



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Upcoming Compliance Recall 69H5/S6
2009 MY Volkswagen Routan
Owner's Manual Airbag Information

Product Department
Compliance

July 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Compliance Recall 69H5/S6

Compliance Recall 69H5/S6

Volkswagen has notified the NHTSA and Transport Canada of an upcoming compliance recall affecting some 2009 model year Volkswagen Routan vehicles.

What is the problem?

The owner's manual for the 2009 MY Volkswagen Routan was printed without the FMVSS 208/CMVSS 208 required information explaining that no objects should be placed over or near the airbag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the airbag to inflate.

What will be repaired on the vehicle?

Volkswagen plans to notify all owners of affected vehicles and will send an owner's manual insert containing the required airbag information for owner installation or dealer installation in the event the owner prefers assistance from the dealer.

When will this repair be available?

Pending owner's manual insert availability, mailing for dealers is scheduled to take place on or before July 27, 2009, and to customers on or before July 31, 2009.

Attached please find a copy of the owner's manual insert that can be printed and placed into the owner's manual of all 2009 MY Routan vehicles in dealer inventory. Please ensure that this insert is in the vehicle prior to it's delivery for sale or lease.

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.

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.

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.

THINGS TO KNOW BEFORE STARTING YOUR VEHICLE



Supplemental Restraint System (SRS) - Airbag

This vehicle has airbags for both the driver and front passenger as a supplement to the seat belt restraint systems. The driver's front airbag is mounted in the center of the steering wheel. The passenger's front airbag is mounted in the instrument panel, above the glove compartment. The words SRS AIRBAG are embossed on the airbag covers.

NOTE: The front airbags are certified to the Federal regulations that allow less forceful deployment.

The front airbags have a multistage inflator design. This may allow the airbag to have different rates of inflation that are based on collision severity and occupant size.

WARNING!

- Do not put anything on or around the front airbag covers or attempt to open them. You may damage the airbags and you could be injured because the airbags are no longer functional. These protective covers for the air bag cushions are designed to open only when the airbags are inflating.
- Do not drill, cut or tamper with the knee bolster in any way.
- Do not mount any accessories to the knee bolster such as alarm lights, stereos, citizens band radios etc.

POINTS QUE VOUS DEVEZ SAVOIR AVANT DE FAIRE DÉMARRER LE MOTEUR DE VOTRE VÉHICULE

Système de retenue supplémentaire – Coussin gonflable

Ce véhicule est muni de coussins gonflables pour le conducteur et le passager avant, comme supplément aux ceintures de sécurité. Le coussin gonflable avant du conducteur est monté au centre du volant. Le coussin gonflable avant du passager est monté dans le tableau de bord, au-dessus de la boîte à gants. Les mots «SRS AIRBAG» sont embossés sur les couvercles des coussins gonflables.

NOTA : Les coussins gonflables avant sont certifiés selon la réglementation fédérale qui permet un déploiement de moins forte pression. Les coussins gonflables avant sont de conception à gonflage multi-étapes. Cela peut permettre différents taux de gonflage des coussins gonflables selon la gravité de la collision et la taille de l'occupant.

AVERTISSEMENT!

- Ne placez rien sur ou autour des couvercles des coussins gonflables avant et ne tentez pas de les ouvrir. Vous pourriez endommager les coussins gonflables et subir des blessures puisque les coussins gonflables ne seraient plus fonctionnels. Ces couvercles de protection des coussins gonflables ont été conçus pour s'ouvrir uniquement lors du gonflage des coussins gonflables.
- Ne percez, coupez ou trafiquez l'appuie-genoux de quelque façon que ce soit.
- Ne montez sur l'appuie-genoux quelque accessoire que ce soit, tel qu'un témoin d'alarme, des stéréos, des postes BP, etc.

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COSAS QUE DEBE SABER ANTES DE ARRANCAR SU VEHÍCULO

Sistema adicional de bolsa de aire (SRS) – Bolsa de aire

Este vehículo tiene bolsas de aire para el conductor y el pasajero delantero como un complemento a los sistemas de cinturones de seguridad del asiento. La bolsa de aire delantera del conductor está montada en el centro del volante. La bolsa de aire delantera del pasajero está montada en el panel de instrumentos, sobre la guantera. Las palabras SRS AIRBAG (Bolsa de aire SRS) están grabadas en las cubiertas de la bolsa de aire.

NOTA: Las bolsas de aire delanteras están certificadas de acuerdo con las regulaciones federales que permiten el despliegue con menos fuerza. Las bolsas de aire delanteras tienen un diseño de inflador de múltiples etapas. Esto podría permitir que la bolsa de aire tenga diferentes velocidades de inflación que se basan en la severidad de la colisión y el tamaño del ocupante.

¡ADVERTENCIA!

- No coloque nada sobre o alrededor de las cubiertas de la bolsa de aire delantera ni intente abrirlas. Podría dañar las bolsas de aire y usted puede sufrir lesiones debido a que las bolsas de aire ya no funcionarán. Estas cubiertas de protección para las almohadillas de la bolsa de aire están diseñadas para abrirse solamente cuando las bolsas de aire se están inflando.
- No perforo, corte o manipule el protector de rodillas de ninguna manera.
- Do instale ningún accesorio en el protector para rodillas como luces de alarmas, estéreos, receptores de radio para ciudadanos, etc.

Frequently Asked Questions (FAQ) Compliance Recall SAGA 69H5/S6

This FAQ is intended to provide supplementary information regarding this Safety Recall. For additional information, please refer to the Safety Recall circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What vehicles are affected?

2009 model year Volkswagen Routan vehicles in the United States and Canada are affected by this compliance recall.

■ What is the problem and what can happen?

The owner's manual for the 2009 MY Volkswagen Routan was printed without the FMVSS208/CMVSS 208 required information explaining that no objects should be placed over or near the airbag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the airbag to inflate.

■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual. As with any airbag-equipped vehicle, customers should refrain from placing objects over or near the airbag on the instrument panel, because any such objects could cause harm if the vehicle is in a crash severe enough to cause the airbag to inflate.

■ How many vehicles are affected and when will customer notification begin?

There are approximately 18,500 affected vehicles in the United States and approximately 1,900 in Canada. The customer notification is scheduled to take place on or before July 31, 2009.

■ What exactly will be repaired on the vehicle?

Volkswagen plans to notify all owners of affected vehicles and will send an owner's manual insert containing the required airbag information for owner installation or dealer installation in the event the owner prefers assistance from the dealer.

■ Is a loaner vehicle being covered under this action?

A loaner vehicle will not be offered under this action. Dealers with customers needing alternate transportation should refer to the existing alternate transportation program.

■ Is towing being covered under this action?

Towing is not covered under this campaign.

■ Do I have to make an appointment?

Yes, only if you wish to have your dealer install the owner's manual insert into your vehicle owner's manual.

■ When will this repair be available?

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