

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V094

**Subject: Compliance Recall 90L8 - Brake System Software
Instrument Cluster Warning Noncompliance
Certain 2019 Model Year Volkswagen Beetle & Beetle Convertible**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2019 model year Volkswagen Beetle and Beetle Convertible vehicles fail to conform to 49 CFR 571.135 - Standard No. 135; *Light vehicle brake systems* and 49 CFR 571.101 - Standard No. 101; *Controls and displays*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? When the ESP or ABS control unit detects a failure in the brake system regarding the brake force distribution EBV, no visual warning is displayed in the instrument cluster. Because the driver will not see a warning in the instrument cluster when the malfunction occurs, there is a risk of losing control of the car during emergency braking. This may lead to a crash without warning.

What will we do? This recall repair will be performed for you free of charge.
To correct this noncompliance, your authorized Volkswagen dealer will update the instrument cluster software, which will take about an hour to complete.
A very small number of vehicles will also receive a new instrument cluster. If this is needed for your vehicle, the work will take about an hour to complete.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Please make sure to bring all sets of vehicle keys to your repair appointment.

IMPORTANT SAFETY RECALL

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection