



Frequently Asked Questions (FAQ) Upcoming Voluntary Safety Recall 69i9

SUMMARY

■ **Campaign Code:** 69i9

■ **Affected Vehicles:** 2012-2013 MY Volkswagen Beetle equipped with leather sport seats

Problem Description: Vehicles equipped with leather sport seats have been built with an incorrectly coded Passenger Occupant Detection System Control Module (J706) in the right front passenger location.

USA: If the leather seat gets wet and if a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIRBAG OFF light will not illuminate, alerting the driver that the passenger airbag has not been turned off.

CANADA: If the leather seat gets wet and if, despite safety warnings and provincial regulations, a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIR BAG OFF light will not illuminate, alerting the driver that the passenger airbag has not been turned off.

If the right front passenger airbag is not turned off when a child restraint is secured on the right front passenger seat, there is a risk of serious injury to the child seated there in the event of a crash with airbag deployment.

Volkswagen is not aware of any crash or injury caused by this issue.

Corrective Action: Replace Passenger Occupant Detection System Control Module (J706).

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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual; however, customers are cautioned to not place a child restraint in the right front passenger seat of their vehicle until this recall repair has been performed.

Is a loaner vehicle being covered under this action?

Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

Is towing being covered under this action?

No. Towing is not covered under this action.

What is the customer notification plan?

Customer notification is based on anticipated parts availability, and is currently TBD.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action 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.

When will the repair parts and repair instructions become available?

Volkswagen is working diligently to acquire the necessary parts to help address vehicles impacted by this safety recall. As soon as the supply plan has been confirmed, we will provide an update regarding parts allocation and the availability of repair instructions.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their VIM report to identify any affected vehicles that may be in their inventory. These vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Will Volkswagen be compensating dealers for floor planning related to affected inventory vehicles?

Yes.

Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. 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 a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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