

IMPORTANT SAFETY RECALL



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

1**1**1*****SINGLE-PIECE 48233

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: 26V473

Subject: Safety Recall 91TV - Rearview Camera 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 a defect, which relates to motor vehicle safety, exists in certain 2024-2026 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Under certain circumstances, a vehicle may experience a low-voltage electrical event that can cause camera images, including the rearview camera image, to not appear on the display screen as intended. A rearview camera with a 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 defect, your authorized Volkswagen dealer will update the rearview camera 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 or visit www.vw.com to find a dealer near you.

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. Should this occur, owners are advised to use extra caution when reversing, and to contact an authorized dealer to have the vehicle diagnosed.

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