

## Customer Letter Example (U.S.A.)

June 2009

**Subject: Safety Recall 40J2/S4**

**2006- 2009 Model Year Volkswagen Jetta (5<sup>th</sup> Generation) and 2009 Model Year Volkswagen Jetta SportWagen Equipped with 2.0L TFSI Engine and DSG Transmission  
Inspect and, if Necessary, Replace Driveshaft Screws**

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 2006-2009 model year Volkswagen Jetta (5<sup>th</sup> Generation) vehicles and in some 2009 model year Volkswagen Jetta SportWagen vehicles equipped with a 2.0L TFSI engine and DSG transmission. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Fastening screw contact surfaces on the driveshaft cover plate may not have been manufactured to factory specifications. Because of this, some screws may not have been torqued properly during assembly and could loosen over time, causing a knocking sound when the vehicle is in motion. In rare cases, the driveshaft screws could loosen to the point where the driveshaft detaches from the gearbox. If the vehicle is moving when this happens, the detached driveshaft could cause damage to the gearbox housing. A damaged gearbox housing could leak gearbox oil onto the street and create a risk of vehicle crash for both the driver and other motorists.

### **What Will Volkswagen Do?**

In order to identify and correct this defect, dealers will inspect and, if necessary, replace driveshaft screws.

### **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 two hours 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 a knocking sound is heard coming from beneath the vehicle when the vehicle is in motion, customers should immediately stop driving and have the vehicle inspected by an authorized Volkswagen dealer as soon as possible.

### **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 replacement of the driveshaft screws, 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 (40J2/S4)  
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.