

## 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:** 16V913

**Subject: Safety Recall 45F2 - ABS Control Module Software  
Certain 2009-2010 Model Year Volkswagen 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 2009-2010 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

On certain vehicles, a fault within the antilock brake system (ABS) may cause the module to fail during ABS and/or electronic stability control (ESC) activation. This will cause warning lights for ABS, brake and the ESC systems to illuminate. If this happens, the brake system related vehicle stabilizing functions (ABS/ESC) may not be available, increasing the risk of a loss of vehicle control and could lead to a crash causing injury and/or property damage.

**What will we do?**

To help correct this defect, your authorized Volkswagen dealer will update the ABS control module software with improved diagnostic capability to detect insufficient PCU ground connection. ABS modules with insufficient ground connections will be replaced. The software update will take less than an hour to complete; if the ABS module requires replacement, this work can take up to a full day to complete. The recall repair will be performed for you free of charge.

Should there ever be an issue with the ABS control module after the new software is installed, an authorized Volkswagen dealer will cover replacement of the ABS control module if certain, specific fault codes are present at the time of diagnosis.

Please be aware that other conditions (unrelated to the issue described in this letter) may cause the ABS system warning light in your vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

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- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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 ABS/ESC and/or brake system warning lights illuminate at any time while driving, or if any of the lights have been illuminated and then turn off after an ignition key cycle, contact the nearest authorized Volkswagen dealer to have your vehicle inspected.
- Ensure all vehicle drivers have read the vehicle owner’s manual so they are familiar with how the ABS, ESC and vehicle brake systems and associated warning lights work.
- 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 reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
- 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 click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool.

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.

Sincerely,

Volkswagen Customer Protection