

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: 18V239

**Subject: Compliance Recall 01C5 – Zero-Series Vehicle Non-Compliance
Certain 2011-2016 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 certain 2011-2016 model year Volkswagen vehicles potentially fail to conform to Federal motor vehicle safety standards. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Your vehicle is a very early production vehicle that was sold as used by Volkswagen after it was no longer needed for internal use.

Volkswagen has discovered that documentation about possible modification(s) made during the internal use period may be incomplete. Because of this, Volkswagen cannot verify that the vehicle complies with all applicable regulatory requirements. If a vehicle does not meet all regulatory requirements, there could be an increased risk of a crash, fire, or injury.

What we will do, and what you need to do.

Vehicles affected by this recall cannot be repaired.

Because of this, Volkswagen is offering only a repurchase (buy back) program for this recall. Volkswagen will work directly with you to complete the vehicle repurchase (buy back) process as quickly as possible, FREE of charge.

Time is of the essence.

- **From now until March 31, 2019**, vehicle values will be calculated and paid based upon the NADA Clean-Trade Value.
- **After March 31, 2019**, vehicle values will be calculated and paid based upon the vehicle's current market value minus any daily depreciation due to vehicle mileage, age and condition.

Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at www.vw.com/contact as soon as possible before March 31, 2019.

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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.

Can we assist you further?

If Volkswagen fails or is unable to complete vehicle buyback 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 or by calling us at 800-893-5298.

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 visit www.vw.com/owners/recalls 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.

Sincerely,

Volkswagen Customer Protection