

VOLKSWAGEN of America, Inc.

 Product Compliance
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Auburn Hills, MI 48326
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May 24, 2007

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

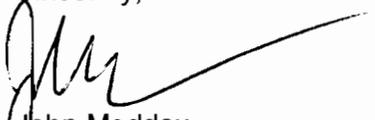
Subject: Amended Recall Campaign N4 (07V-063)

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 for amended recall campaign N4 (07V-063): Dealer notification (including accounting procedure) and Frequently Asked Questions (FAQ) documents.

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,


John Maddox
Product Compliance Officer

Enclosures



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and
Warranty Administrator

Name

Title

Subject: Vehicles Added to Safety Recall N4
(Brake Light Switch)

Product Compliance Department

May 21, 2007 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION VEHICLES ADDED TO SAFETY RECALL N4

Volkswagen is adding **2003-2005 model year fifth generation Passat and Passat Wagons** equipped with brake light switch part number 3B0 945 511 _ to the current N4 Safety Recall. These Passat vehicles utilize a different switch than the Jetta/Beetle/Golf vehicles.

Can the current brake light switch (1C0 945 511 A NAR) be used to repair these vehicles?

No. Due to the length of the plunger, brake light switch 1C0 945 511 A NAR will **not** function properly in Passat/Passat wagons, and the vehicle's brake lights may not work correctly. **DO NOT** use the 1C0 945 511 A NAR brake light switch to repair affected Passat/Passat wagons.

When will the new brake light switch for the Passat/Passat wagon be available?

Volkswagen is working diligently to obtain sufficient quantities of the new brake light switch for these vehicles. We estimate that the new switch will be allocated to dealers before the customer mailing begins on or before August 24, 2007.

How should dealers repair any 2003-2005 model year Passat/Passat wagon with a brake light switch malfunction prior to customer notification in August?

Dealers must repair every affected vehicle at no cost to customers, regardless of vehicle mileage or warranty status. Until customer notification begins in August, **any** Passat/Passat wagon presented for service to an authorized Volkswagen dealer with a malfunctioning brake light switch must be repaired with the current level switch **free of charge**. Dealers are asked to make every effort to service these vehicles promptly in order to minimize customer inconvenience.

What about customers who experience a brake light switch failure on 1998-2002 fifth generation Passats?

Our records show that these vehicles were built with an entirely different design switch. To assess the potential effect on customer satisfaction, we ask you to assist us in a limited-time survey, under which you will return failed individual brake light switches from 1998-2002 model year fifth generation Passat vehicles. After diagnosing and/or verifying the condition, please replace the brake light switch for the customer free of charge and submit the part to the Warranty Test Center (U.S. only). Please note that this survey is designed to be used on an individual, ad hoc basis for the sole purpose of monitoring customer satisfaction.

Attached to this communication are detailed claiming instructions. Dealers with additional questions about this campaign should contact the Campaign Helpline at 1-800-741-2919. As always, any press/media related questions should be directed to Keith Price, Public Relations Manager/Product & Technology at (248) 754-5064.

Volkswagen Product Compliance

Passat/Passat Wagon Brake Light Switch Claim Entry

Brake light switch repair instructions: To be performed as outlined in ETKA.

Questions regarding these claim entries should be directed to the Warranty Helpline at 1 (866) 306-8447.

WIN SYSTEM

Brake Light Switch Replacement

Claim Type: SP
Damage Code: 9436 10 FKO 2
Labor Operation : 9436 1900
Time Units: 30
Quantity: 1
Part Number: As applicable for model and model year
Comment Field: BLS 2007

-OR-

Brake Light Switch (BLS) Replacement and Clear BLS-related DTC, If Needed

Claim Type: SP
Damage Code: 9436 10 FKO 2
Labor Operation : 94361900 (30 Time Units)
Labor Operation : 0150 9999 (10 Time Units)
Quantity: 1
Part Number: As applicable for model and model year
Comment Field: BLS 2007 DTC

TOWING GOODWILL COVERAGE

- **Claim Type: W5**
- **Damage Code: N4CS 11 000 1**
- ***In the Sublet Labor field of the W5 claim, the dollar amount should equal the actual towing cost incurred.***
- ***In the Comments field of the W5 claim, type the following: "100% N4 RECALL. CAR TOWED".***

SAGA

Brake Light Switch Replacement

Claim Type: 1SP
Service No.: 9436
Damage Code : 0010
Removed part: FKO
Labor Operation : 94361900
Time Units: 30
Quantity: 1
Part Number: As applicable for model and model year
Comment Field: BLS 2007

-OR-

Brake Light Switch (BLS) Replacement and Clear BLS-related DTC, If Needed

Claim Type: 1SP
Service No.: 9436
Damage Code : 0010
Removed part: FKO
Labor Operation : 94361900 (30 Time Units)
Labor Operation : 0150 0000 (10 Time Units)
Quantity: 1
Part Number: As applicable for model and model year
Comment Field: BLS 2007 DTC

TOWING GOODWILL COVERAGE

Submit as Outside Labor

- **Claim Type: 210**
- **Damage Code: 9436 00 88**
- **Labor Operation: TWNG1000**
- ***In Amount field, submit actual TOWING cost***
- ***In the Comments field type the following: "100% N4 RECALL. CAR TOWED".***

Frequently Asked Questions (FAQ) Safety Recall N4 - May 2007

This FAQ is intended to provide supplementary information regarding the N4 Safety Recall. For additional information, please refer to the REVISED N4 Safety Recall circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What is the update to this recall?

Volkswagen is adding **2003-2005 model year fifth generation Passat and Passat Wagons** equipped with brake light switch part number 3B0 945 511 _ to the current N4 Safety Recall. These Passat vehicles utilize a different switch than the other vehicles affected by this recall.

■ How many additional vehicles are affected and when will customer notification begin?

There are approximately 212,000 affected fifth generation Passat/Passat wagon vehicles in the United States; approximately 15,900 affected fifth generation Passat/Passat wagon vehicles in Canada. Customer notification is scheduled to begin on or before August 24, 2007, utilizing a staggered approach.

■ Can the current brake light switch (1C0 945 511A NAR) used in this recall be used to repair the affected Passat vehicles?

No. Due to the length of the plunger, brake light switch 1C0 945 511 A NAR will not function properly in Passat/Passat wagons, and the vehicle's brake lights may not work correctly. **DO NOT** use the 1C0 945 511 A NAR brake light switch to repair affected Passat/Passat wagons.

■ When will the new brake light switch for the affected Passat/Passat wagon B5 be available?

Volkswagen is working diligently to obtain sufficient quantities of the new brake light switch for these vehicles. We estimate that the new switch will be allocated to dealers before the customer mailing begins on or before August 24, 2007.

■ How should dealers repair any 2003-2005 model year Passat/Passat wagon with a brake light switch malfunction prior to customer notification in August?

Dealers must repair every affected vehicle at no cost to customers, regardless of vehicle mileage or warranty status. Until customer notification begins in August, **any** Passat/Passat wagon presented for service to an authorized Volkswagen dealer with a malfunctioning brake light switch **must be repaired with the current level switch free of charge.** Dealers are asked to make every effort to service these vehicles promptly in order to minimize customer inconvenience.

■ What about customers who experience a brake light switch failure on 1998-2002 fifth generation Passat vehicles?

Our records show that these vehicles were built with an entirely different design switch. To assess the potential effect on customer satisfaction, we ask you to assist us in a limited-time survey, under which you will return failed individual brake light switches from 1998-2002 fifth generation Passat vehicles. After diagnosing and/or verifying the condition, please replace the brake light switch for the customer free of charge and submit the part to the Warranty Test Center (U.S. only). Please note that this survey is designed to be used on an individual, ad hoc basis for the sole purpose of monitoring customer satisfaction.

■ When will repair and claiming information for these cars be available for dealers?

On May 21, 2007, dealers will receive detailed repair and claiming instructions. Until this date, dealers should contact the Campaign Helpline at 1-800-741-2919 when they encounter a vehicle needing this repair. Dealers with additional questions about this campaign should contact the Campaign Helpline at 1-800-741-2919.

■ **What vehicles are affected by this recall in the USA?**

USA: * All 4th generation 1999-2005 Jetta, 2001-2005 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32. **IMPORTANT! Vehicles without cruise control produced prior to October 2000 are not affected by this action because they use a different brake light switch that is not affected by this recall.**

As of May 2007, 2003-2005 fifth generation Passat and Passat wagons equipped with brake light switch part number 3B0 945 511 __ have been added to this recall. These Passat vehicles utilize a different switch than the other affected vehicles.

■ **What vehicles are affected by this recall in Canada?**

CANADA: * All 4th generation 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI. **IMPORTANT! Vehicles without cruise control produced prior to October 2000 are not affected by this action because they use a different brake light switch that is not affected by this recall.**

As of May 2007, 2003-2005 fifth generation Passat and Passat wagons equipped with brake light switch part number 3B0 945 511 __ have been added to this recall. These Passat vehicles utilize a different switch than the other affected vehicles.

■ **Does the May 2007 update to Safety Recall N4 affect any vehicles that were already part of the campaign? What about vehicles that were already repaired under Safety Recall N4?**

Vehicles are only being added to Safety Recall N4. There is no impact to any vehicles that are currently part of Safety Recall N4; these vehicles that show the campaign open still require repair. Vehicles that have already been repaired under Safety Recall N4 are complete and do not require any further repair under this campaign.

■ **What is the problem?**

The affected vehicles may contain a brake light switch that may malfunction.

■ **What can happen?**

If this happens, the brake lights could become inoperative or come on and stay on. Failure to provide the proper signal when braking could lead to a crash without warning.

■ **Can I drive the vehicle until it is repaired?**

Affected vehicles can continue to be driven as usual, but if the vehicle experiences a brake light switch malfunction, motorists should contact without delay an authorized Volkswagen dealer to make an appointment for service.

■ **Is the cost of the repair covered by Volkswagen?**

Yes. This repair is available at no cost to customers affected by this recall.

■ **What are some symptoms of a malfunctioning brake light switch?**

A vehicle with a malfunctioning brake light switch may:

- have inoperative (or intermittently inoperative) brake lights
- be unable to shift out of PARK (for automatic transmissions)
- have brake lights that come on and stay on, even when the vehicle is turned off

■ **What exactly will be repaired on the vehicle?**

An improved brake light switch will be installed in the vehicle.

■ How long does the repair take?

The repair takes less than one hour to complete, but additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

■ Is a loaner vehicle being covered under this action?

A loaner vehicle is not required since the repair takes less than one hour to complete.

■ Is towing being covered under this action?

Yes, towing is covered if it was necessary due to a brake light switch malfunction.

Dealers should review the towing coverage information found in the N4 Safety Recall campaign circular for additional details. Customers who have incurred out-of-pocket towing expenses related to a brake light switch malfunction are eligible for reimbursement consideration under goodwill through Volkswagen Customer CARE.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.