

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
P.O. Box 217022
Auburn Hills, MI 48321-7022

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: 25V854

Subject: Safety Recall 74HE - Heater Element Wiring Harness

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 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The passenger occupant detection system (PODS) may experience a fault due to a crimp that could be missing at a connection point, potentially deactivating the front passenger airbag when the seat is occupied. If the fault occurs, the front passenger airbag would not deploy in the event of a crash, increasing the risk of injury to a front passenger seat occupant.

What will we do?

To correct this defect, your authorized Volkswagen dealer will repair the affected wiring harness in the front passenger seat. 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.

Precautions you should take:

Until the recall repair is completed, owners should not allow anyone to sit in the front passenger seat. If the recall condition is present in the vehicle, the airbag indicator light will turn on and off, indicating the passenger frontal airbag is not available. Owners with vehicle concerns are advised to contact their authorized Volkswagen dealer to have the vehicle diagnosed without delay.

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>.

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- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/lookup and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns 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