

Customer Letter Example (U.S.A.)

December 2008

Subject: Safety Recall 48J1/P3
2009 Model Year Volkswagen Passat, Passat Wagon and Passat CC
Inspect and Replace Steering Gear if Necessary

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 2009 model year Volkswagen Passat, Passat Wagon, and Passat CC vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will inspect and, if necessary, replace the steering gear on affected vehicles.

What We Would Like You to Do

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

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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the red steering system malfunction lamp in the instrument panel comes on and chimes sound, the steering system power assist could be reduced or lost completely. If this happens, customers should stop driving the vehicle and have it towed to an authorized Volkswagen dealer for service immediately.

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 steering gear, 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 (48J1/P3)
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

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Customer Letter Example (CANADA)

December 2008

Subject: Safety Recall 48J1/P3
2009 Model Year Volkswagen Passat, Passat Wagon and Passat CC
Inspect and Replace Steering Gear if Necessary

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 2009 model year Volkswagen Passat, Passat Wagon, and Passat CC vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will inspect and, if necessary, replace the steering gear on affected vehicles.

What We Would Like You to Do

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

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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the red steering system malfunction lamp in the instrument panel comes on and chimes sound, the steering system power assist could be reduced or lost completely. If this happens, customers should stop driving the vehicle and have it towed to an authorized Volkswagen dealer for service immediately.

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Reimbursement of Expenses

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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 (48J1/P3)
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