

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: 16V171

IMPORTANT!

Information about Safety Recall 23T3 – Connector Seals

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

Dear Volkswagen Customer,

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 2012-2014 model year Volkswagen Passat vehicles equipped with a TDI (diesel) engine. 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: Improperly assembled wire seals in a connector of an underbody sensor may allow water to corrode electrical terminals. This can lead to an electrical short with the possibility of overheating at the electrical connection, and cause the Malfunction Indicator Lamp (MIL) in the vehicle to illuminate. In rare cases, overheating of the electrical connection could result in a fire underneath the vehicle.

Precautions You Should Take: If your vehicle is operating normally, there is nothing you need to do at this time. However, if the Malfunction Indicator Lamp (MIL) in the vehicle illuminates, contact your authorized Volkswagen dealer to have the vehicle inspected without delay.

Please refer to your owner's manual for additional information about the MIL; other conditions (unrelated to the issue described in this letter) may cause the MIL in your vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

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 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 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>.

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.

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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