



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recall (20N4/R4)
2008 Model Year Touareg
Inspect and Replace Fuel Supply Line, if Necessary

Product Department
Compliance

February 6, 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 20N4/R4

This is to inform you of Safety Recall 20N4/R4.

What is the problem?

Volkswagen has detected that the supplier of a fuel supply line changed the production flanging process, and this change could lead to insufficient sealing of the fuel supply line connector, which could lead to a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire.

The eighty-one (81) vehicles listed in the attached 20N4/R4 recall circular are the additional vehicles identified in the Stop Sale Order dated January 30, 2008. The original 19 vehicles affected by this action and listed in the Stop Sale Order dated January 15, 2008 have all been repaired.

Corrective Action

Inspect and replace the fuel supply line, if necessary.

What We Would Like You To Do

Please read the attached 20N4/R4 safety recall circular carefully, because it contains specific instructions unique to this recall, and because the repairs are being conducted at VPC/Port facilities. You may have already been contacted by your field representative regarding this campaign. The circular will also be posted to ElsaWeb shortly.

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 with campaign-related responsibilities, including sales personnel, service writers, technicians, parts employees, warranty administrators, etc.

Safety Recall 20N4/R4 circular will be posted on ElsaWeb shortly. Dealers with additional questions about this campaign should contact the Campaign Helpline at 1-800-741-2919.

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.

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please call (800) 741-2919.**



Safety Recall Circular

SAGA Code: **20N4** WIN Code **R4**

Subject: **2008 Touareg**

Inspect and Replace Fuel Supply Line, If Necessary

February 2008

Problem Description

The supplier of a fuel supply line changed the production process and this change could lead to insufficient sealing of the fuel supply line connector, which could lead to a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire. **The eighty-one (81) vehicles listed in this circular are the additional vehicles identified in the Stop Sale Order dated January 30, 2008.** The original 19 vehicles affected by this action and listed in the Stop Sale Order dated January 15, 2008 have all been repaired.

Corrective Action

Inspect and replace the fuel supply line, if necessary.

Dealer Inventory Vehicles

QTM's are contacting dealers with affected vehicles in inventory to inspect the fuel line.

If a fuel line does not need replacement, the QTM will inform Volkswagen to close the campaign on the vehicle. You can then sell or lease the vehicle.

If a fuel line needs replacement, the QTM will arrange the pick up and transport of the vehicle to the nearest VPC/Port for repair. Once the vehicle is repaired, it will be returned to the dealer it originated from. Dealers will be reimbursed for floor planning expenses related to the vehicle while it is in Volkswagen's possession. The QTM will inform Volkswagen to close the campaign on the vehicle once the repair has been completed.

Customer Vehicles

On February 5, 2008, Volkswagen notified all known owners of affected vehicles via Federal Express. Volkswagen Customer CARE will begin telephoning customers on February 7th to inform them of this recall, and to identify their servicing dealer.

Customer CARE will contact the Service Manager at the customer's servicing dealer. Dealers who are contacted are asked to telephone their customer(s) to arrange for an appointment to have the fuel supply line inspected as soon as possible. The inspection will take just a few minutes, and will be done by your QTM.

Dealers making these appointments must ensure that a loaner vehicle is available for each customer, in the event the QTM is not immediately available to perform the inspection, and in case the fuel line needs replacement.

If a fuel line does not need replacement, the QTM will inform Volkswagen to close the campaign on the vehicle.

If a fuel line needs replacement, the QTM will make arrangements to transport the vehicle to the nearest VPC/Port for repair. Once the vehicle is repaired, it will be returned to the dealership. Because this process can take several days, a loaner vehicle must be provided free of charge to the customer during the time customer's vehicle is in for this service.

VIN Range & Production Date of Affected Vehicles

Refer to the attached list of affected vehicles in the USA and in Canada. The production date on these vehicles is November 30, 2007 – December 12, 2007.

Until these vehicles are inspected and either released or repaired, they are under a mandatory stop-sale order and must not be sold, leased, or used as demonstrator vehicles.

Allocation Report of Affected Vehicles

The Service Manager at your dealership will be contacted by Customer CARE when a customer in your area needs to schedule an appointment for an inspection. Dealers were notified of this recall via fax on January 30, 2008 through the Stop Sale Order announcement. No allocation list will be sent for this action.

Parts Information and Allocation

Parts will not be allocated for this action; the rework of the vehicles is being completed at VPC/Port locations.

Loaner Vehicles

A loaner vehicle must be provided (for as long as necessary) to any customer with a vehicle affected by this action. Enter all loaner vehicle cost as a goodwill claim; loaners will be reimbursed under the goodwill process.

Floor Planning Reimbursement to Dealers (Stock Vehicles ONLY)

Dealers will be reimbursed by the Volkswagen brand for floor planning expenses related to any unsold stock unit while it is in Volkswagen's possession being repaired. Your QTM will arrange this reimbursement with your dealership and verify duration for each vehicle with transportation.

SAGA Claim Information

DO NOT enter claims into SAGA for this action. The Volkswagen Campaign Team will close out inspected and repaired vehicles as they are reported by the QTM's.

CANADA Affected VINs	Bill-To Dealer
WVGZE67L98D044977	4993320
WVGMB67L38D044895	4991444

USA Affected VINs	Bill-To Dealer
WVGBE77L58D045048	401052
WVGBE77L08D045071	401079
WVGBE77L88D045044	401989
WVGBE77L88D045013	402131
WVGBE77L78D045052	402141
WVGBE77L88D045027	402184
WVGBE77L08D045006	402320
WVGBE77L08D044972	402408
WVGBE77L88D044914	402645
WVGMB77L88D044879	402989
WVGBE77L58D045003	403068
WVGBE77L28D044911	403103
WVGBE77L18D045001	403112
WVGBE77L68D045026	403164
WVGBE77L08D045040	403200
WVGBE77L28D044990	403232
WVGBE77LX8D045062	403300
WVGBE77L88D045111	403311
WVGBE77L78D044967	403332
WVGBE77L98D045067	405024
WVGBE77L88D044900	405050
WVGBE77L28D045038	405051
WVGBE77L68D044992	405072
WVGBE77L98D045084	405074
WVGBE77LX8D044994	405078
WVGBE77L68D044863	405245
WVGBE77L48D044845	406524
WVGBE77L98D044940	406530
WVGBE77L28D044987	406530
WVGBE77L98D044999	407218
WVGBE77L38D045081	407218
WVGBE77L28D044889	408056
WVGMB77L78D045151	408057
WVGBE77L78D045097	408110
WVGBE77L58D045051	408112
WVGBE77L58D045132	408146
WVGBE77L58D044837	408149

USA Affected VINs	Bill-To Dealer
WVGBE77L58D044997	408156
WVGBE77L68D044927	408209
WVGBE77L58D045129	408213
WVGBE77L88D044850	408252
WVGBE77L08D045099	408284
WVGBE77L18D045094	408284
WVGBE77L88D045139	408379
WVGBE77L88D045030	408397
WVGCB77L98D045020	409150
WVGBE77L28D044908	409415
WVGBE77L18D044978	409519
WVGBE77L68D045141	420001
WVGBE77L58D045079	420001
WVGBE77L68D045074	420157
WVGBE77L88D045089	422144
WVGMB77L58D045164	422144
WVGBE77L48D045011	422228
WVGBE77L28D044939	422501
WVGBE77L68D045124	422501
WVGBE77L98D044842	422501
WVGBE77L78D045066	422503
WVGBE77L78D045102	422503
WVGBE77L58D044871	422516
WVGMB77L18D044934	422567
WVGBE77L28D044956	422592
WVGBE77L38D044867	422592
WVGBE77LX8D045076	422595
WVGBE77L28D045069	423322
WVGCB77L08D044984	423328
WVGBE77L28D045119	424122
WVGBE77L08D045121	424166
WVGBE77L78D044919	424224
WVGBE77L18D045161	424315
WVGLE77L38D045036	425019
WVGBE77L48D044926	425085
WVGBE77L88D044959	425155
WVGBE77L18D045127	425161
WVGBE77L68D045107	425428
WVGBE77L58D045115	426027
WVGBE77L48D045056	426030
WVGLE77L78D045170	491972
WVGCB77L98D044949	491972