

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: 25V233

Subject: Compliance Recall 90A2 - Instrument Cluster ABS-Brake Telltale

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 2025 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 135; *Light vehicle brake systems* and Federal Motor Vehicle Safety Standard (FMVSS) No. 101; *Controls and displays*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Government regulations require that either the common word "BRAKE" or other prescribed, specific icons are shown in text form for brake system malfunctions. It is possible that certain vehicles included in this recall do not have the correct data container to fulfill the regulatory requirement. Telltales that do not provide the prescribed warning according to regulations may cause driver confusion and, consequently lead to the driver ignoring the warning. If a brake warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will perform a data container update, along with a vehicle software update. This work will take about a day 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 else is in the software update?

Depending on your vehicle's configuration, the updated software available under this recall will also provide bug fixes, enhancements and improvements to certain vehicle systems, including charging system robustness.

- We strongly recommend that the vehicle's software be updated prior to using the Volkswagen-approved NACS DC charging adapter to charge the vehicle, as this update includes additional safeguards to prevent certain risks such as property damage, fire, and/or injury, that could occur in the case of adapter misuse.
- Please note that regardless of the vehicle software level, customers must only use the Volkswagen-approved NACS DC charging adapter for your vehicle to charge at DC fast chargers. In no circumstance should a NACS DC charging adapter be used with AC home wall chargers or Destination chargers.

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.

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Precautions you should take:

If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash. As a reminder, the vehicle owner's manual contains important information regarding a vehicle's warning lights and messages. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they 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