

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: 18V824

**Subject: Compliance Recall 90L4 – No Audible Key in Ignition Warning
Certain 2019 Model Year Volkswagen Jetta & 2018-2019 Model Year Volkswagen
Tiguan Vehicles Without Keyless Entry**

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 2019 model year Volkswagen Jetta and 2018-2019 model year Volkswagen Tiguan vehicles without keyless entry fail to conform to Federal Motor Vehicle Safety Standard No. 114 *Theft Protection and Rollaway Prevention*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder. If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will correctly code the instrument cluster with a new data container. 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.

Precautions you should take Always make sure to remove the ignition key from the vehicle and take it with you when exiting the vehicle. You are also urged to share this important information with anyone who drives the vehicle.

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