

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: Safety Recall 20R7/W3 (NHTSA Recall No. 12V-146)
Diesel Fuel Filter Element
2012 Model Year Volkswagen Passat with 2.0L TDI Engine**

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 2012 model year Volkswagen Passat vehicles equipped with a 2.0L TDI engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles were potentially built with a diesel fuel filter element that may not seal correctly, and could begin to leak over time or after certain driving distances. Leaking fuel, in the presence of an ignition source, may result in a fire.

What Will Volkswagen Do?

To help correct this defect, dealers will replace the diesel fuel filter element in affected vehicles. This work will be performed for you free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. 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.

Precautions You Should Take

Your vehicle can be driven until the repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

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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.

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 (20R7/W3)
3800 Hamlin Road
Auburn Hills, MI 48326
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, 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