

## 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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 21V274

**Subject: Compliance Recall 44R2 - Tire Pressure Monitoring System (TPMS) Wheel Sensors**

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 2021 model year Volkswagen Arteon vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138, *Tire Pressure Monitoring System*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** It is possible that incorrectly calibrated Tire Pressure Monitoring System (TPMS) sensors were installed on affected vehicles. If incorrectly calibrated TPMS sensors are present, the TPMS system may not be able to detect the position of each wheel sensor after a tire rotation (i.e.: wheels/tires moved from rear to front) and may misidentify a tire with low air pressure, increasing the risk of a crash. This issue can also make the TPMS non-compliant with FMVSS 138, Tire Pressure Monitoring System.

**What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will install a TPMS repair kit. This work will take about two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**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 a loss of tire pressure occurs, it is possible that the TPMS system will not correctly identify the position of that tire. However, in a situation where a tire pressure loss is detected, the driver will still be alerted to the condition by a telltale in the instrument cluster. According to the information in the owner's manual, if the tire pressure warning telltale illuminates, all tire pressures should be checked. See your vehicle owner's manual for more information on the TPMS system.

**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

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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