



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: <VIN>

**Subject: Extended Warranty Coverage – Steering Wheel Clock Spring
Certain 2010-2018 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner:

Volkswagen is extending warranty coverage for the steering wheel clock spring in certain 2010-2018 model year Volkswagen vehicles (under specific conditions) to 10 years / 120,000 miles from the vehicle's original in-service date.

Reason for Warranty Extension

Certain vehicles may, over time, develop an issue with the steering wheel clock spring that causes the airbag light to come on. This is due to hair or other fibers that may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the clock spring and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury.

Warranty Extension Coverage/Limitations

As long as your vehicle is within the time and mileage limits of this warranty extension, an authorized Volkswagen dealer will diagnose the following FREE of charge: **Steering wheel controls not working properly and an airbag light that stays on. Both conditions must be present for diagnosis to be covered under this warranty extension.**

- If diagnosis confirms that the issue is caused by a **torn** steering wheel clock spring, the repair will be performed at no cost to you.
- If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension. Your dealer will advise you on what the repair cost(s) will be.

A vehicle is not eligible for the extended warranty coverage described in this letter if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

What you should do:

- Please keep this letter with your Warranty booklet for future reference, and deliver it to any new owner, along with the owner's manual. Should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.
- Please be aware that other conditions (unrelated to the issue described in this letter) may be present in your vehicle. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

Additional Information

- The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.
- The warranty and maintenance information that came with your vehicle contains information on the limited warranties applicable to your vehicle. Please read these limited warranties carefully to determine your warranty rights and obligations, as this information also applies to the coverage provided to you in this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, and repairs that are necessary for proper diagnosis of these conditions or required to bring the vehicle up to factory specifications are not covered by this warranty extension.
- If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.
- If you have changed your address or have sold the vehicle, please fill out the enclosed prepaid owner reply card and mail it to us so we can update our records.
- If you have previously paid for replacement of a faulty steering wheel clock spring as described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

Sincerely,

Volkswagen Customer Protection