

Volkswagen of America, Inc.

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NSA-215

2004 JUN 22 P 1:38

OFFICE OF
DEFECTS INVESTIGATION



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 754-6000

June 21, 2004

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
NSA-11
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

**Subject: Recall Campaign VN (04V-233)
2004 Model Year Volkswagen Touareg Vehicles
Check/Replace Rear Seat Belt Buckles**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification with Draft Customer Letter
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

Maria Cotter
Product Compliance

Enclosures



Safety Recall Circular

Code: **VN**

June 2004

**Subject: 2004 Model Year Volkswagen Touareg Vehicles
Check/Replace Rear Seat Belt Buckles**

This is to inform you of the initiation of a safety recall campaign involving some 2004 model year Volkswagen Touareg vehicles.

Problem Description Volkswagen has found that some 2004 model year Touareg vehicles may have have a rear seat 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 personal In Injury.

Remedial Action Check and replace, if necessary, the rear seat belt latch attachment.

Vehicle Identification Range The vehicles affected by this recall action are within the following vehicle identification number range:

WVG__7L_4D000001 - WVG__7L_4D046782

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN range, requires the corrective work.

Limitation of Sale or Lease of Certain Vehicles Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.**

Owner Notification Volkswagen will notify all known owners of affected vehicles directly by first class mail on or about June 21, 2004. A sample copy of the owner letter is enclosed for your information.

Vehicle Allocation Enclosed is a computer list containing the VINs, including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require the VN safety recall work to be performed.

Parts Information

Due to the small number of vehicles affected, there will not be an initial allocation of replacement parts. Parts must be ordered by VIN through Special Services, using the applicable e-mail address below:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	7L0 857 821 B MCX or MCZ or NWX	(right side) Press button buckle
1	7L0 857 822 B MCX or MCZ or NWX	(left side) Double press button buckle

Facing PDC

402	VWOA402SpecialServices@vw.com
406	VWOA406SpecialServices@vw.com
410	VWOA410SpecialServices@vw.com
414	VWOA414SpecialServices@vw.com
422	VWOA422SpecialServices@vw.com

**Time Requirements/
Reimbursement**

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the VN code in the OTIS View Campaign Inquiry screen on the day of repair.

VN Data Entry Procedure

<u>Repair Code</u> (Damage Code Field)	<u>Time</u> <u>Units</u>	<u>Work Scope</u>
VN 11	10 T.U.	- Check left and right rear safety buckles NO FURTHER WORK REQUIRED
VN 12	15 T.U.	- Check left and right rear safety buckles and replace right side 1 7L0 857 821 B MCX or MCZ or NWX (right side) Press button buckle
VN 13	15 T.U.	- Check left and right rear safety buckles and replace left side 1 7L0 857 822 B MCX or MCZ or NWX (left side) Double press button buckle
VN 14	20 T.U.	- Check left and right rear safety buckles and replace both sides 1 7L0 857 821 B MCX or MCZ or NWX (right side) Press button buckle 1 7L0 857 822 B MCX or MCZ or NWX (left side) Double press button buckle

There is NO reimbursement for vehicle wash or toaster vehicle.

The system automatically enters part number and labor applicable to the above listed codes.

For vehicles that, according to your information, cannot be corrected, and one of the codes below best describe the reason, please enter into the system one of the codes indicated, as applicable:

VN 20	Customer Refused Repairs
VN 30	Total Loss
VN 40	Vehicle Stolen
VN 50	Vehicle Exported

Additional Campaigns

Some affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign Inquiry screen so that any additional required work can be done simultaneously.

Campaign Verification

For verification, always check the OTIS View Campaign inquiry screen. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

Service Help

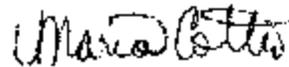
If you have a question regarding this or any other campaign, please call (800) 741-2919.

Dealer Personnel Information

Please inform and/or provide a copy of this communication to everyone in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Product Compliance

Volkswagen of America, Inc.



9900 Hamlin 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

[REDACTED]

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.

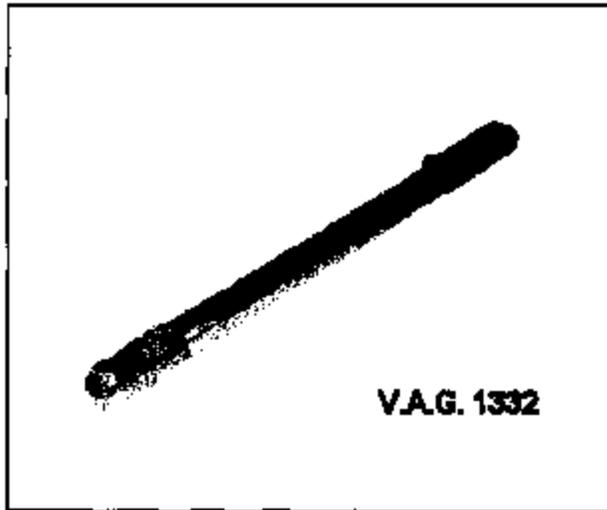
We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Maria Cotter
Product Compliance

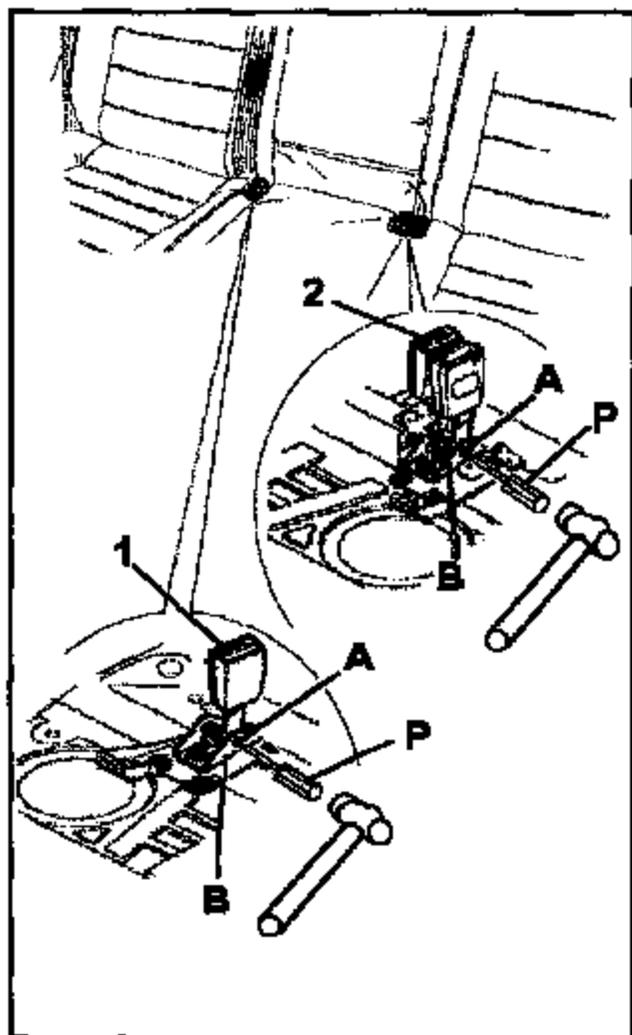
Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	7L0 857 821 B MCX or MCZ or NWX	Seat belt press button buckle <i>(right side)</i>
1	7L0 857 822 B MCX or MCZ or NWX	Seat belt double press button buckle <i>(left side)</i>

Special Tools:

← Torque wrench V.A.G. 1332 or equivalent

Work Sequence:



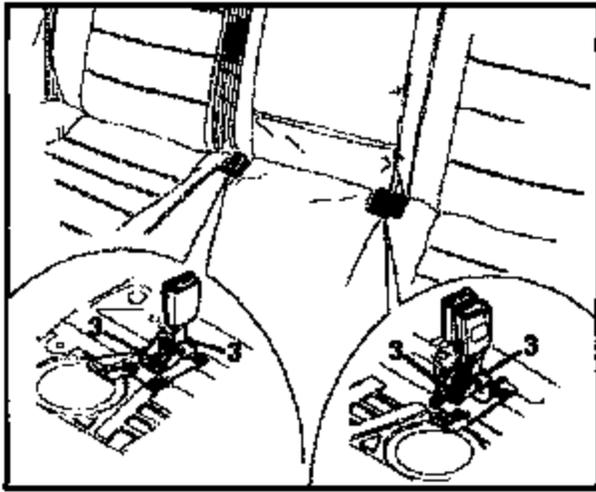
Section A – Check Mounting Pin on Left and Right Rear Seat Belt Press Button Buckles

- Open both rear doors
 - Raise the front of the left and right rear seat bottoms by lifting straps then fold seat bottoms forward
- ⇐ The end of the mounting pin -A- on the left seat belt double press button buckle -2- and right seat belt press button buckle -1- is flared to prevent it from coming out of the anchoring bracket -B-
- ⇐ Use a flat punch -P- with a hammer and lightly hit each mounting pin 2 or 3 times:

IMPORTANT! The flared end of the mounting pin is on the left side of each seat belt press button buckle

- If the mounting pin cannot be moved out of the anchoring bracket -B-, no further work is required, reposition seat bottoms and close doors
- if the mounting pin does move out of the anchoring bracket -B-, proceed to **Section B**

Section B – Seat Belt Press Button Buckle(s) Removal and Installation



- ⇐ Remove nut -3- securing the left and/or right seat belt press button buckle(s)
- ⇐ Install new seat belt press button buckle (7L0 857 821 B MCX or MCZ or NWX and/or 7L0 857 822 B MCX or MCZ or NWX) and using the V.A.G. 1332 torque wrench, tighten nuts to 50 Nm (37 ft. lbs.)
- Reposition right and left seat bottoms and close doors
- Destroy and properly dispose of removed parts

Volkswagen of America, Inc.



3800 Harwin Road
Auburn Hills, MI 48028

June 2004

**Subject: Safety Recall VN
2004 Model Year Volkswagen Touareg Vehicles**

Dear Volkswagen Dealer:

This letter is to inform you of the initiation of a voluntary safety recall campaign involving some 2004 model year Volkswagen Touareg vehicles that may contain a potential safety-related defect which must be repaired prior to their delivery to retail customers. Additionally, we will be notifying customers of this safety recall via first-class mail on or about June 21, 2004.

Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your inventory that is affected by this recall is corrected prior to delivery for sale or lease.**

Volkswagen has determined that the affected vehicles have a rear seat 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.

The service will consist of inspecting the rear seat belt buckles and, if necessary, replacing them.

Please refer to Safety Recall Circular VN posted on web VESIS and on the VW Hub for additional information, which includes a copy of the customer letter. Please share this information with all personnel with campaign-related responsibilities.

Sincerely,

A handwritten signature in cursive script that reads "Maria Cotter".

Maria Cotter
Product Compliance