



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Upcoming Safety Recall 66D6/S5
2007 - 2009 MY Volkswagen Touareg
Roof Edge Spoiler

Product Department
Compliance

July 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Safety Recall 66D6/S5

Safety Recall 66D6/S5

Volkswagen has notified the NHTSA and Transport Canada of an upcoming safety recall affecting some 2007-2009 model year Volkswagen Touareg "facelift" vehicles.

What is the problem?

The fastening struts on the roof edge spoiler have the potential to develop cracks over time, causing the spoiler to become loose and, in rare cases, detach 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. Volkswagen is not aware of any cases of this happening in the North American market.

What will be repaired on the vehicle?

Dealers will install reinforcement wedges to the roof edge spoiler.

When will this repair be available?

When sufficient parts stock is available, dealers and owners of affected vehicle will be notified. Currently, the notification timelines are still to be determined.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please 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.

.Frequently Asked Questions (FAQ) Safety Recall SAGA 66D6/S5

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

■ What vehicles are affected?

Some 2007-2009 model year Volkswagen Touareg "facelift" vehicles in the United States and Canada are affected by this recall.

■ What is the problem and what can happen?

The fastening struts on the roof edge spoiler have the potential to develop cracks over time, causing the spoiler to become loose and, in rare cases, detach 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. Volkswagen is not aware of any cases of this happening in the North American market.

■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual, but if the roof spoiler appears to become loose, customers should have the vehicle inspected by an authorized Volkswagen dealer immediately.

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

There are approximately 14,400 affected vehicles in the United States and approximately 1,200 in Canada. The customer notification date is TBD.

■ What exactly will be repaired on the vehicle?

Dealers will install reinforcement wedges to the roof edge spoiler.

■ Is a loaner vehicle being covered under this action?

A loaner vehicle will not be offered under this action. Dealers with customers needing alternate transportation should refer to the existing alternate transportation program.

■ Is towing being covered under this action?

Towing is not covered under this campaign.

■ 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.

■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified. Pending parts availability, dealer notification and customer notification dates are TBD.