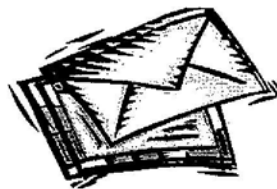


# **NHTSA ccmMercury Routing Slip**



Printed: 6/9/2017

**NHTSA #: ES17-001805**

**XREF #:**

**Delivery: EXP**

**Rec'd Date: 6/9/2017**

**Doc Type: GEN**

**Address To: NHTSA**

**Referred By: NAD-200**

**Doc Date: 6/5/2017**

**Due Date:**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: LETTER REGARDING SAFETY RECALL 69M9 - TAKATA SDI DRIVER FRONATAL AIRBAG**

**Ack Date:**

**Ack By:**

**Signed For:**

**Sign Office: AA FOR  
ENFORCEMENT**

**Signature: AS APPROPRIATE**

**Cleared Date:**

**Cleared By:**

**Cleared For:**

**File Loc:**

**XREF File:**

**Closed Date: 6/9/2017**

**Added By: TMAPP x62870**

**Modified By: TAMMY.MAPP**

**Most Recent Comment:**

**Author:**

LANCASTER, CA

Tel:

EXECUTIVE SECRETARIAT  
RECEIVED-NHTSA  
2017 JUN -9 P 1:27

| Assigned To | Task        | Asgn Date | Deadline | Returned Date |
|-------------|-------------|-----------|----------|---------------|
| NEF-010     | APPROPRIATE | 6/9/2017  |          | 6/9/2017      |

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

[REDACTED]  
*Lancaster, CA*  
[REDACTED]

EXECUTIVE SECRETARIAT  
RECEIVED-NHTSA  
2017 JUN -9 P 12:59

The Administrator,  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.,  
Washington, DC 20590

June 5, 2017

**SAFETY RECALL 69M9 - TAKATA SDI DRIVER FRONTAL AIRBAG**

The Volkswagen of America Inc., 3800 Hamlin Road, Auburn Hills, MI 48326 sent me a notification dated April 2016 informing me that they will send me a follow-up letter once it is confirmed that my dealer has parts & repair instructions available to address this safety recall. I have made four calls to Customer Care at 800-893-5298 and Volkswagen of America has not fulfilled their obligation to fix the driver airbag inflators.

It is over a year now, and no follow-up letter was sent to me. I have not obtained satisfaction, and I have not been using my Volkswagen Passat as I am supposed to because of fear of an incident occurring with the Takata SDI driver frontal airbag.

A copy of the letter under reference from Volkswagen of America, Auburn Hills, MI 48326 is attached for your perusal.

Thank you  
[REDACTED]

Cc: Volkswagen of America, P.O. Box 217022, Auburn Hills, MI 48326

ES17-001805

# IMPORTANT SAFETY RECALL



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

April 2016

LANCASTER, CA

## IMPORTANT!

### SAFETY RECALL 69M9 – TAKATA SDI DRIVER FRONTAL AIRBAG

This notice applies to your vehicle: 1VWBP7A30DC

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.

*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.*

00296469

69M9 VW USA



# PRIORITY MAIL

## Company Name

To: W41- 306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order DELIVERY  
(ItemVarName4) CONFIRMATION



\* Domestic only

PICKUP AVAILABLE



INSURANCE INCLUDE



USPS TRACKING™ INC



DATE OF DELIVERY S

Route



9405503699300049453705

W41-306

1x 9.5  
1x 2013

VISIT US AT USPS.COM®  
ORDER FREE SUPPLIES ONLINE



|                                                                                                                     |                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Click-N-Ship®</b>                                                                                                |                                                                                                          |
| <b>P</b>                                                                                                            | usps.com 9405 5036 9930 0049 4537 05 0066 5000 0882 0590<br>\$6.65<br><b>US POSTAGE</b><br>Flat Rate Env |
|                                                                                                                     |                                                                                                          |
| 06/03/2017 0 lb 8 oz Mailed from 93534 062\$0000000101                                                              |                                                                                                          |
| <b>PRIORITY MAIL 2-DAY™</b>                                                                                         |                                                                                                          |
| LANCASTER CA                                                                                                        | Expected Delivery Date: 06/07/17<br>0006                                                                 |
| Carrier -- Leave if No Response                                                                                     | <b>C000</b>                                                                                              |
| SHIP TO: THE ADMINISTRATOR<br>NATIONAL HIGHWAY TRAFFIC SAFETY<br>1200 NEW JERSEY AVE SE<br>WASHINGTON DC 20590-0001 |                                                                                                          |
| <b>USPS TRACKING #</b>                                                                                              |                                                                                                          |
|                                                                                                                     |                                                                                                          |
| 9405 5036 9930 0049 4537 05                                                                                         |                                                                                                          |
| Electronic Rate Approved #038555749                                                                                 |                                                                                                          |

PRESS FIRMLY TO SEAL

PRIORITY MAIL  
POSTAGE REQUIRE