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: 15V019

Subject: **Safety Recall 24BK – Fuel Injection System Leak**
Certain 2012 Model Year Volkswagen Touareg Hybrid Vehicles

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Volkswagen Touareg vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Due to a combination of production tolerance issues and vehicle vibration during dynamic driving, it is possible that a fuel leak may occur in the vehicle's fuel injection system. Leaking fuel, in the presence of an ignition source, may result in a fire.
	Additionally, some vehicles may benefit from having the thermostat updated. Repairs to this component are not related to the safety recall, but can easily be performed at the same time as the recall repair.
What will we do?	To help identify/correct this defect, your authorized Volkswagen dealer will replace both fuel rails and the fuel injector seals. This work will take about five hours to complete and will be performed for you free of charge.
	The thermostat will also be updated on certain vehicles. This repair is not related to the safety recall, but can easily be performed at the same time as the recall repair.
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	Affected vehicles can continue to be driven as usual, but if you can smell fuel in the vehicle, proceed immediately to the nearest authorized dealer or qualified workshop if you believe it is safe to do so in order to have the fuel system on the vehicle inspected.
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 (24BK) 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