

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 22V823

Volkswagen Recall: 91EK – Rearview Camera

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

A recall repair is not yet available

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Volkswagen has decided that certain 2022-2023 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.

About this recall:

On the affected vehicles, after shifting into reverse or manually activating the parking function, the rearview camera picture may not be displayed. The rearview camera image may not meet the regulatory response time requirement. A rearview camera with a deactivated image can reduce the driver's information of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

Precautions you should take

If the rearview camera image is deactivated while in reverse, drivers should exercise further caution when reversing the vehicle. Additionally, on certain vehicles, the system may display information that the rearview camera is not available.

A recall repair is not yet available.

Volkswagen is working to make a recall repair available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. Right now, your dealer does not have the parts or instructions to perform the recall work.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Volkswagen Customer Protection



Volkswagen of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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. 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>.

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 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.