

## Customer Letter Example (U.S.A.)

February 2008

**Subject: Safety Recall 66D1 (Q9)  
2008 Model Year New Beetle Special Edition Triple White Sedan  
Replace Roof Spoiler**

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 Volkswagen New Beetle Special Edition Triple White Sedan vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Volkswagen has decided that on some Special Edition Triple White Sedan New Beetle vehicles, an incorrect adhesive may have been used to attach the roof spoiler to the rear glass of the vehicle. If the incorrect adhesive was used, the spoiler could become loose or fall from the vehicle without warning, even though initially the spoiler may feel secure. If this happens, the spoiler could cause injury by striking persons outside the vehicle or could become an obstacle to other drivers, possibly resulting in a crash.

### **What Will Volkswagen Do?**

In order to correct this defect, we will replace the roof spoiler on your vehicle using the correct adhesive.

### **What We Would Like You to Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. Parts for this repair for your vehicle will be available at the dealership where your vehicle was purchased. Our records show your vehicle was purchased from:

SELLING DEALER NUMBER  
SELLING DEALER NAME  
SELLING DEALER ADDRESS  
SELLING DEALER PHONE NUMBER

Because of this, we encourage you to return to this dealer to have the recall repair performed. This service will take about four 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.

### **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 roof spoiler, 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 (66D1/Q9)**  
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