



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

August 2009

**Subject: Safety Recall 66D6/S5
2007- 2009 Model Year Volkswagen Touareg
Roof Edge 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 2007-2009 model year Volkswagen Touareg vehicles. Our records show that you are the owner of one of these 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.

What Will Volkswagen Do?

In order to correct this defect, dealers will reinforce the roof edge spoiler.

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 the roof spoiler appears to become loose, customers should have the vehicle inspected by an authorized Volkswagen dealer 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 roof edge spoiler repairs because the fastening struts cracked as described in this letter, 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 (66D6/S5)
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