

# 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,

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

Maria Cotter  
Product Compliance