

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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 19V679

**Subject: Compliance Recall 01D7 - Vehicle Build Status
Certain 2007-2019 Model Year Volkswagen Vehicles**

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 2007-2019 model year Volkswagen vehicles potentially fail to conform to Federal Motor Vehicle Safety Standards. Our records show that you are the owner of a vehicle affected by this action.

Please note – The Volkswagen code assigned to this recall has changed.

- Our records also show that we previously notified you about this recall under VW Recall Code 01D8.
- We have changed the recall code for this action to **01D7**. All other information provided to you previously (and following in this letter) remains the same.
- Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at www.vw.com/contact as soon as possible regarding this recall.

What is the issue?

Volkswagen has discovered that (i) certain vehicles with special internal manufacturing codes identifying the vehicles as vehicles built before the start of series production (“pre-series vehicles”) were sold without confirmation that they were built to Volkswagen’s series production standards and applicable regulatory requirements, and that documentation about their build status may be incomplete or could not be verified and (ii) documentation about possible modification(s) made to certain vehicles with special internal manufacturing codes identifying the vehicles as subject to internal use (“internal use vehicles”) during their internal use period may be incomplete or could not be verified.

The recalled vehicles differ from non-recalled vehicles in that they may contain non-standard components and/or the actual build status of the recalled population was not properly documented by Volkswagen.

Due to the potential inclusion of non-standard components, missing documentation of the actual build status and unknown potential for modifications made during internal use, Volkswagen cannot specifically identify a safety risk. However, if a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

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What we will do, and what you need to do.

The recall remedy available to you is vehicle repurchase (buy back). Volkswagen will work directly with you to complete the vehicle repurchase process, FREE of charge.

Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at www.vw.com/contact as soon as possible for more information and to begin the vehicle repurchase process.

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 Volkswagen fails or is unable to complete vehicle repurchase (buy back) 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