



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

October 2010

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Safety Recall 97S8/T7 – Power Sliding Door Wiring Harness Assembly  
2009 Model Year Volkswagen Routan**

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 Routan vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

A right and/or left side power sliding door wiring harness may chafe on a sliding door hinge when that door is operated. If this happens, a sliding door latch can overheat and cause a fire inside the door.

**What Will Volkswagen Do?**

In order to identify and correct this defect, dealers will inspect and, as necessary, repair or replace the left and right power sliding door wiring harness in your vehicle.

**What We Would Like You to Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle inspected and repaired without delay.

The inspection will take less than one hour, and repairs (if necessary) may take an additional hour. This work will be performed for you 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 vehicle experiences a power sliding door-related concern at any time, please 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 repairs relating to a chafed power sliding door wiring harness 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 (97S8/T7)  
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 also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

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