

# VOLKSWAGEN

GROUP OF AMERICA

MARIA COTTER NAME  
LEAD CAMPAIGN ADMINISTRATOR TITLE  
PRODUCT COMPLIANCE DEPARTMENT  
248-754-5000 PHONE  
248-754-5093 FAX  
JULY 30, 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 Campaigns 07V-063 (N400/N4) and 08V-036(66D1/Q9)**

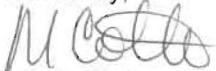
Dear Ms. Wallace:

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 communication for revised recall campaigns 07V-063 (N400/N4) and 08V-036(66D1/Q9):

- Work Procedure and Claiming Instructions

If you have any questions or require additional information, please contact me.

Sincerely,



Maria Cotter  
Lead Campaign Administrator  
Product Compliance -Service and Quality  
Enclosures

#### 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

Code: 66D1/Q9

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

**REVISED**

July 2008

#### Revision Summary

Part return no longer required. Destroy and properly discard removed part.

#### 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 received a report containing the complete VIN, customer name and address data. Dealers did not receive a report if they had 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 was made to all dealers to cover in-stock and retail sold units affected by this recall. The allocation consisted of repair kits, including a pre-painted spoiler. Dealers were not to 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 are 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 notified all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

**CONTINUE TO NEXT PAGE**

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the chart below. **The Applicable Criteria ID is shown in ElsaWeb.** 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 ELSAWeb to determine whether the "66D1" campaign is 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 VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

## 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

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 <u>Kit Contents:</u> 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



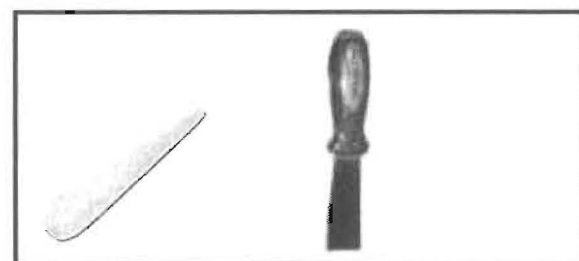
- Alcohol wipes
- Glass cleaner



- 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**

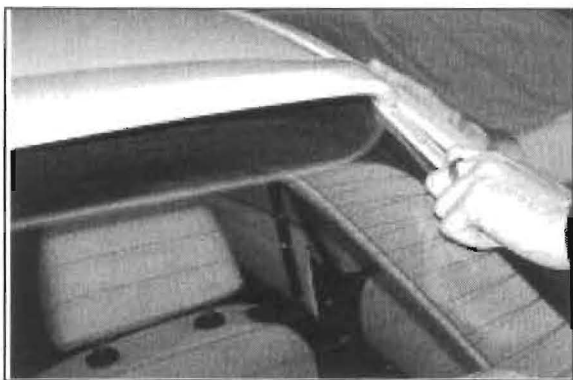


**Note:** DO NOT pull up on spoiler to remove it; doing so could result in damage to the rear glass



**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

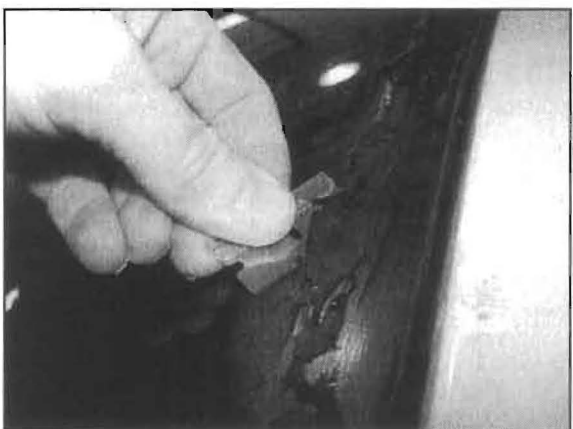


## Section A – Spoiler Removal

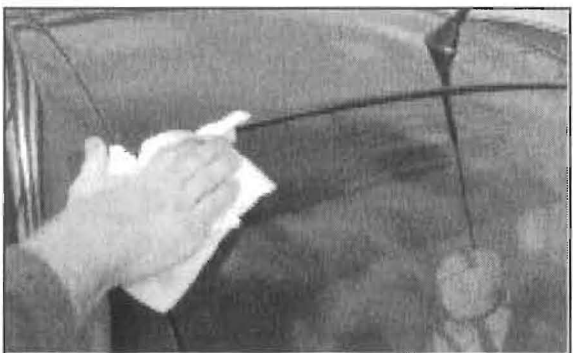


Note: **DO NOT** pull up on spoiler to remove it; doing so could result in damage to the rear glass

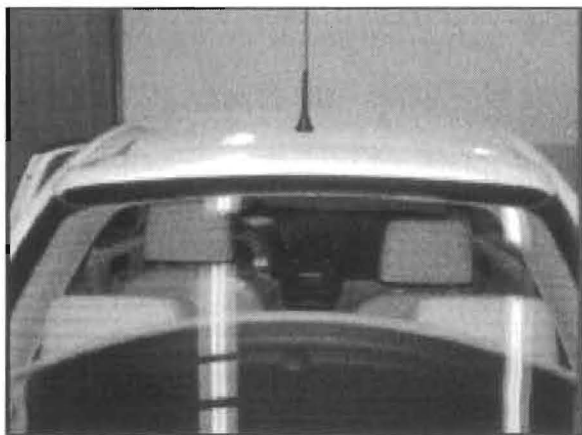
- ⇐ Carefully pry up on spoiler using wedge tool or equivalent and use gasket scraper to cut adhesive between spoiler and rear glass
- Once loose, remove spoiler from vehicle



- ⇐ 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

**NEW**

- Destroy and properly discard removed part

**WORK IS COMPLETE**