



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Title

Subject: Safety Recall 69H1/R6

Product Department
Compliance

USA: 2003-2005 New Beetle Convertible and 2004-2005 New Beetle

CANADA: 2003-2005 New Beetle Convertible

Inspect/Replace Air Bag Frontal Crash Sensor(s) on Vehicles with Advanced (Dual-Stage) Front Air Bag System

July 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 69H1/R6

This is to inform you of Safety Recall 69H1/R6.

What Vehicles are Affected?

Safety Recall 69H1/R6 affects some 2003-2005 New Beetle Convertible and 2004-2005 New Beetle vehicles in the United States, and some 2003-2005 New Beetle Convertible vehicles in Canada.

What is the Problem?

Some affected vehicles equipped with an advanced (dual-stage) air bag system have air bag frontal crash sensors that contain a solder joint on the circuit board that may crack under certain conditions of high temperature and vibration. If this occurs, the air bag control module switches over to a fallback algorithm and the air bags may deploy more forcefully in low-severity frontal impacts. This can increase the possibility of injury to out-of-position front seat occupants in a low-severity frontal crash.

What Will Volkswagen Do?

Dealers will inspect and, if necessary, replace 1F0 909 606 air bag frontal crash sensor(s) on affected vehicles. This work will be performed at no cost to customers.

Parts Return Requirement

Air bag frontal crash sensors replaced under this safety recall are subject to parts return. Please refer to the return instructions in the 69H1/R6 campaign circular for additional information.

When Will This Repair Be Available?

Dealers will be notified and parts will be shipped on or about July 28, 2008 and an adequate supply of parts will be allocated and shipped to you prior to owner notification. The owner notification is scheduled for July 31, 2008. The 69H1/R6 code will show open on affected vehicles on or about July 31, 2008. Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Frequently Asked Questions (FAQ) for Safety Recall 69H1/R6

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular.

■ What vehicles are affected?

United States: 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004) and 2004-2005 New Beetle (produced July 24, 2003 – October 31, 2004)

Canada: 2003-2005 New Beetle Convertible (produced July 30, 2002 – October 31, 2004)

■ How many vehicles are affected?

Approximately 76,900 in the United States, approximately 2,670 in Canada.

■ What is the problem and what can happen?

The affected vehicles equipped with an advanced (dual-stage) airbag system may have airbag frontal crash sensors (1F0 909 606) that contain a solder joint on the circuit board that may crack under certain high temperature conditions. If this occurs the airbag indicator light will illuminate and the fallback algorithm will ensure that the front airbags always deploy in a frontal crash in which the vehicle's deceleration is high enough to activate the frontal airbags. In low-severity frontal impacts, the front airbags may deploy more forcefully than designed, increasing the possibility of injury to out-of-position front seat occupants.

■ Can I drive the vehicle until it is repaired?

The vehicle can be driven until the recall is conducted. However, if the air bag indicator light illuminates, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if they believe that it is safe to do so in order to have the airbag system on the vehicle inspected. Customers should also refer to the airbag information found in their Owner's Manual for additional information.

■ When will this repair be available?

Dealers will be notified and parts will be shipped on or about July 28, 2008. The owner notification is scheduled for July 31, 2008.

■ What exactly will be repaired on the vehicle?

Volkswagen will inspect and, if necessary, replace 1F0 909 606 airbag frontal crash sensor(s) on affected vehicles. This work will be performed at no cost to customers.

■ How long does the repair take?

The inspection and repair will take up to two hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

■ Is a loaner vehicle or towing being covered under this action?

In rare cases, if a loaner vehicle is required, it should be covered under the existing loaner vehicle policy through your FOM. Towing is not covered under this campaign.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.