



Emission Service Action Circular

Code: **VU**

April 2005

**Subject: 2004-2005 Model Year Touareg, 2004-2005 Phaeton
and 2004 R 32 Golf Vehicles
Install Inspection & Maintenance (IM) Exemption Label**

This is to inform you of the initiation of an emission service action involving some 2004-2005 model year Touareg, some 2004-2005 Phaeton, and some 2004 R 32 Golf vehicles.

Problem Description Volkswagen has found that the affected vehicles were produced without the required Inspection & Maintenance (IM) Exemption label.

Remedial Action Install IM exemption label.

The correct label will be sent to each owner of an affected vehicle, and vehicle owners are being asked to affix this label themselves or ask their dealer to affix it for them. In the event you have been asked to affix this label, please remind the owner to bring the label in to the service appointment. In this case, the owner reply card does not need to be returned, because you update our records when you submit your claim for payment.

Vehicle Identification Number Ranges The vehicles affected by this action are within the following vehicle identification number ranges:

2004-2005 Touareg

WVG___7L_4D000001 - WVG___7L_5D018378

2004-2005 Phaeton

WVW___3D_48000091 - WVW___3D_58001108

2004 R 32 Golf

WVW___1J_4D004018 - WVW___1J_4D133617

*Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. **As this is a label campaign, the VU code will not show on OTIS.** The above ranges can be used as a tool to determine whether or not a particular vehicle requires the corrective work.*

Note: Volkswagen will not reimburse under this action any duplicate repair work or a repair outside the VIN ranges.

Owner Notification Mailing

Volkswagen will notify all known owners of affected vehicles directly by first class mail on or about April 18, 2005. Each notification letter will include a new label, part number 7L0 010 458 R, installation instructions and a postage-paid "Owner Reply Card". Owners will be asked to affix the label themselves or seek the help of an authorized Volkswagen dealer. A sample copy of the owner letter is attached for your information.

Vehicle Allocation

A vehicle allocation list will not be provided for this action.

Parts Information

Labels, part number 7L0 010 458 R, required for your in-stock vehicles that are affected by this action are available at no charge through Resolve Corporation at 800-544-8021. You must provide the VIN for each vehicle that needs an IM label.

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. As this is a label campaign, **the VU code will not show on OTIS**, but claims will only be paid for vehicles with an open **VU** code in OTIS on the day of repair.

VU Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
VU 12	10 T.U.	- Affix IM label 1 7L0 010 458 R IM Exemption Label (Label provided at no cost to dealer)

There is NO reimbursement for Vehicle Wash or Loaner Vehicle

The system automatically enters labor applicable to the above listed code.

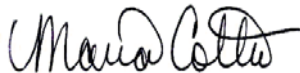
For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

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

- Additional Campaigns** Some of the 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 performed simultaneously.
- Campaign Verification** As this is a label campaign, the OTIS View Campaign verification is not required for this VU action; however, it remains the **only** binding campaign inquiry and verification source; other sources are not valid and may result in non-payment of a claim.
- Dealer Obligation** To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.
- 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 every person 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.



3800 Hamlin Road
Auburn Hills, MI 48326

April 2005

**Subject: Emission Service Action VU
2004-2005 Model Year Volkswagen Touareg,
2004-2005 Volkswagen Phaeton and 2004 Volkswagen R 32 Golf Vehicles
Install Inspection & Maintenance (IM) Exemption Label**

Dear Volkswagen Owner:

We are writing to inform you of an emission service action on some 2004-2005 model year Touareg, some 2004-2005 Phaeton and some 2004 R32 Golf vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has found that the affected vehicles were produced without the required Inspection & Maintenance (IM) Exemption Label.

What Will Volkswagen Do?

In order to correct this condition, we have enclosed an IM exemption label (part number 7L0 010 458 R) and instructions for installing it on your vehicle.

What We Would Like You To Do

Please affix the enclosed label to your vehicle in accordance with the instructions accompanying this letter. You may install this label yourself, or if you prefer, you may have the label affixed by your authorized Volkswagen dealer free of charge. The service will take just a few minutes. In either case, as soon as the label has been affixed, we ask that you please complete and return the self-addressed, postage-paid Owner Reply Card enclosed with this letter.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please 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.

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 (VU)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

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

Sincerely,

Maria Cotter
Product Compliance

LABEL LOCATIONS VARY BY MODEL.
ENSURE THAT CORRECT VEHICLE MODEL
IS SELECTED BEFORE AFFIXING LABEL.



WARNING

The engine compartment of your vehicle is a potentially hazardous area. People working in the engine compartment can be seriously injured if they are not familiar with and take precautions to avoid potential underhood dangers. To help avoid injury:

- Always read and follow all of the warnings in your owner's manual before doing any work in the engine compartment, and
- be sure that the engine is turned off and has cooled down completely before opening the hood.



Phaeton

- Open hood
- ⇐ Thoroughly clean horizontal surface of radiator support on left side of vehicle -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood



R 32

- Open hood
- ⇐ Thoroughly clean narrow, raised, horizontal surface of radiator support directly rearward of the hood lock -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood



Touareg

- Open hood
- ⇐ Thoroughly clean horizontal surface of radiator support directly rearward of hood lock -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood

Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	7L0 010 458 R	I/M Exemption Label <i>(Label provided by customer; otherwise, dealer must order from Resolve, by VIN)</i>

Work Sequence

LABEL LOCATIONS VARY BY MODEL.
ENSURE THAT CORRECT VEHICLE MODEL IS SELECTED BEFORE AFFIXING LABEL.



Phaeton

- Open hood
- ⇐ Thoroughly clean horizontal surface of radiator support on left side of vehicle -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood



R 32

- Open hood
- ⇐ Thoroughly clean narrow, raised, horizontal surface of radiator support directly rearward of the hood lock -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood



Touareg

- Open hood
- ⇐ Thoroughly clean horizontal surface of radiator support directly rearward of hood lock -arrow-
- ⇐ Remove backing from new "I/M Exemption" label (7L0 010 458 R) and affix to radiator support -arrow-
- Ensure that no bubbles appear under new label
- Close hood