



## Important Safety Recall

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Subject: Safety Recall 16V915 – Waterproofing of HV Connector  
2016 Model Year Bluecar Bluecar**

Dear Bluecar Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bluecar has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Bluecar vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Under water exposure, the manufacturer detected that the sealing of the HV Connector was not always robust enough, and water could under some circumstances penetrate inside the connector, generating an alarm indicating to the driver to stop the car.

**What will we do?**

To correct this defect, an authorized Bluecar technician will apply approved sealant to the connector. This work will take about one hour to complete and will be performed for you free of charge.

**What should you do?**

Bluecar has contacted all affected owner, however if you were not contacted, please contact Bluecar without delay to schedule this recall repair.

**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 contact Bluecar so we may update our records.

**Reimbursement of Expenses**

If you have previously paid for repairs relating to the condition described in this letter, please contact Bluecar to request reimbursement.

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,

**Bluecar Customer Service**