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

Subject: 2009 Routan

Owner's Manual Airbag Information

July 2009

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 will receive a report of affected vehicles. Dealers will not receive a report if they have 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 will receive an allocation of owner's manual inserts from Archway Marketing Services (formerly Resolve Corporation). U.S. dealers will receive part number *VWROUTANSUPP_EN-SP0709*, and Canadian dealers will receive part number *VWROUTANSUPP_EN-FR0709*. Ensure that these inserts are inventoried in a secure manner and are used ONLY for this campaign

Inserts are being sent directly to customers for customer vehicles, and the supply you receive 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

Code:

Owner Notification Mailing

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

Claim Entry Procedure

Because owner's manual inserts will be mailed directly to affected customers, the 69H5 campaign will <u>not</u> show open in ElsaWeb for customer vehicles. Inventory vehicles, however, will 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.

Saga Claim Entry Procedure

Service No.: 69H5 Damage Code: 0099

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: 4440 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.

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.

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