

# IMPORTANT SAFETY RECALL



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:** 15V705

**Subject: Safety Recall 23R1 - Camshaft  
Certain 2015 Model Year Volkswagen 1.8T and 2.0T Gasoline Engine 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 2015 model year Volkswagen 1.8T and 2.0T gasoline engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.

Unexpected, increased need for braking effort after vacuum reserve has been depleted may increase stopping distances and can lead to a crash without warning.

**What will we do?**

To help correct this defect, your authorized Volkswagen dealer will update the engine control module (ECM) software 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. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

**Precautions you should take**

If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking, please make an appointment with your authorized Volkswagen dealer or qualified workshop to have the vehicle inspected without delay.

## IMPORTANT SAFETY RECALL

**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, please refer to the enclosed form that explains how to request reimbursement.

**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, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST, or by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

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