



Frequently Asked Questions (FAQ) Voluntary Safety Recall 57F6

SUMMARY

Campaign Code: 57F6

Affected Vehicles: 2015 MY Jetta with halogen headlights

Problem Description: Certain vehicles with halogen headlights contain software within the control module that will turn off the low beam headlights when the high beam headlights are activated. This is not in compliance with federal regulations that require the low beam headlights to stay illuminated (for integral headlights). This causes the light output from the headlights to be too low. Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the risk of overlooking obstacles in roadway, and could result in a crash.

Turning off the high beam headlights will immediately restore low beam headlights.

Corrective Action: Update the coding within the BCM so that the headlight system is compliant with federal regulations.

FOR RECALLS ONLY: 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.

What does the driver experience with this issue?

This issue causes the light output from the headlights to be too low when the high beams are turned on (according to federal regulations). Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the chance of overlooking obstacles in the roadway, which could lead to a crash.

Turning off the high beam headlights will immediately restore low beam headlights.

No accidents or injuries related to this issue have been reported.

Can I continue to drive my vehicle until it is repaired under this recall?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay.

Although this issue doesn't impact a vehicle being driven in optimal conditions (ie: daylight/clear conditions) where bright headlights are not likely to be used/needed, night driving or driving in poor lighting conditions may be impacted.

Drivers should note that turning off the high beam headlights will immediately restore low beam headlights.

Is a loaner vehicle or towing assistance being covered under this action?

Due to the nature of this recall, it is unlikely a customer will request a loaner vehicle or towing assistance. In the event this request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this recall campaign but must be handled separate from the campaign.

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.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

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.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Due to the nature of this recall, it is unlikely a customer will request reimbursement. However, any customer with questions about reimbursement should be directed to Volkswagen Customer CARE/Relations.

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