

VOLKSWAGEN

GROUP OF AMERICA



MARIA COTTER NAME
LEAD CAMPAIGN ADMINISTRATOR TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
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APRIL 3, 2009 DATE

Ms. Delia Lopez
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

VOLKSWAGEN GROUP OF AMERICA, INC
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

**Subject: Document Submission for Recall Campaign
09V-097 (Volkswagen Code 69H3/S3)**

Dear Ms. Lopez:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting one (1) copy of the following communications for recall campaign 09V-097 (69H3/S3):

- Dealer Notification Letter
- Work Procedure and Claiming Instructions
- FAQ

If you have any questions or require additional information, please contact me.

Sincerely,

Maria Cotter
Lead Campaign Administrator
Product Compliance -Service and Quality
Enclosures



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recall 69H3/S3
2009 MY Volkswagen CC/Passat CC

Product Department
Compliance

April 3, 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 69H3/S3

Effective immediately, dealers with affected vehicles in inventory **must** ensure that this safety recall has been completed prior to vehicle sale or lease.

Safety Recall 69H3/S3

This is to inform you of the launch of Safety Recall 69H3/S3, affecting some 2009 model year Volkswagen CC/Passat CC vehicles in the United States and in Canada. Please read this message carefully, as it contains important details regarding this campaign.

What is the problem?

Some affected vehicles may have an incorrectly routed right front passenger seat belt buckle wiring harness, creating the potential for wires to become damaged when the seat is moved fully up or down or fore and aft. If this wiring damage occurs, the airbag control module will switch to a fallback algorithm and deactivate the passenger's frontal air bag. Vehicle occupants will be made aware of this airbag deactivation when both the airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate. In the event of a crash, the passenger's frontal airbag will not deploy and will not be able to properly protect an occupant.

What does the repair involve?

Dealers will inspect and adjust the routing of the right front passenger seat belt switch wiring harness. If a damaged wiring harness is found, the seat belt switch will be replaced.

Parts Allocation Information

Dealers will receive an allocation of retaining clips. However, due to the small number of vehicles that will need a seat belt switch replacement, there will not be a parts allocation of seat belt switches.

Campaign Code Visibility and Customer Notification

Dealer in-stock vehicles affected by this campaign will show the 69H3/S3 code open, and dealers can check their VIM report to quickly determine if they have any in-stock vehicles affected by this recall. Only dealers with inventory vehicles affected by this action will see vehicles tagged with this campaign code on their VIM report.

- If you have an affected vehicle on the list, **DO NOT** sell, lease, or dealer-trade it. If you are using the vehicle as a demo, discontinue doing so immediately until the campaign work can be performed.
- Until the campaign work can be performed, please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.

Customer notification will begin on or before April 24, 2009, and the 69H3/S3 code will show open on affected customer vehicles on or before April 24, 2009.

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.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Immediately upon completion of the repair, enter your campaign claim into the system. Claims will only be paid for vehicles that have this recall open in ElsaWeb on the day of repair.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919. Press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

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