

# 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:** 20V561

**Subject: Compliance Recall 01E9 – Vehicle Build Status**

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 2016-2018 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.

**What is the issue?**

Volkswagen has determined that certain internal use 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. It is also possible that modification(s) were made to these vehicles during their internal use period for which documentation may be incomplete or could not be verified.

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.

**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](http://www.vw.com/contact) as soon as possible for more information and to begin the vehicle repurchase process.

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**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](http://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](http://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