

VOLKSWAGEN

GROUP OF AMERICA

RECEIVED

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DEFECTS
SECTION

John Maddox NAME
Product Compliance Officer Title
Product Compliance Department
248-754-5262 Phone
248-754-5093 Fax
February 25, 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
PHONE +1 248 754 5000

Subject: Recall Campaign 66D1/Q9 (08V-036)

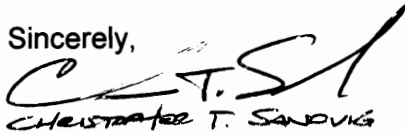
Dear Ms. Wallace:

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 communications for recall campaign 66D1/Q9 (08V-036):

- Dealer Notification
- Work Procedure
- Accounting Procedure

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,



CHRISTOPHER T. SANDVIG
For:
John Maddox
Product Compliance/TREAD Officer
Service and Quality

Enclosures



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 2008

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

Subject: Safety Recall Announcement

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

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Safety Recall Announcement - U.S. Dealers Only

Effective immediately, dealers with affected vehicles in inventory must ensure that this safety recall has been completed prior to vehicle sale or lease.

This is to inform you of the launch of Safety Recall 66D1/Q9 in the United States only as follows:

Safety Recall 66D1/Q9

What is the problem?

Volkswagen has determined 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 does the repair involve?

Dealers will replace the roof spoiler.

The 66D1 (Q9) campaign circular will be available on the VWHub under the Service tab, on ElsaWeb and ServiceNet shortly.

When will customer notification take place?

Customer notification will begin on or about February 29, 2008.

Parts Information, Parts Allocation and Ordering Information

- Prior to owner notification, 100% parts allocation will be made to all dealers to cover in-stock and retail sold units affected by this recall. This allocation consists of repair kits, including a pre-painted spoiler. Dealers should not order unpainted parts through accessories for this campaign.
- Ensure that these parts are inventoried in a secure manner and are used **ONLY** for this campaign, as **you will not be able to order any additional replacement stocks.**

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.

- If you have questions regarding parts or parts acquisition, please contact the Parts Helpline at 800-767-6552 and press prompt #1 for Stock Availability.
- Dealers will be eligible for part-handling compensation. Claiming instructions are outlined in the SAGA Claim Entry Procedure in the 66D1/Q9 campaign circular.
- Claims should be submitted **on the day of repair**, if possible. This will close out the campaign on the vehicle and help prevent another dealer from performing the same repair if the vehicle goes to another dealership.
- To minimize customer inconvenience, dealers are asked to ensure that a repair kit is at the dealership **BEFORE** the customer arrives for this repair.
- Parts return is mandatory under this campaign, and we are providing a pre-paid shipping label for your convenience. Dealers should refer to the parts return instructions in the campaign circular. Claims will be charged back if parts are not returned within 10 days as instructed in the campaign circular.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code.

Immediately upon completion of the repair, enter the claim into the system. Claims will only be paid for vehicles that have this recall open in ElsaWeb on the day of the repair.

Thank you for your assistance in this important matter.

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.

Frequently Asked Questions (FAQ) Safety Recall 66D1 (Q9)

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

What vehicles are affected this recall?

Some 2008 model year New Beetle Special Edition Triple White Sedan vehicles are affected.

How many vehicles are affected and when will customer notification begin?

There are approximately 510 affected vehicles in the United States only. Customer notification is scheduled to begin on or before February 29, 2008.

What is the problem?

Volkswagen has determined 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 the spoiler may initially 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.

Can I drive the vehicle until it is repaired?

Yes, however due to the possibility of the spoiler coming loose or falling from the vehicle, customers are advised to contact their nearest authorized Volkswagen dealer for an appointment without delay.

When will the repair become available?

- Prior to owner notification, 100% parts allocation will be made to all dealers to cover in-stock and retail sold units affected by this recall. This allocation consists of repair kits, including a pre-painted spoiler. Dealers should not order unpainted parts through accessories for this campaign.
- Ensure that these parts are inventoried in a secure manner and are used **ONLY** for this campaign, as **you will not be able to order any additional replacement stocks**.
- If you have questions regarding parts or parts acquisition, please contact the Parts Helpline at 800-767-6552 and press prompt #1 for Stock Availability.
- Dealers will be eligible for part-handling compensation. Claiming instructions are outlined in the SAGA Claim Entry Procedure in the 66D1/Q9 campaign circular,
- Claims should be submitted ***on the day of repair***, if possible. This will close out the campaign on the vehicle and help prevent another dealer from performing the same repair if the vehicle goes to another dealership.
- To minimize customer inconvenience, dealers are asked to ensure that a repair kit is at the dealership **BEFORE** the customer arrives for this repair.
- Parts return is mandatory under this campaign, and we are providing a pre-paid shipping label for your convenience. Dealers should refer to the parts return instructions in the campaign circular. Claims will be charged back if parts are not returned within 10 days as instructed in the campaign circular.

Is the cost of the repair covered by Volkswagen?

Yes. This repair is available at no cost to customers affected by this recall.

What exactly will be repaired on the vehicle, and how long does the repair take?

Dealers will replace the roof spoiler on affected vehicles. The repair takes about four hours to complete, but additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

Is a loaner vehicle being covered under this action?

Yes, a one-day loaner will be covered under this action.

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.

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

WIN Code: Q9

SAGA Code: 66D1

**Subject: 2008 New Beetle Special Edition Triple White Sedan
Replace Roof Spoiler**

February 2008

Problem Description

Volkswagen has determined 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.

Corrective Action

Replace the roof spoiler.

VIN Range & Production Date of Affected Vehicles

U.S.A.

3VWFW31C_8M509657 – 3VWFW31C_8M514293

Production date: November 5, 2007 – December 20, 2007

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the complete VIN, customer name and address data. Dealers will not receive a report if they have no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states. Accordingly, you must limit the use of this report.

Parts Information and Allocation

Prior to owner notification, 100% parts allocation will be made to all dealers to cover in-stock and retail sold units affected by this recall. This allocation consists of repair kits, including a pre-painted spoiler. Dealers should not order unpainted parts through accessories for this campaign.

Ensure that these parts are inventoried in a secure manner and are used **ONLY** for this campaign, as **you will not be able to order any additional replacement stocks.**

If you have questions regarding parts or parts acquisition, please contact the Parts Helpline at 800-767-6552 and press prompt #1 for Stock Availability.

Dealers will be eligible for part-handling compensation. Claiming instructions are outlined in the SAGA Claim Entry Procedure below.

Owner Notification Mailing

On or before February 29, 2008 Volkswagen will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the repair operation listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check the repair order for the correct VIN and damage code.
ID description and number of parts.
Open.

Service No.: 66D1

Damage Code: 0099

Parts Manufacturer – Removed part: Use vendor code VTB.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01

Remove & replace roof spoiler

Repair operation: 6658 19 99 100 T.U.

Outside Material

Part Handling Compensation: \$95.00 USD

**There is NO reimbursement for Vehicle Wash
One-Day Loaner Vehicle Allowed Per Loaner
Goodwill Policy**

If Customer Refused Repairs

Fax the Repair Order to VVoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

The repair 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 of America, Inc. and Volkswagen Canada. All Rights Reserved.

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

Campaign Work Procedure

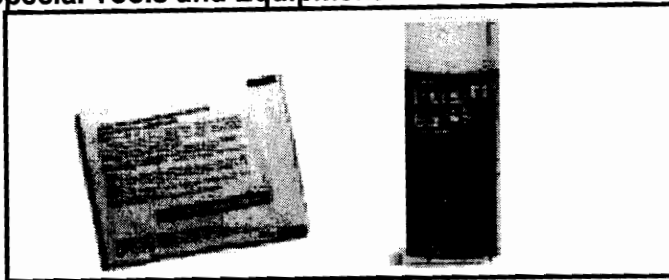
Q9 (66D1) Safety Recall

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

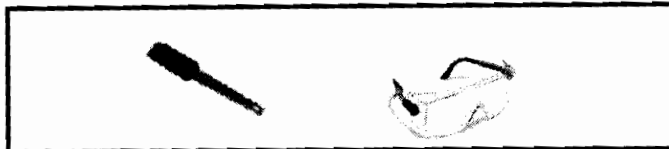
Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	1C0 071 640 LR9A	Rear Glass Mounted Spoiler Kit Kit Contents: Spoiler installation instructions Painted rear glass mounted spoiler 5404A Betaseal Primer U-418 HV Betaseal Adhesive Pre-paid return shipment label
As needed	5404A	Betaseal Primer
As needed	U-418HV	Betaseal Adhesive

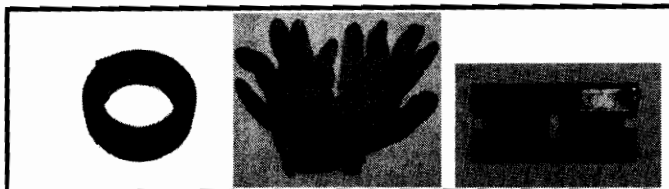
Special Tools and Equipment



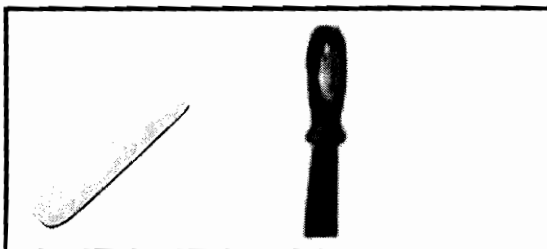
- Alcohol wipes
- Glass cleaner



- Primer applicator
- Safety glasses



- Low adhesion tape
- Protective rubber gloves
- Single edge razor blade



- Trim removal wedge 3409 or equivalent
- Gasket scraper (approx 4")

Work Sequence



WARNING!

Read entire instructions thoroughly before starting

Improper installation procedures can cause serious personal injury

Installation should be performed only by a qualified technician

Observe all safety precautions when working under a vehicle

Beware of sharp edges

Always wear safety glasses to help protect eyes

Always wear protective gear, such as gloves, and use caution with hand tools



WARNING!

Read all information on chemical product container

Improper use or handling of chemicals can cause fires, explosions and severe burns; keep them away from heat, sparks and flame

Avoid breathing of vapors, mist or spray

Use only in areas with sufficient ventilation to maintain vapor concentrations below recommended exposure limits

Avoid eye and skin contact (wear safety glasses and protective gloves)

Wash thoroughly after handling



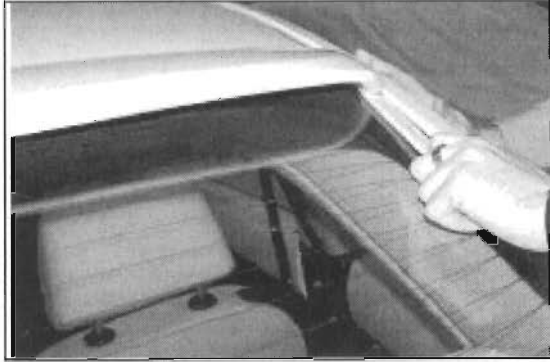
Note: DO NOT pull up on spoiler to remove it; doing so could result in damage to the rear glass



Note: Before starting, make sure painted and trim surfaces are protected to avoid scratching during installation

Use proper surface protection covers and work attire that are free of dirt and grease

Section A – Spoiler Removal



⚠ Note: DO NOT pull up on spoiler to remove it; doing so could result in damage to the rear glass

⇐ Carefully pry up on spoiler using wedge tool or equivalent and use gasket scraper to cut adhesive between spoiler and rear glass

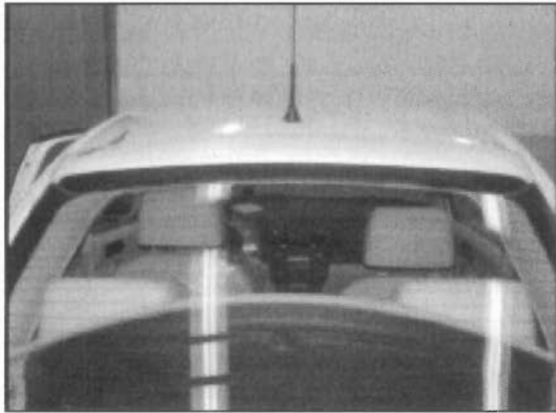
• Once loose, remove spoiler from vehicle



⇐ Using a razor blade, carefully scrape away any old adhesive and primer residue

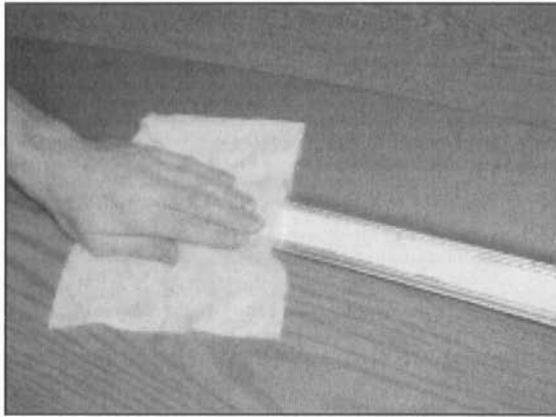


⇐ Clean area of window where spoiler will make contact with glass using isopropyl alcohol wipes – allow five minutes to dry



- ⇐ Remove spoiler from packaging and dry fit spoiler onto vehicle to ensure alignment of spoiler is not more than 1 mm from edge on each of the three sides

Section B - Spoiler Installation



- ⇐ Clean adhesive surface on spoiler with isopropyl alcohol wipes – allow five minutes to dry



- ⇐ Using a foam applicator, apply primer (Betaseal 5404A) to adhesive channel on spoiler only
- Allow primer to dry for five minutes



- ⇐ Apply Betaseal U-418HV adhesive to outer edge of spoiler mounting surface only

⚠ Note: Apply adhesive to outer edge of mounting surface only. DO NOT apply a single cord of adhesive to the middle of spoiler surface

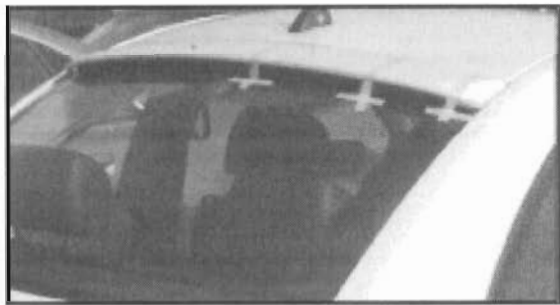


⇐ Using two people, attach spoiler to glass surface

⚠ Note: Be sure to align spoiler lip with front edge of glass first, then align with sides of the glass



⇐ Ensure alignment of spoiler is not more than 1 mm from edge on each of the three sides



⇐ After spoiler is in place, apply tape in "T"-shape (as shown) across complete length of spoiler to secure spoiler while adhesive dries

- Allow adhesive to dry for three hours before removing tape
- After adhesive has dried, remove tape, clean off any excess adhesive using appropriate glass cleaner and single edge razor blade, if necessary

Spoiler Part Return

Using the pre-paid shipping label included in spoiler kit, part number 1C0 071 640 LR9A, return properly tagged rear spoilers packaged in box of new part to:

*FMS
11110 Business Circle
Cerritos, CA 90703*

WORK IS COMPLETE