

Customer Letter Example (U.S.A.)

July 2008

**Subject: Safety Recall 69H1/R6
2003-2005 Model Year Volkswagen New Beetle Convertible and
2004-2005 Model Year Volkswagen New Beetle
Inspect/Replace Air Bag Frontal Crash Sensor(s) on Vehicles with Advanced (Dual-Stage) Front
Air Bag System**

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 2003-2005 model year Volkswagen New Beetle Convertible vehicles and in some 2004-2005 model year Volkswagen New Beetle vehicles equipped with an advanced (dual-stage) air bag system. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles equipped with an advanced (dual-stage) air bag system have air bag frontal crash sensors that contain a solder joint on the circuit board that may crack under certain conditions of high temperature and vibration. If this occurs, the air bag control module switches over to a fallback algorithm and the air bags may deploy more forcefully in low-severity frontal impacts. This can increase the possibility of injury to out-of-position front seat occupants in a low-severity frontal crash.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, if necessary, replace the air bag frontal crash sensor(s) on affected vehicles.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service may take up to two 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 air bag frontal crash sensors not related to accident damage, 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 (69H1/R6)
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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA)

July 2008

**Subject: Safety Recall 69H1/R6
2003-2005 Model Year Volkswagen New Beetle Convertible
Inspect/Replace Air Bag Frontal Crash Sensor(s) on Vehicles with Advanced (Dual-Stage) Front
Air Bag System**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2003-2005 model year Volkswagen New Beetle Convertible vehicles equipped with an advanced (dual-stage) air bag system. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles equipped with an advanced (dual-stage) air bag system have air bag frontal crash sensors that contain a solder joint on the circuit board that may crack under certain conditions of high temperature and vibration. If this occurs, the air bag control module switches over to a fallback algorithm and the air bags may deploy more forcefully in low-severity frontal impacts. This can increase the possibility of injury to out-of-position front seat occupants in a low-severity frontal crash.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, if necessary, replace the air bag frontal crash sensor(s) on affected vehicles.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service may take up to two 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 air bag frontal crash sensors not related to accident damage, 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 Canada
Attn: Customer CARE Center (69H1/R6)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance