

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: 22V707

Subject: Safety Recall 19Q8 - Radiator and Coolant Hose

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 2022-2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

During vehicle production, the radiator may not have been affixed correctly to the intercooler. This can result in the radiator becoming loose and causing a coolant hose to contact the V-belt pulley. A coolant hose that contacts the V-belt pulley can become damaged, potentially resulting in a coolant leak. A large amount of coolant leaking onto the roadway may increase the risk of a crash for the following traffic. If the red warning light in the instrument cluster is ignored and the vehicle continues to be driven without coolant, the engine may overheat, potentially leading to a vehicle fire.

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect to see if the radiator is correctly affixed to the intercooler. If a loose connection is found, the coolant hose and the poly V-belt will be checked for damage. If damage is found, the damaged parts will be replaced. This work may take up to two hours 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take

If a low coolant level is detected, the driver will see a red warning light in the instrument cluster. Customers with vehicles experiencing this condition are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

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 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