

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: 18V464

IMPORTANT!

Information about Compliance Recall 37L5 – Shift Lever Micro Switch

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

To check the repair availability for your vehicle under this or any other recall/service campaign, please visit www.vw.com/owners/recalls or scan the code shown here and enter your Vehicle Identification Number (VIN) into the *Recall/Service Campaign Lookup tool*.



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 2015-2018 model year Volkswagen Golf and Golf SportWagen vehicles. 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: Over time, a build-up of silicate on the shift lever micro switch contacts can make it possible to remove the key from the ignition switch without the shift lever being in the "P" Park position. This makes the vehicle noncompliant with 49 CFR 571.114 Standard No. 114 *Theft protection and rollaway prevention*. If the ignition key is removed without the shift lever being in the "P" Park position, there is a risk that the vehicle may roll away, resulting in a crash that could injure people and damage property.

Precautions You Should Take: If this condition is present in the vehicle, an audible warning sound and failure message may appear in the instrument cluster. If this happens, owners are advised to contact an authorized Volkswagen dealer immediately and make arrangements to have the vehicle serviced.

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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Owners are also advised to always set the parking brake and ensure that the vehicle is in "P" Park before removing the ignition key.

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.

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

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.