle

**CANADA:** 2003-2005 New Beetle Convertible

Inspect/Replace Airbag Frontal Crash Sensor(s) on Vehicles with Advanced (Dual-Stage) Front Airbag System

April 28, 2008 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Upcoming Safety Recall R6 (SAGA Code TBD)

Volkswagen has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada of an upcoming safety recall affecting some 2003-2005 New Beetle Convertible and 2004-2005 New Beetle vehicles in the United States, and some 2003-2005 New Beetle Convertible vehicles in Canada. 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 equipped with an advanced (dual-stage) airbag system may have airbag frontal crash sensors (1F0 909 606) that contain a solder joint on the circuit board that may crack under certain high temperature conditions. If this occurs, the airbag indicator light will illuminate and the fallback algorithm will ensure that the front airbags always deploy in a frontal crash in which the vehicle's deceleration is high enough to activate the frontal airbags. In low-severity frontal impacts, the front airbags may deploy more forcefully than designed, increasing the possibility of injury to out-of-position front seat occupants.

#### What Will Volkswagen Do?

Volkswagen will inspect and, if necessary, replace 1F0 909 606 airbag frontal crash sensor(s) on affected vehicles. This work will be performed at no cost to customers.

Until the date of the customer notification, Volkswagen will repair free of charge any subject vehicle that is presented for service to authorized Volkswagen dealers with malfunctioning airbag sensor(s) using existing, but limited, quantities of the new sensors with part number 6Q0 909 606 H. **Please refer to the R6 Safety Recall Interim Claiming instructions posted on ElsaWeb/ServiceNet for details.**

#### When Will This Repair Be Available?

Dealers will be notified and parts will be shipped on or about July 28, 2008 and an adequate supply of parts will be allocated and shipped to you prior to owner notification. The owner notification is scheduled for July 31, 2008. The R6 (SAGA code TBD) code will show open on affected vehicles on or about July 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.

## R6 Safety Recall Interim Claiming Instructions

Questions regarding these instructions must be directed to the Warranty Helpline at 1 (866) 306-8447

### Affected Vehicles

**United States:** 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004) and  
2004-2005 New Beetle (produced July 24, 2003 – October 31, 2004)

**Canada:** 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004)

### Problem

The affected vehicles equipped with an advanced (dual-stage) airbag system may have airbag frontal crash sensors (1F0 909 606) that contain a solder joint on the circuit board that may crack under certain high temperature conditions. If this occurs, the airbag indicator light will illuminate and the fallback algorithm will ensure that the front airbags always deploy in a frontal crash in which the vehicle's deceleration is high enough to activate the frontal airbags. In low-severity frontal impacts, the front airbags may deploy more forcefully than designed, increasing the possibility of injury to out-of-position front seat occupants.

### Repair Solution

Under the R6 safety recall, Volkswagen will inspect and, if necessary, replace 1F0 909 606 airbag frontal crash sensors on affected vehicles. This work will be performed at no cost to customers.

Until the date of the customer notification, Volkswagen will repair free of charge any subject vehicle that is presented for service to authorized Volkswagen dealers with malfunctioning airbag sensors using existing, but limited, quantities of the new sensors with part number 6Q0 909 606 H. Repairs must be made using the current work procedure found in the repair manual.

### Claiming Instructions

To avoid claim payment delay, carefully follow the claim entry procedure below. Questions regarding these instructions must be directed to the Warranty Helpline at 1 (866) 306-8447

## R6 Safety Recall INTERIM SAGA Claim Entry Procedure

### Front Airbag Sensor Diagnosis and Replacement

Claim Type: 1SP

Service No.: 6965

Damage Code: 0040

Damage Location: 001 (Left Side Sensor only)  
-OR- 002 (Right Side Sensor only)  
-OR- 000 (Both Left & Right Side Sensors)

Removed Part: 1F0 909 606

Vendor Code: **AE4**

Labor Operations : 63291900 Remove & Install Bumper 190 T.U.

**AND**

69652099 Replace Airbag Frontal Sensor 20 T.U.

Part Quantity: 1 or 2

Part Number: 6Q0 909 606 H

Comment Field: FRONT AIRBAG SENSOR R62008

**There is no reimbursement for vehicle wash or towing.**

**If loaner vehicle is required, it should be covered by the existing FOM Goodwill/Loaner Vehicle Process**

## Frequently Asked Questions (FAQ) for Upcoming Safety Recall R6 (SAGA Code TBD)

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?

**United States:** 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004) and 2004-2005 New Beetle (produced July 24, 2003 – October 31, 2004)

**Canada:** 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004)

### ■ How many vehicles are affected?

Approximately 76,900 in the United States, approximately 2,670 in Canada.

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

The affected vehicles equipped with an advanced (dual-stage) airbag system may have airbag frontal crash sensors (1F0 909 606) that contain a solder joint on the circuit board that may crack under certain high temperature conditions. If this occurs the airbag indicator light will illuminate and the fallback algorithm will ensure that the front airbags always deploy in a frontal crash in which the vehicle's deceleration is high enough to activate the frontal airbags. In low-severity frontal impacts, the front airbags may deploy more forcefully than designed, increasing the possibility of injury to out-of-position front seat occupants.

### ■ Can I drive the vehicle until it is repaired?

The vehicle can be driven until the recall is conducted. However, if the air bag indicator light illuminates, 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 airbag system on the vehicle inspected. Customers should also refer to the airbag information found in their Owner's Manual for additional information.

### ■ When will this repair be available?

Dealers will be notified and parts will be shipped on or about July 28, 2008. The owner notification is scheduled for July 31, 2008.

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

Volkswagen will inspect and, if necessary, replace 1F0 909 606 airbag frontal crash sensor(s) on affected vehicles. This work will be performed at no cost to customers.

Until the date of the customer notification, Volkswagen will repair free of charge any subject vehicle that is presented for service to authorized Volkswagen dealers with malfunctioning airbag sensor(s) using existing, but limited, quantities of the new sensors with part number 6Q0 909 606 H. **Please refer to the R6 Safety Recall Interim Claiming instructions posted on ElsaWeb/ServiceNet for details.**

### ■ How long does the repair take?

The inspection and repair will take about three 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?

In rare cases, if a loaner vehicle is required, it should be covered under the existing loaner vehicle policy through your FOM. Towing is not covered under this campaign.

### ■ 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.