

IMPORTANT SAFETY RECALL

<MONTH YEAR>

This notice applies to your vehicle: <VIN>

<CUSTOMER NAME>

<MODELYEAR> <BRAND> <MODEL>

<CUSTOMER ADDRESS>

NHTSA: 19V866

<CUSTOMER CITY STATE ZIPCODE>

Volkswagen Recall: 34J6 – Mechatronic Accumulator Housing

SECOND NOTICE - INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE **A recall repair is expected to be available in March 2021**

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

Recall Description: Hairline cracks may develop in the accumulator housing of the transmission (mechatronic unit), leaking and leading to insufficient transmission oil pressure. If this happens, the transmission warning light will illuminate in the instrument panel. If the warning light is ignored and the vehicle is driven, the clutch may not engage. There could be a sudden loss of power to the wheels, potentially leading to a vehicle crash.

What you should do:

- As long as your vehicle is functioning normally, there is nothing you need to do now. We will send you another letter as soon as your dealer can complete this recall work on your vehicle.
- **If the transmission warning light illuminates in the instrument panel, immediately contact your authorized Volkswagen dealer and request a diagnostic service appointment under Safety Recall 34J6. Do not ignore the transmission warning light if it comes on.**
 - If diagnosis shows that the transmission warning light is on due to specific fault code(s) related to the recall issue described above, your dealer will order the necessary parts to fix your vehicle. In this case, both the diagnosis and repair will be completed for you free of charge. A repair performed in this case will remove the safety defect from your vehicle, and you will not need to return again for repairs under this safety recall.
 - If the transmission warning light is on for reasons unrelated to this recall (specific fault codes are not present at the time of diagnosis), your dealer will advise about the repairs that are needed, and tell you what the diagnosis and repair costs will be. In cases where necessary repairs are not recall-related, customers should be prepared to cover costs related to both diagnosis and repair. Depending on the repairs required, you may still need to return at a later date for repairs under this safety recall.

We apologize for any inconvenience you may experience due to this issue, however your safety and that of your passengers remains our top priority.

Sincerely,

Volkswagen Customer Protection



Volkswagen of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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>.

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 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.