

Customer Letter Example (U.S.A.)

July 2009

**Subject: Compliance Recall 69H5/S6
2009 Model Year Volkswagen Routan
Owner's Manual Airbag Information**

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 noncompliance, which relates to motor vehicle safety, exists in the owner's manual of some 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The owner's manual for the 2009 MY Volkswagen Routan is missing the FMVSS No. 208 required information explaining that no objects should be placed over or near the airbag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the airbag to inflate.

What Will Volkswagen Do?

In order to correct this noncompliance, we have enclosed an owner's manual insert containing the required information for installation in your vehicle.

What We Would Like You to Do

You may choose to install this insert into your vehicle's owner's manual yourself, or if you prefer, you may have the insert installed by your authorized Volkswagen dealer free of charge.

If you choose to have your authorized Volkswagen dealer install this insert, please contact your dealer to arrange for an appointment without delay. This service will take just a few minutes. Remember to bring the enclosed owner's manual insert with you to your service appointment.

Precautions You Should Take

As with any airbag-equipped vehicle, people should refrain from placing objects over or near the airbag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the airbag to inflate.

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.

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 (69H5/S6)
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

The 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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.