



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 29, 2012

MR. CHRISTOPHER T. SANDVIG
GENERAL MANAGER COMPLIANCE/TREAD
VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326

NVS-215et
12V-299

SUBJECT: SUNROOF GLASS PANEL

DEAR MR. SANDVIG:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s (Volkswagen) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q5/2012

NHTSA Campaign Number: 12V-299

Mfr's Report Date: June 27, 2012

Components: VISIBILITY: SUNROOF ASSEMBLY

Potential Number of Units Affected: 13,172

Summary:

VOLKSWAGEN IS RECALLING CERTAIN MODEL YEAR 2012 AUDI Q5 VEHICLES, MANUFACTURED FROM JUNE 21, 2011, THROUGH DECEMBER 9, 2011. SOME VEHICLES MAY BE EQUIPPED WITH A FRONT SUNROOF GLASS PANEL THAT IS SUSCEPTIBLE TO BREAKAGE IN EXTREMELY COLD WEATHER/TEMPERATURE CONDITIONS.

Consequence:

SHOULD THE SUNROOF'S GLASS BREAK WHILE THE VEHICLE IS IN USE, THE FALLING GLASS COULD CUT AND INJURE THE DRIVER OR PASSENGERS. IT COULD ALSO DISTRACT THE DRIVER, INCREASING THE RISK OF A CRASH.

Remedy:

VOLKSWAGEN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE FRONT SUNROOF GLASS PANEL, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT AUGUST 7, 2012. OWNERS MAY CONTACT VOLKSWAGEN AT 1-800-822-8987.

Notes:

VOLKSWAGEN'S SAFETY RECALL NUMBER IS 60B2/L3. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

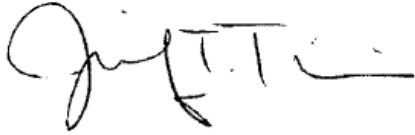
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement