



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 8, 2014

Mr. Chris Sandvig
General Manager Compliance/TREAD
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NVS-215KS
14V-125

Subject: Loss Of Low Beam Headlight

Dear Mr. Sandvig:

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

VOLKSWAGEN/PASSAT/2012-2013

Mfr's Report Date: March 17, 2014

NHTSA Campaign Number: 14V-125

Components:

EXTERIOR LIGHTING:HEADLIGHTS

Potential Number of Units Affected: 150,201

Problem Description:

Volkswagen Group of America (Volkswagen) is recalling certain model year 2012-2013 Passat vehicles manufactured January 2011 through November 2012. In the affected vehicles, the low beam headlight bulb may become loose and lose electrical contact.

Consequence:

A loss of low beam headlights may reduce the driver's visibility and increase the risk of a crash.

Remedy:

Volkswagen will notify owners, and dealers will replace the bulb holder, free of charge. The recall is expected to begin in May 2014. Owners may contact Volkswagen at 1-800-822-8987. Volkswagens recall number associated with this campaign is 94G8/7V.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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).

The chronology of principal events that lead to this defect decision appears incomplete and does not contain the contextual field data required. For example, please explain what you mean by a "quality deviation," and provide details and context to the statement that "increasing warranty rates were detected." Please also supply a chronology that provides, at a minimum, a summary of all warranty claims, field or service reports, and other information, with their dates of receipt.

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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

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