

[REDACTED]
Hilo, HI [REDACTED]

August 2, 2024

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Administrator:

I received a letter from Volkswagen, Interim Safety Recall Notice regarding my vehicle, 2016 Volkswagen Golf Sportwagon. I'm enclosing a copy of the notice. Per the letter, a recall repair is not yet available.

I called Volkswagen at 800-893-5298 and spoke to Bill. I explained that there is no Volkswagen dealer on our island and asked where it can be repaired on this island. He was very helpful but explained that I would have to ship my car to Oahu or Maui for the repair. He also stated if not fixed it could be very dangerous.

It would cost approximately \$600.00 one way to ship to either Oahu or Maui and take days. Then ship back at additional \$600.00 and additional days to return.

Please help me to resolve this issue. Can't the part be shipped to a facility on our island, Hawaii Island, the big island, and be repaired here. I'm not the only Volkswagen owner on this island so I'm sure there are others affected.

I would appreciate any help your agency can provide to resolve this issue.

Thank you.

Sincerely,

[REDACTED]
Enclosure

R

@vw
attn: [unclear]

6-5
called TT 2:15P
Tomorrow 6-6
8:15 AM
HI Time

APRIL 2024

This notice applies to your vehicle:

3VWC17AU6GM [redacted]
2016 VOLKSWAGEN GOLF SPORTWAGEN
NHTSA: 24V110

3VWC17AU6GM [redacted]
[redacted]
HILO, HI [redacted]
[redacted]

20UF



Volkswagen Recall: 20UF - Suction Jet Pump

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 a defect, which relates to motor vehicle safety, exists in certain 2015-2020 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this recall:

The suction jet pump inside the fuel tank is designed to purge fuel from the Evaporative Emissions (EVAP) system. If a specific seal inside an affected suction jet pump fails, the fuel may flow directly into the EVAP system. If this happens, fuel could accumulate in the EVAP system and may leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, may result in a fire.

A recall repair is not yet available.

Right now, your dealer does not have the recall remedy information available to perform the recall work. Volkswagen is working to make the recall remedy 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. The recall work will be performed for you free of charge.

In the interim, if the recall condition exists in the vehicle, you could experience refueling issues (early stopping fuel nozzles, spillback) when fuel has accumulated in the EVAP system. A fuel odor may also be noticed by vehicle occupants. If you are experiencing these issues with your vehicle, please contact an authorized dealer to have the vehicle diagnosed without delay.

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

Sincerely,

Volkswagen Customer Protection

Over *John* *customers are*



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

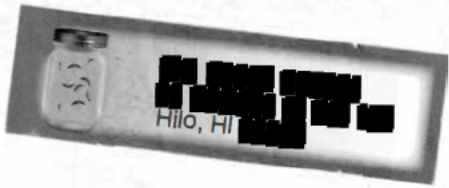
If you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298. If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety 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 let us know so we can update our records.

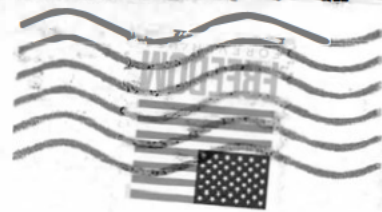


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Attn Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

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