

**IMPORTANT SAFETY RECALL**



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

1\*\*1\*\*1\*\*\*\*\*SINGLE-PIECE 48233  
XXXXXXXXXXXXXXXXXXXXX            xxxx  
JOHN DOE  
12345 YOUR STREET  
HOMETOWN, MI 98765-4321

(barcode)

<MONTH YEAR>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 25V103

**Subject: Compliance Recall 91SB – Rearview Camera**

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 2022-2024 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, *Rear Visibility*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

On the affected vehicles, the rearview camera image may be delayed or deactivated after shifting into reverse. As a result, the rearview camera image may not meet the response time requirement of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, *Rear Visibility*.

A rearview camera with a delayed or deactivated image can reduce the information available to the driver of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will update the camera control unit software. This work 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 work, 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 work. 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 the recall condition is present in the vehicle, the driver may notice that there is no rearview image displayed after engaging the reverse gear or pressing the parking assistance button. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer.

**Additional Information**

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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.

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- 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:1-888-275-9171); 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.

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