

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: 16V035

IMPORTANT!

Information about Safety Recall 53B8 – Hybrid Battery Tray Drain

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle. In the interim, affected vehicles can continue to be driven as usual, but if a hybrid drive system malfunction light illuminates on the instrument panel, contact the nearest authorized Volkswagen dealer in order to have your vehicle inspected without delay.

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 2011-2015 model year Volkswagen Touareg Hybrid vehicles. Our records show you are the owner of a vehicle affected by this recall. At this time, the recall repair is not yet available.

Recall Description: The rear hatch area where the hybrid battery tray is located does not sufficiently drain. Because of this, any water entering this area remains below the hatch floor cover in the battery tray and is not easily visible to customers. If too much water collects in this area, it could cause an electrical short in the high voltage battery. An electrical short in the high voltage battery caused by significant water intrusion may lead to a vehicle fire.

Precautions You Should Take: If your vehicle is operating normally, there is nothing you need to do at this time.

However, if a hybrid drive system malfunction light illuminates on the instrument panel, contact the nearest authorized Volkswagen dealer in order to have your vehicle inspected without delay. See your owner's manual for additional information about your vehicle's hybrid system. If diagnosis confirms that your vehicle has the recall issue as described in this letter, repairs will be performed at no cost to you.

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 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.

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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>.

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 and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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

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