

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: 14V656

Subject: Upcoming Safety Recall and Rear Axle Safety Inspection

2011-2013 Model Year Volkswagen Jetta

2012-2013 Model Year Volkswagen Beetle

IMPORTANT

This letter is to inform you about an upcoming safety recall and a free-of-charge rear axle safety inspection. You will receive another recall letter via first-class mail in early 2015 once Volkswagen has parts available to address the safety recall affecting your vehicle.

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 2011-2013 model year Jetta and 2012-2013 model year Beetle vehicles.

This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur *after* your vehicle has sustained damage to rear axle components as described below, and only if the damage is not properly repaired. Our records show that you are the owner of a vehicle that could possibly be affected by this issue.

What is the problem? If your vehicle had sustained damage to rear axle components (from a rear or side-rear impact crash or after striking a high road obstacle while driving in reverse at higher speed) and a repair facility did not correctly diagnose/repair rear axle trailing arm damage, the durability of the trailing arm(s) could be reduced. This can lead to a sudden fracture of the trailing arm, a loss of vehicle control, and a crash without warning.

In early 2015, Volkswagen will be conducting safety recall to install a sheet metal inlay on the rear axle trailing arms. We will notify you via first-class mail when this repair becomes available.

In the interim, you may schedule an appointment with your authorized Volkswagen dealer for a free-of-charge rear axle safety inspection.

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What should you do? If you suspect that your vehicle had sustained rear axle damage as described in this letter, please make an inspection appointment with your authorized dealer without delay. The inspection will take approximately one (1) hour to complete.

If you believe your vehicle has never sustained rear axle damage as described in this letter, there is nothing you need to do at this time.

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.

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 (42G7)
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 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