

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: 18V369

IMPORTANT SAFETY RECALL **DO NOT DRIVE YOUR VEHICLE**

Safety Recall 47N9 – Gas Bubbles in Brake System

Certain 2018 Model Year Volkswagen Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

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 2018 model year Volkswagen Beetle, Beetle Convertible, Golf, GTI & Golf SportWagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Gas bubbles may form in the brake system due to insufficient chrome coating of the brake caliper pistons. If this happens, braking performance may be reduced which can increase the risk of a crash.

What will we do? To correct this defect, your authorized Volkswagen dealer will bleed the front and rear brake calipers on your vehicle. This work will take less than an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.

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.

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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 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 and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection