

## Volkswagen of America, Inc.



3000 Hillin Road  
Auburn Hills, MI 48328

June 2004

**Subject: Safety Recall VN  
2004 Model Year Volkswagen Touareg Vehicles  
Check/Replace Rear Safety Belt Buckles**

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 2004 model year Volkswagen Touareg vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Volkswagen has determined that the affected vehicles have a rear safety belt latch attachment bolt that may be insufficiently riveted, which may result in a reduced capability of the belt latch to withstand the applied loads. In the event of a crash an occupant may not be properly restrained, which could result in personal injury.

**What Will Volkswagen Do?**

In order to identify and correct this condition, we will check the rear safety belt buckles on your vehicle and replace them if necessary.

**What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment so that the rear safety belt buckles on your vehicle can be checked, and if necessary, replaced without delay. This service will take less than one hour, and will be free of charge.

**Lease Vehicles**

**Reimbursement of Expenses**

If you have already incurred "out of pocket" repair expenses relating to insufficiently riveted rear safety belt buckles, the enclosed form explains how to request reimbursement. We would be pleased to review your request.

**Service Help from Us**

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.  
Customer CARE Center (VN)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

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: (888) 327-4236.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter  
Product Compliance