

IMPORTANT SAFETY RECALL



Das Auto.

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 14V-125

**Subject: Safety Recall 94G8
2012-2013 Model Year Volkswagen Passat
Headlight (Low Beam)**

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 2012-2013 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

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.

What will we do?

To help identify/correct this defect, 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 take up to two hours to complete and will be performed for you free of charge.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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.

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Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

Can we assist you further?

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 (94G8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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 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