

**IMPORTANT INFORMATION**

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



# Compliance Recall Circular

Code: **69H5**

**Subject: 2009 Routan  
Owner's Manual Airbag Information**

**REVISED**

October 28, 2009

**Revision Summary**

- Added instruction for dealers to include HST number on all SAGA claims for Routan vehicles
- Added HST number to SAGA Claiming Procedure
- Changed Repair Operation on SAGA claiming Procedure

**Problem Description**

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.

**Corrective Action**

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.

**VIN Range & Production Date of Affected Vehicles**

**U.S.A.**

**2009 Routan**

2V8 \_\_\_\_\_ 9R500091 – 2V8 \_\_\_\_\_ 9R610410  
Production date: June 26, 2008 through April 24, 2009

**CANADA**

**2009 Routan**

2V8 \_\_\_\_\_ 9R500138 – 2V8 \_\_\_\_\_ 9R610136  
Production date: July 23, 2008 through February 12, 2009

**NOTE:** Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

**Allocation Report of Affected Vehicles & VIM System**

In the Service Manager's Package, dealers with affected vehicles in inventory received a report of affected vehicles. Dealers did not receive a report if they had no affected inventory vehicles. Additionally, dealers must use the VIM system to check for affected inventory vehicles.

**Parts Information and Allocation**

Prior to customer notification, dealers received an allocation of owner's manual inserts from Archway Marketing Services (formerly Resolve Corporation). U.S. dealers received part number **VWROUTANSUPP\_EN-SP0709**, and Canadian dealers received part number **VWROUTANSUPP\_EN-FR0709**. Ensure that these inserts are inventoried in a secure manner and are used **ONLY** for this campaign.

Inserts were sent directly to customers for customer vehicles, and the supply you received from Archway Marketing Services can be used for your inventory vehicles. If you have exhausted your owner's manual insert allocation, please contact Archway Marketing Services at 800-544-8021

**Owner Notification Mailing**

On July 31, 2009 Volkswagen notified all known owners of affected vehicles by first class mail. Each owner notification letter included an owner's manual insert. Customers were asked to install the insert into their owner's manual or they could ask their authorized Volkswagen dealer to do so for them. A sample of the owner letter is enclosed.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

### **Claim Entry Procedure**

Because owner's manual inserts were mailed directly to affected customers, the 69H5 campaign does not show open in ElsaWeb for customer vehicles. Inventory vehicles, however, do appear on ElsaWeb. Dealers must refer to their VIM report for affected inventory vehicles.

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the chart below. To help ensure prompt and proper payment, attach the screen print to the repair order.

**NEW**

**NOTE: ALL SAGA CLAIMS FOR ROUTAN VEHICLES MUST INCLUDE THE "HST NUMBER" PROVIDED UNDER THE DAMAGE CODE IN THE FOLLOWING CHART.**

### **Saga Claim Entry Procedure**

**Service No.: 69H5**

**Damage Code: 0099**

**NEW**

**HST Number: CRM2021247**

#### **Parts Manufacturer**

**Removed part: Use vendor code USM.**

Sold vehicle = 7 10

Unsold vehicle = 7 90

#### **Accounting Instructions**

**Criteria 01 – Install owner's manual insert**

**Repair operation: NEW 6958 55 99      10 TU**

***There is NO reimbursement for Vehicle Wash or Loaner***

#### **If customer refused repairs**

Fax the repair order to Volkswagen at (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.

**Customer Letter Example (U.S.A.)**

July 2009

**Subject: Compliance Recall 69H5/S6  
2009 Model Year Volkswagen Routan  
Owner's Manual Airbag Information**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a noncompliance, which relates to motor vehicle safety, exists in the owner's manual of some 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

The owner's manual for the 2009 MY Volkswagen Routan is missing the FMVSS No. 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 Volkswagen Do?**

In order to correct this noncompliance, we have enclosed an owner's manual insert containing the required information for installation in your vehicle.

**What We Would Like You to Do**

You may choose to install this insert into your vehicle's owner's manual yourself, or if you prefer, you may have the insert installed by your authorized Volkswagen dealer free of charge.

If you choose to have your authorized Volkswagen dealer install this insert, please contact your dealer to arrange for an appointment without delay. This service will take just a few minutes. Remember to bring the enclosed owner's manual insert with you to your service appointment.

**Precautions You Should Take**

As with any airbag-equipped vehicle, people 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.

**Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

**Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Service Help from Us**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (69H5/S6)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

October 28, 2009

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**Customer Letter Example (CANADA)**

July 2009

**Subject: Compliance Recall 69H5/S6  
2009 Model Year Volkswagen Routan  
Owner's Manual Airbag Information**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a noncompliance, which relates to motor vehicle safety, exists in the owner's manual of some 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

The owner's manual for the 2009 MY Volkswagen Routan is missing the CMVSS No. 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.

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If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen Canada  
Attn: Customer CARE Center (69H5/S6)  
P.O. Box 842, Str. A  
Windsor, ON N9A 9Z9  
1-800-893-5298*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

# Campaign Work Procedure

# 69H5 Compliance Recall

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Place owner's manual insert inside the owner's manual of affected vehicles.

**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 multi-stage 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.

VWROUTANSUPP\_EN-SP0709

← U.S. vehicles – use English/Spanish insert, part number **VWROUTANSUPP\_EN-SP0709**

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- 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.

VWROUTANSUPP\_EN-FR0709

← Canadian vehicles – use English/French insert, part number **VWROUTANSUPP\_EN-FR0709**

**WORK IS COMPLETE**

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