



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 2, 2009

MR. CHRISTOPHER T. SANDVIG
GENERAL MANAGER COMPLIANCE/TREAD
SERVICE & QUALITY
VOLKSWAGEN OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326

NVS-215dgl
09V-244

SUBJECT: MISSING INFORMATION ON OWNERS MANUAL

DEAR MR. SANDVIG:

This letter serves to acknowledge Volkswagen of America, Inc.'s (VW) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection." in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
VOLKSWAGEN/ROUTAN/2009

NHTSA Campaign Number: 09V-244

Mfg's Report Date: June 26, 2009

Components: EQUIPMENT: OTHER: OWNERS/SERVICE/OTHER MANUAL

Potential Number of Units Affected: 18,500

Summary:

VOLKSWAGEN IS RECALLING 18,500 MY 2009 ROUTAN VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 208, "OCCUPANT CRASH PROTECTION." THE OWNER'S MANUAL WAS PRINTED WITHOUT THE FMVSS NO. 208 REQUIRED INFORMATION EXPLAINING THAT NO OBJECTS SHOULD BE PLACED OVER THE OR NEAR THE AIR BAG ON THE INSTRUMENT PANEL.

Consequence:

ANY SUCH OBJECTS COULD CAUSE INJURY TO THE VEHICLE'S OCCUPANTS IN THE EVENT OF A CRASH SEVERE ENOUGH TO CAUSE THE AIR BAG TO INFLATE.

Remedy:

DEALERS WILL SEND AN OWNER'S MANUAL INSERT CONTAINING THE REQUIRED AIR BAG INFORMATION FOR OWNER INSTALLATION OR DEALERS WILL INSTALL IN THE EVENT THE OWNER PREFERS ASSISTANCE FROM THE DEALER. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE JULY 31, 2009. OWNERS MAY CONTACT VOLKSWAGEN AT 1-800-822-8987.

Notes:

VOLKSWAGEN RECALL NO. S6. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement