

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: 22V226

Subject: Safety Recall 66N5 - Rear Hatch Accessory Spoiler

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 2018-2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to possible poor adhesion of the accessory rear spoiler to the vehicle body, there is a risk of the spoiler coming loose and falling off the vehicle. If the spoiler falls from the vehicle, it can become a hazard on the roadway for other traffic, posing a potential crash and injury risk to others.

What will we do? Your dealer will be able to begin scheduling this recall repair on June 10, 2022. To correct this defect, your authorized Volkswagen dealer will replace the rear hatch accessory spoiler. This work may take up to two days 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 on or after June 10, 2022 to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take If the recall condition is present on the vehicle, customers may notice that the spoiler has become loose or separated from the vehicle hatch. If this happens, customers are advised to contact an authorized Volkswagen dealer to have the issue addressed without delay.

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.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

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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