

Volkswagen of America, Inc.



RECEIVED

99 JUL 23 AM 11:36

OFFICE
DEFECTS INVESTIGATION

3800 Hamlin Road
Auburn Hills, MI 48328
Tel. (248) 340-5000

July 22, 1999

99V-131.001

Mr. Jonathan D. White, Chief
Technical Analysis Branch
Office of Defects Investigation Safety Assurance
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

Subject: NSA-111 idw: RQ99-008

Dear Mr. White:

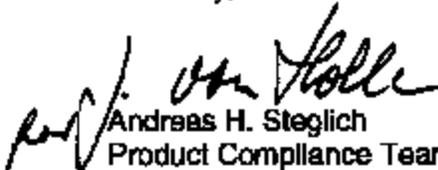
This is in reply to your letter dated June 7, 1999, requesting information regarding Volkswagen of America's (VWoA) recalls UH and KU (NHTSA #99-131). Volkswagen's response is due July 26, 1999.

We have been informed by VWAG that collection of some of the information requested has not yet been completed and that the draft response is pending review by management personnel which has been on summer recess since mid July and will not return until the middle of August. We are therefore unable to comply with your request in a timely manner and request an extension of time until August 31, 1999.

We appreciate your understanding of our concern and look forward to your favorable response. In the meantime, we plan to commence both recalls by notifying owners nationwide on or about August 20, 1999. A draft of the proposed owner notification will be sent to you by fax tomorrow.

If you have further questions, please contact me at (810) 340-4850 or John von Hollen at (810) 340-4858.

Sincerely,


Andreas H. Steglich
Product Compliance Team Leader

RQ99-008.doc

VOLKSWAGEN



By Facsimile Transmission
(202) 366-7882

Office of the General Counsel

September 1, 1999

3900 Hamlin Road
Auburn Hills, MI 48026
Tel. (248) 340-4700
Fax (248) 340-6794

Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Re: Recall Regarding Brake Power Assist

Dear Mr. White:

This will confirm my conversation today with your assistant concerning our intent to use four different owner notification letters rather than two letters in conjunction with the above recall.

The need for four letters is explained by the status of our parts supply. We will have sufficient recall parts at dealers when we begin our recall of the 1.8L models. The recall parts for use in conjunction with the 2.8L are different from those used for the 1.8L model. We will not be able to have sufficient supplies of 2.8L parts at dealers prior to October 15, 1999.

Other than the modifications necessitated by the parts supply issue, we have made no change in the owner notification letters.

Copies of the revised letters are attached.

Sincerely,


Gerhard P. Riechel

Attachments

John White

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-6000

September 1999

DRAFT (1) 1.8L

Cold Area Residents

9/01/99

**Subject: Recall Campaign UH
Install Brake Booster Vacuum By-pass Kit**

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 1998/99 model Volkswagen Passat 1.8L Turbo vehicles equipped with automatic transmission. Our records show that your Volkswagen Passat vehicle is one of the vehicles affected by this voluntary safety recall action.

Defect Description

It is possible that the vacuum flow from the engine's intake manifold to the power brake system could be obstructed by freezing moisture in the manifold if the vehicle is operated continuously at outside temperatures of minus 4 degrees Fahrenheit or below. If that happens, you will experience braking with diminished or no power assist when the brakes are applied.

Remedial Repair

Your authorized Volkswagen dealer will install a vacuum by-pass which will allow full vacuum to be available for power assist under all weather conditions.

Repair Schedule

Parts including the necessary installation instructions are already available at authorized Volkswagen dealers.

Anticipated Repair Time

The recall work will take approximately one hour. However, your dealer may need additional time to accommodate the daily workshop schedule. The work will, of course, be performed at no charge.

What You Need To Do

We have determined that you are residing in a geographical region of the country which could experience temperatures as low as minus 4 degrees Fahrenheit or lower and recommend that you make an appointment with your dealer so that the recall may be completed as soon as possible.

Please contact the Service Department of your authorized Volkswagen dealer and schedule an appointment as soon as possible. Please present the enclosed form, which identifies your vehicle, to your dealer when you bring your Volkswagen in for the service.

Precautions

If, prior to the time that the corrective work is performed, your brake pedal should feel "hard" upon braking, you will still be able to brake the vehicle by applying much greater force to the pedal. Also, contact your authorized dealer immediately.

Lease Vehicle

If the vehicle identified in this recall is a leased vehicle and you are the lessor and registered owner, please forward this information by first class mail to the lessee.

Service Problem Help

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations - 2F02 (UH)
3800 Hamlin Road
Auburn Hills, MI 48326-2855
Toll-free Telephone: (800) 822-8957

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (800) 424-9393 (Washington, DC area: 386-0123).

We regret any inconvenience this matter may cause you; however, we want to make sure that your Volkswagen Passat is safe and operates to your satisfaction.

Thank you for driving a Volkswagen.

Sincerely,

Andreas H. Steglich
Product Compliance Team Leader

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-5000

September 1999

DRAFT (1) 2.8L

Cold Area Residents

9/1/99

**Subject: Recall Campaign UH
Install Brake Booster Vacuum By-pass Kit**

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 1998/99 model Volkswagen Turbo Passat 2.8L V6 vehicles equipped with automatic transmission. Our records show that your Volkswagen Passat vehicle is one of the vehicles affected by this voluntary safety recall action.

Defect Description

It is possible that the vacuum flow from the engine's intake manifold to the power brake system could be obstructed by freezing moisture in the manifold if the vehicle is operated continuously at outside temperatures of minus 4 degrees Fahrenheit or below. If that happens, you will experience braking with diminished or no power assist when the brakes are applied.

Remedial Repair

Your authorized Volkswagen dealer will install a vacuum by-pass which will allow full vacuum to be available for power assist under all weather conditions.

Repair Schedule

Parts including the necessary installation instructions will be available at authorized Volkswagen dealers on or about October 15, 1999.

Anticipated Repair Time

The recall work will take approximately one hour. However, your dealer may need additional time to accommodate the daily workshop schedule. The work will, of course, be performed at no charge.

What You Need To Do

We have determined that you are residing in a geographical region of the country which could experience temperatures as low as minus 4 degrees Fahrenheit or lower and recommend that you make an appointment with your dealer so that the recall may be completed as soon as possible after parts are available.

Please contact the Service Department of your authorized Volkswagen dealer and schedule an appointment as soon as possible. Please present the enclosed form, which identifies your vehicle, to your dealer when you bring your Volkswagen in for the service.

Precautions

If, prior to the time that the corrective work is performed, your brake pedal should feel "hard" upon braking, you will still be able to brake the vehicle by applying much greater force to the pedal. Also, contact your authorized dealer immediately.

Lease Vehicle

If the vehicle identified in this recall is a leased vehicle and you are the lessor and registered owner, please forward this information by first class mail to the lessee.

Service Problem Help

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: *Customer Relations - 2F02 (UH)*
3800 Hamlin Road
Auburn Hills, MI 48326-2855
Toll-free Telephone: (800) 822-8987

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (800) 424-9393 (Washington, DC area: 366-0123).

We regret any inconvenience this matter may cause you; however, we want to make sure that your Volkswagen Passat is safe and operates to your satisfaction.

Thank you for driving a Volkswagen.

Sincerely,

Andreas H. Stoglich
Product Compliance Team Leader

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-6000

September 1999

DRAFT (2) 1.8L

Warm Area Residents

9/01/99

**Subject: Recall Campaign UH
Install Brake Booster Vacuum By-pass Kit**

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 1998/99 model Volkswagen Passat 1.8L Turbo vehicles equipped with automatic transmission. Our records show that your Volkswagen Passat vehicle is one of the vehicles affected by this voluntary safety recall action.

Defect Description

It is possible that the vacuum flow from the engine's intake manifold to the power brake system could be obstructed by freezing moisture in the manifold if the vehicle is operated continuously at outside temperatures of minus 4 degrees Fahrenheit or below. If that happens, you will experience braking with diminished or no power assist when the brakes are applied.

What You Need To Do

We have determined that you are not residing in a region of the country which will ever experience temperatures as low as minus 4 degrees or lower in major population centers. The defect is therefore not likely to cause a safety problem for you, so there is no need for you to respond to this notice immediately.

However, we recommend that you have the recall completed if you should decide to move to, sell your vehicle to a resident in or plan to drive your vehicle in the states of Alaska, Colorado, Connecticut, Idaho, Illinois, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, Oregon, South Dakota, Vermont, Washington, Wisconsin or Wyoming. In that case, please make an appointment with your nearest Volkswagen dealer.

Remedial Repair

Your authorized Volkswagen dealer will install a vacuum by-pass which will allow full vacuum to be available for power assist under all weather conditions.

Repair Schedule

Parts including the necessary installation instructions are already available at authorized Volkswagen dealers.

Anticipated Repair Time

The recall work will take approximately one hour. However, your dealer may need additional time to accommodate the daily workshop schedule. The work will, of course, be performed at no charge.

Precautions

If, prior to the time that the corrective work is performed, your brake pedal should feel "hard" upon braking, you will still be able to brake the vehicle by applying much greater force to the pedal. Also, contact your authorized dealer immediately.

Lease Vehicle

If the vehicle identified in this recall is a leased vehicle and you are the lessor and registered owner, please forward this information by first class mail to the lessee.

Service Problem Help

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer Relations - 2F02 (UH)
3800 Hamlin Road
Auburn Hills, MI 48326-2855
Toll-free Telephone: (800) 822-8987

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (800) 424-9393 (Washington, DC area: 388-0123).

We regret any inconvenience this matter may cause you; however, we want to make sure that your Volkswagen Passat is safe and operates to your satisfaction.

Thank you for driving a Volkswagen.

Sincerely,

Andreas H. Stöglich
Product Compliance Team Leader

Volkswagen of America, Inc.



3600 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-8000

September 1999

DRAFT (2) 2.8L

Warm Area Residents

9/01/99

**Subject: Recall Campaign UH
Install Brake Booster Vacuum By-pass Kit**

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 1998/99 model Volkswagen Passat 2.8L V6 vehicles equipped with automatic transmission. Our records show that your Volkswagen Passat vehicle is one of the vehicles affected by this voluntary safety recall action.

Defect Description

It is possible that the vacuum flow from the engine's intake manifold to the power brake system could be obstructed by freezing moisture in the manifold if the vehicle is operated continuously at outside temperatures of minus 4 degrees Fahrenheit or below. If that happens, you will experience braking with diminished or no power assist when the brakes are applied.

What You Need To Do

We have determined that you are not residing in a region of the country which will ever experience temperatures as low as minus 4 degrees or lower in major population centers. The defect is therefore not likely to cause a safety problem for you, so there is no need for you to respond to this notice immediately.

However, we recommend that you have the recall completed if you should decide to move to, sell your vehicle to a resident in or plan to drive your vehicle in the states of Alaska, Colorado, Connecticut, Idaho, Illinois, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, Oregon, South Dakota, Vermont, Washington, Wisconsin or Wyoming. In that case, please make an appointment with your nearest Volkswagen dealer.

Remedial Repair

Your authorized Volkswagen dealer will install a vacuum by-pass which will allow full vacuum to be available for power assist under all weather conditions.

Repair Schedule

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Lease Vehicle

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Service Problem Help

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Volkswagen of America, Inc.
Attn: *Customer Relations - 2F02 (UH)*
3800 Hamlin Road
Auburn Hills, MI 48328-2855
Toll-free Telephone: (800) 822-8887

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (800) 424-9393 (Washington, DC area: 366-0123).

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Thank you for driving a Volkswagen.

Sincerely,

Andreas H. Steglich
Product Compliance Team Leader