

**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:** 20V712

**Subject:** **URGENT SAFETY RECALL – DO NOT DRIVE YOUR VEHICLE**  
**Safety Recall 40Q6 –Steering Knuckle(s)**

Dear Volkswagen Owner,

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 2020-2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The steering knuckle(s) in affected vehicles may have been damaged during production. If a damaged steering knuckle is present in the vehicle, the steering may fail without warning, and increasing the risk of a crash.

**Due to the safety risk, Volkswagen has issued a STOP DRIVE advisory. DO NOT DRIVE YOUR VEHICLE.**

**What will we do?**

To identify/correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the steering knuckle(s). The inspection will take less than an hour. Replacement, if necessary, may take up to half a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?**

**DO NOT DRIVE YOUR VEHICLE.** Contact VW Roadside Assistance immediately at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for a FREE inspection & repair. Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**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.

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**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](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