

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. 1 800 893 5298

<MONTH YEAR>

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Equipment Safety Recall 26G9/V4**  
**Volkswagen Accessory Stainless Steel Exhaust Tips**  
**2011-2012 Model Year Volkswagen Jetta Sedan (6<sup>th</sup> Generation)**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2011-2012 model year Volkswagen Jetta sedan (6<sup>th</sup> Generation) vehicles that could have been equipped with Volkswagen accessory stainless steel exhaust tips. Our records show that you are the owner of a vehicle that could potentially be equipped with these stainless steel accessory exhaust tips.

**What Is The Problem?**

On some 2011-2012 Jetta sedan (6<sup>th</sup> Generation) vehicles with Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U), the exhaust tips can extend beyond the original length of the factory-installed exhaust pipes. Due to the extra length added by the accessory exhaust tips, there is an increased risk of being burned.

**Precautions You Should Take**

Affected vehicles can continue to be driven as usual, however please remain aware that, if your vehicle has the Volkswagen accessory stainless steel exhaust tips affected by this recall, there is an increased risk of being burned by the hot exhaust tips after the vehicle has been driven. Care should be taken to avoid coming into contact with the exhaust tips until they can be removed or replaced under this recall.

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### What Will Volkswagen Do?

The stainless steel accessory exhaust tips (part number 1K0 071 910 U) affected by this recall were sold and installed on 2011-2012 model year Jetta vehicles after the vehicle's original retail sale. Because of this, Volkswagen is notifying all potentially affected owners and asking them to inspect their vehicle to determine if these accessory stainless steel exhaust tips are installed on their vehicle's exhaust pipes.

- If an affected vehicle has the accessory exhaust tips, dealers will install replacement accessory stainless steel exhaust tips. This work will be performed free of charge.
- Vehicles without accessory stainless steel exhaust tips are not affected by this recall.

### What We Would Like You to Do

Please take a moment to inspect the exhaust pipes on your vehicle to determine if accessory exhaust tips are present.



← If your vehicle has accessory exhaust tips attached to the exhaust pipes with setscrews (as shown in this picture), please contact your authorized Volkswagen dealer to schedule a recall repair appointment without delay.



**NOT OK** This work will only take a few minutes, and will be performed 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.



← If your vehicle has *only* factory exhaust pipes (as shown in this picture), no recall repair is needed.



**OK** Please let us know by signing and returning the enclosed postcard so we can update our records. Once we have received your postcard, you will be removed from any future mailings concerning this recall.

***If you are unable to determine if your vehicle has accessory exhaust tips, or if you would prefer not to do the inspection yourself, please contact your authorized Volkswagen dealer to schedule an appointment. The inspection and recall repair (if needed) will be performed free of charge.***

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

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**Reimbursement of Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Service Help from Us**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (26G9/V4)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

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>.

We also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance