

## 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:** 18V537

**Subject: Safety Recall 87F9 - HVAC Drain Tube/Airbag Control Module  
2018 Model Year Volkswagen Atlas**

Dear Volkswagen Owner,

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 Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** During production, the air conditioning system drain tube may have been twisted, causing water to drain into the airbag control module. A wet airbag control module may result in an unintentional deployment of the airbags, increasing the risk of injury or crash.

**What will we do?** To correct this defect, the HVAC drain tube will be inspected on all affected vehicles. If a twisted tube is found, the hose as well as the airbag control module will be replaced. A subset of affected vehicles (that our records show have had a twisted drain tube replaced in the past) will have the airbag control module replaced under this recall. This work will take less than two hours to complete and will be performed for you by your authorized Volkswagen dealer 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](http://www.vw.com/find-a-dealer).

**Precautions you should take** If this condition is present in your vehicle, you may notice wet carpet, a foul odor in the interior of the vehicle or the airbag warning lamp may illuminate. Other warning lights may also illuminate depending on vehicle equipment and conditions. If any of this happens, contact an authorized Volkswagen dealer without delay and arrange to have the vehicle inspected.

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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 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](http://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](http://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