



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

DRAFT 01/24/2011

January 2011

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

Vehicle Identification Number (VIN): <VIN>

Subject: Safety Recall 2014/U1 – Under Hood Fuel Supply Line

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 2006-2010 model year Volkswagen Jetta, 2007-2009 model year Rabbit and 2009-2010 model year Jetta SportWagen vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against an under hood fuel supply line. If chafing occurs, there is a potential for a fuel leak to develop over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, as necessary, replace the affected under hood fuel supply line in your vehicle. As a preventative measure, a plastic tab on the windshield washer fluid reservoir will be removed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle inspected/repared 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 you can smell fuel in the vehicle proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

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 under hood fuel line 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 (2014/U1)
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, 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