

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: 23V312

**Subject: Recall Remedy Available for Safety Recall 57J5 –Door Handle Inspection & Software Update
Interim Recall Notification for Safety Recall 57J8 – Door Handle Replacement**

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 2021-2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress. Water ingress into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. Water ingress at the printed circuit board assembly of the door handle may cause a situation where a vehicle door could open unexpectedly when the vehicle is subject to high lateral forces at speeds below 9 mph/15 kmh. An open door on a moving vehicle puts occupants at risk of injury, and can cause damage to objects and people who may be outside of the vehicle.

What will we do?

To correct this defect, your authorized Volkswagen dealer will provide you with two recall remedies, as follows:

Safety Recall 57J5 – Door Handle Inspection & Software Update

- Recall remedy status: **AVAILABLE**
- Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible. To set up an appointment online, please visit www.vw.com/find-a-dealer.
- Your dealer will inspect each door handle and perform a vehicle software update to the door handle parameters. The inspection and software update will take about an hour 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.

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Safety Recall 57J8 – Door Handle Replacement

- Recall remedy status: **NOT YET AVAILABLE**
- Your dealer will replace your vehicle's door handles, free of charge. Right now, your dealer does not have the parts available to perform the door handle replacement.
- Volkswagen is working to make the recall remedy available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. The recall work will be performed for you free of charge.
- As a reminder, Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible.

Precautions you should take If the recall condition is present in the vehicle, occupants may notice an audible clicking noise (similar to the sound of a vehicle door being locked/unlocked). Should this occur, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

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.

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 these actions to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection