



Das Auto.

Frequently Asked Questions (FAQ) Upcoming Safety Recall 94G8 Headlight (Low Beam)

SUMMARY

■ **Campaign Code:** 94G8

■ **Affected Vehicles:** Certain 2012-2013 MY Volkswagen Passat

Problem Description: It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low-beam headlight bulb to lose electrical contact. If this happens, a warning in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.

Corrective Action: Dealers will install an improved bulb fitting. Additionally, the hood bumpers will be replaced to help prevent the hood from contacting the headlight assembly if the hood is dropped during closing.

In addition to this recall remedy, affected vehicles may benefit from the installation of protective caps in the fuse box to help prevent wire chafing in that area. This work will also be done at no cost to customers.

Important Reminder: By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

When will this repair be available?

The repair will be available on or about May 13, 2014.

When will customer notification take place?

Customer notification will begin on or about May 13, 2014.

Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

Can an affected vehicle still be driven?

Yes. As always, customers should be aware of and heed any warnings that appear in the instrument cluster. If this problem occurs, a warning in the instrument cluster will immediately alert the driver.

Is towing being covered under this action?

No. Towing is not covered under this action.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.