

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: 14V658

**Subject: Safety Recall 60B9 – Possible Fracture of Panoramic Sliding Sunroof Glass
2013-2015 Model Year Volkswagen Beetle with Factory-Installed Panoramic
Sunroof**

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 certain 2013-2015 model year Volkswagen Beetle vehicles equipped with a factory-installed panoramic sunroof. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a panoramic sunroof glass panel with a steel frame that may have been manufactured out of tolerance. As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible to breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures. Usage of certain de-icing salts also has been identified as a contributing factor. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.

What will we do?

To help correct this defect, your authorized Volkswagen dealer will replace the panoramic sliding sunroof. This work will take about one 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.

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Precautions You Should Take

We recommend that you keep the sunroof shade fully closed until this recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof panel break.

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 (60B9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 Customer Protection