

Customer Letter Example (U.S.A.)

April 2009

**Subject: Safety Recall 69H3/S3
2009 Model Year Volkswagen CC
Inspect and Reroute or Replace Right Front Passenger Seat Belt Buckle Wiring Harness**

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 2009 model year Volkswagen CC vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles may have an incorrectly routed right front passenger seat belt buckle wiring harness, creating the potential for wires to become damaged when the seat is moved fully up or down or fore and aft. If this wiring damage occurs, the airbag control module will switch to a fallback algorithm and deactivate the passenger's frontal airbag. Vehicle occupants will be made aware of this airbag deactivation when both the airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate. In the event of a crash, the passenger's frontal airbag will not deploy and will not be able to properly protect an occupant, increasing the risk of injuries.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and adjust the routing of the right front passenger seat belt wiring harness. If a damaged wiring harness is found, the seat belt buckle and wiring harness assembly will be replaced.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one hour 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if both airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate, the passenger's frontal airbag will not deploy in a crash and will not be able to properly protect an occupant, increasing the risk of injuries. If this happens, customers should not allow a passenger to sit in the right front seat position and should take the vehicle to an authorized Volkswagen dealer for service immediately.

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 right front passenger seat belt buckle wiring harness, 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 (69H3/S3)
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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance