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

1**1**1**************SINGLE-PIECE 48233
XXXXXXXXXXXXXXXX   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: 25V120

Subject: Compliance Recall 97H3 - Brake Control Unit Software

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 2021-2023 model year Volkswagen vehicles fail to conform to (FMVSS) No. 102 Transmission Shift Lever Sequence, Starter Interlock, And Transmission Braking Effect. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Under certain circumstances, the "N" gear position may not be shown in the instrument cluster when it should be displayed. As such, these vehicles fail to comply with regulatory requirements.

If the correct transmission gear position indicator is not shown and the electronic parking brake is not engaged, the driver may be unable to identify the transmission shift position, increasing the risk of a crash and vehicle roll away.

What will we do?

According to our records, your vehicle is included in both Compliance Recall 97H3 (Brake Control Unit Software) and Compliance Recall 919A (Vehicle Software).

- To correct the noncompliance for both recalls, your authorized Volkswagen dealer will perform a software update to your vehicle. This work will take about four (4) hours 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.

- In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of your vehicle's other systems.

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.

Precautions you should take:

If the parking brake is not engaged, the red parking brake indicator light on the instrument cluster will not be illuminated. Before leaving the vehicle, owners are advised to confirm the parking brake indicator light has illuminated in order to help avoid a situation where the vehicle could roll when it is not intended to do so.

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.

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 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:1-888-275-9171); 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 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