

# 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:** 20V716

**Subject: Compliance Recall <CODE> - Rear Camera Software**

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 2021 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The rear view camera could malfunction for a short time under certain circumstances (the rear view camera images may not be available for one ignition cycle, leading to a black screen or MIB (infotainment system) freeze). This makes the camera non-compliant with regulatory requirements (as a result of not instantaneous activation of the rear view camera (RVC) during an ignition cycle (AreaView) or in a parking cycle (RVC Low and RVC Compact)).

A malfunctioning rear camera can pose a risk of crash or injury, as visibility for the driver may be limited in circumstances where the camera would be beneficial to help identify/avoid people or objects at the rear of the vehicle.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the rear camera software. This work will take about an hour 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?**

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](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