

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 23V604

Volkswagen Recall: 28H7 – Ignition Switch

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 2019-2020 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this recall:

In vehicles equipped with a conventional ignition switch, the polyfuse can fail, particularly when the vehicle is operated in high temperature environments. If the polyfuse fails, it can result in the engine stalling while driving and failure of the vehicle's electrical system, increasing the risk of a crash.

A recall repair is not yet available.

Right now, your dealer does not have the recall remedy information available to perform the recall work. 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.

If the recall issue is present, there are two (2) warnings that will appear in the instrument cluster: 1st: "Ignition switch off, safely stop the vehicle", 2nd: "Starter system faulty, please service vehicle." Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Your safety and that of your passengers is our highest priority. 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 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.