

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: 19V879

URGENT! STOP DRIVE WARNING!
IMPORTANT SAFETY RECALL – RECALL REPAIR AVAILABLE NOW

Safety Recall 40P1 – Front Wheel Bearings

- ✓ **DO NOT DRIVE YOUR VEHICLE.** Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

DO NOT DRIVE YOUR VEHICLE

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Volkswagen vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: One or both front wheel bearings may have been improperly machined. This may cause excessive stress on the wheel, wheel bolts or the wheel bearing itself, leading to steering, traction or other stability issues or breakage relating to the front wheels, and increase the risk of a crash.

Recall Repair: Dealers will replace the front wheel bearing assemblies, the front wheels, and the front wheel bolts. (Tires are not affected and will not be replaced). This work will take about four hours to complete and will be FREE. Your dealer may need to order parts for your vehicle if they are not already in stock, and will need time to plan their daily workshop schedule.

What you should do: Please call VW Roadside Assistance at 1-800-411-6688 without delay to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for FREE, if needed.

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

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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.

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 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.

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