

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: 21V892

Subject: Safety Recall 87H4 – Air Conditioning Drain Tube

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 air conditioning system water drain tube could become blocked. If this happens, water can accumulate and leak inside the vehicle, and may contact the airbag control module. This can cause airbag system malfunctions, including unwarranted airbag deployment and may increase the risk for an injury or may lead to a crash without warning.

What will we do?

Your authorized Volkswagen dealer can begin repairing vehicles under this recall on January 28, 2022.

To correct this defect, your authorized Volkswagen dealer will inspect your vehicle and, if a blocked drain tube is found, repair it. The airbag control unit will be replaced for those vehicles where a blocked drain tube was found.

The inspection will take about an hour to complete and will be performed for you free of charge. If, after inspection, your vehicle requires further repair or if parts need to be ordered, your dealer will require additional time for parts to be shipped and to complete this repair.

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.

Precautions you should take

If the recall condition is present in the vehicle, the airbag warning light may illuminate if a malfunction is detected. If the light comes on, please contact an authorized Volkswagen dealer without delay and make arrangements to have the vehicle inspected/repaired.

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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 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 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