

## IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:**

<VIN>

<MODELYEAR> <BRAND> <MODEL>

**NHTSA: 22V162**

**Volkswagen Recall: 93O2 – Flexible Printed Circuit Solder  
for High-Voltage (HV) Battery**

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

#### **A recall repair is not yet available**

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.

**About this recall:**

Specific soldering points on the flexible printed circuit assembled inside the high-voltage (HV) battery may not establish a reliable connection due to manufacturing issues. Unreliable connections inside the HV battery may lead to breakdowns or stalling while driving, which can lead to a crash without warning.

**A recall repair is not yet available.**

We will send another letter as soon as the recall work can be completed on your vehicle.

**What you can do now:**

If the recall condition is present in the vehicle, the driver would be alerted by a message appearing in the instrument panel warning about an issue in the high-voltage system. Should this occur, owners are advised to make an appointment with their authorized Volkswagen dealer without delay to have the vehicle diagnosed/repared. Owners are also advised to review the owner's manual so that they are familiar with the warnings that may appear in the instrument panel.

Please do not contact your dealer about this recall unless you believe your vehicle has the condition described in this letter.

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

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](http://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](http://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.*