

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-412

**Subject: Safety Recall 40K9 – Front Stabilizer Links
2015 Model Year Volkswagen Golf/GTI**

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 2015 model year Volkswagen Golf/GTI vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning.

What will we do? To help correct this defect, your authorized Volkswagen dealer will replace the front stabilizer links on your vehicle. This work will take about an hour 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.

Precautions you should take If, while driving, you hear unusual, loud noise coming from the front of the vehicle, please stop driving immediately if it is safe to do so and be prepared to experience an increased steering effort. Have your vehicle towed to the nearest authorized Volkswagen dealer (or qualified workshop) in order to have the front stabilizer links inspected.

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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 (Recall 40K9)
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