

September 1, 2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

VW Company

P.O. Box 3

Hillsboro, OR 07123-0003

Administrator

SEP -8 2016

National Hwy Traffic Safety

1200 NJ Avenue, SE

Wash DC 20590

RE: 2014 EOS safety air bag RECALL – VIN #WVWBW8AH7EV [REDACTED]

TO: VW

THE ATTACHED RECALL was received by us in April 2016 for the vehicle airbag safety issue. Every month since April I've contacted our dealership to confirm if the parts have yet arrived to make this very important safety issue repair to my vehicle. Every month, I'm informed – no, not yet. I'll get a letter. When the parts are in. Five months later, no letter, no call, no safety repair.

I'm reporting this back to the National Safety board because this is UNACCEPTABLE. This issue is dangerous – and VW online access site re the recall is ridiculous. It takes you around in a circle, enter your VIN and it tells you to call and calling tells you the same things as the onsite circle!

I don't have the liberty to be driving another vehicle while we await this "oK to drive vehicle" with a safety issue!

I need to know NOW that this recall is being fixed NOW.

Please contact me as soon as possible before something happens to me or another driver in the event of an accident!

I look forward to hearing from you. My email is [REDACTED] or please respond to me at the following home address:

[REDACTED] Schwenksville, PA [REDACTED]

[REDACTED]

NAM
9/13/16
SMD

IMPORTANT SAFETY RECALL



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

April 2016

[REDACTED]
SCHWENKSVILLE, PA [REDACTED]

IMPORTANT!

SAFETY RECALL 69M9 – TAKATA SDI DRIVER FRONTAL AIRBAG

This notice applies to your vehicle: WVWBW8AH7EV [REDACTED]

NHTSA: 16V078

Your vehicle is identified as subject to the safety recall described in this letter. A **RECALL REPAIR IS NOT YET AVAILABLE**. You will receive a follow-up letter once it is confirmed that your dealer has parts & repair instructions available to address this safety recall.

Dear Volkswagen Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen, based on information received from Takata, has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2014 model year Volkswagen vehicles equipped with a Takata SDI driver frontal airbag.

Takata has reported that the driver frontal airbag inflator could potentially rupture if the vehicle is involved in a crash where the frontal airbags are designed to deploy. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, which may result in serious injury or death to vehicle occupants.

While there are no known incidents of any ruptured SDI airbag inflators in any Volkswagen vehicle worldwide, we are planning to conduct this recall as a precautionary measure.

Our records show that you are the owner of a vehicle affected by this action.

Please note that at the present time we do not have replacement parts available. Volkswagen will notify you by another letter as soon as we can perform this recall on your vehicle.

WVWBW8AH7EV

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

[Redacted]
Schwenksville, PA [Redacted]

WILMINGTON DE 197

31 AUG 2016



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Administrator
National Highway Traffic Safety
1200 NJ Avenue, SE
Washington, DC 20590

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