



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: September 02, 2015

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

Subject: Safety Recall 69L2– Steering Wheel Clock Spring – Code Visibility
Certain 2010-2014 MY Volkswagen Vehicles

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On or about September 03, 2015, vehicles affected by Safety Recall 69L2 for steering wheel clock spring will show as REPAIR NOT YET AVAILABLE in Elsa and in the customer-facing VIN look-up tools found on vw.com and the NHTSA safercar.gov websites. Because of this, you can expect increased customer inquiries about this topic.

At this time, we have not identified the recall repair; however updates will be provided as information becomes available.

SAGA CODE	69L2
TOPIC	Steering Wheel Clock Spring
PROBLEM DESCRIPTION	The steering wheel clock spring could become contaminated with long hair or long fibers which may cause a displacement of the internal guide loops. When the guide loops are dragged out of position, they may apply tension to the internal flat cable and cause it to tear. Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag will not deploy, leading to a risk of driver injury.
CORRECTIVE ACTION	PENDING – REPAIR NOT YET AVAILABLE
PRECAUTIONS	If the airbag monitoring indicator light on a vehicle affected by this recall comes on, the customer should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected/repaired. Customers are advised to see the vehicle Owner's Manual for more information about the airbag system.
VEHICLE DIAGNOSIS / INTERIM REPAIRS	<p>The recall repair is not yet available; however customer vehicles that are car-down due to a diagnosis leading to the necessary replacement of the steering wheel clock spring can be addressed with regular service parts.</p> <p>As with any vehicle issues, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed.</p> <p>Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.</p>



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IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Please refer to the attached, updated Campaign Data Sheet and the FAQ for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Updated Campaign Data Sheet / FAQ

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.

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CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	69L2
MARKET(S)	United States
AFFECTED VEHICLES	Certain 2010-2014 MY Volkswagen vehicles
TOPIC	Steering Wheel Clock Spring
PROBLEM DESCRIPTION	The steering wheel clock spring could become contaminated with long hair or long fibers which may cause a displacement of the internal guide loops. When the guide loops are dragged out of position, they may apply tension to the internal flat cable and cause it to tear. Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag will not deploy, leading to a risk of driver injury.
CORRECTIVE ACTION	PENDING – REPAIR NOT YET AVAILABLE
PRECAUTIONS	If the airbag monitoring indicator light on a vehicle affected by this recall comes on, the customer should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected/repaired. Customers are advised to see the vehicle Owner's Manual for more information about the airbag system.
VEHICLE DIAGNOSIS / INTERIM REPAIRS	The recall repair is not yet available; however customer vehicles with a diagnosis leading to the necessary replacement of the steering wheel clock spring can be addressed with regular service parts. As with any vehicle issues, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.
CUSTOMER NOTIFICATION DATE	PENDING – REPAIR NOT YET AVAILABLE
ELSA VISIBILITY & OMD Web/VIM VISIBILITY	On or about September 03, 2015 Will show in ELSA as PENDING RECALL – REPAIR NOT YET AVAILABLE
ADDITIONAL INFORMATION	IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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Frequently Asked Questions (FAQ) Upcoming Steering Wheel Clock Spring Safety Recall

SUMMARY

Campaign Code: 69L2

Affected Vehicles: Certain 2010-2014 MY Volkswagen vehicles

Problem Description: The steering wheel clock spring could become contaminated with long hair or long fibers which may cause a displacement of the internal guide loops. When the guide loops are dragged out of position, they may apply tension to the internal flat cable and cause it to tear. Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag will not deploy, leading to a risk of driver injury.

Corrective Action: PENDING

Precautions: If the airbag monitoring indicator light on a vehicle affected by this recall comes on, the customer should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected/repared. Customers are advised to see the vehicle Owner's Manual for more information about the airbag system.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

What does the driver experience with this issue?

The steering wheel clock spring could become contaminated with long hair or long fibers which may cause a displacement of the internal guide loops. When the guide loops are dragged out of position, they may apply tension to the internal flat cable and cause it to tear. Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag may not deploy, leading to a risk of driver injury.

No accidents or injuries related to this issue have been reported.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. In the interim, if the airbag monitoring indicator light on a vehicle affected by this recall comes on, the customer should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected/repared. Customers are advised to see the vehicle Owner's Manual for more information about the airbag system.

What is the status of this recall repair?

The recall repair is not yet available.

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Why has the recall been announced without a recall repair solution in place?

The law requires automakers to make safety recall information available to the NHTSA within five days of defect determination – regardless of whether or not a repair solution is available. Once agency notification has taken place, Volkswagen notifies field and dealership personnel of the upcoming recall. The NHTSA also take steps to inform the public of recall campaigns.

In the case of this recall, a defect decision has been made but a repair solution is still pending. Additionally, the list of affected vehicles covered by this recall is not yet available. Once this information has been finalized, it will be provided to the agencies, field and dealership personnel, and customers.

Volkswagen is working diligently on obtaining all of this information, and will provide it as soon as it becomes available.

How can dealers address customer concerns in the interim?

The recall repair is not yet available; however customer vehicles that are car-down due to a diagnosis leading to the necessary replacement of the steering wheel clock spring can be addressed with regular service parts. As with any vehicle issues, dealers should perform a full diagnosis to identify the root cause of the vehicle concern to ensure that any vehicle needing repair is correctly and properly addressed. Do not assume that a vehicle has the recall issue – ensure that a complete vehicle diagnosis is performed.

What if a customer does not want to drive their vehicle until the recall repair has been performed?

The recall repair is not yet available. In the event this request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01. Additionally, dealers providing alternate transportation should alert Customer CARE for possible further instructions.

Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

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

Once affected VINs have been identified under this recall, Dealers can use their most current OMD Web/VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

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.

What is the parts allocation plan for this action?

Because the repair solution is still pending, there is no parts information available at this time.

Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

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What if a customer requests that their vehicle be repaired immediately?

Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.

If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification from Volkswagen once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

FOR USA ONLY:

vw.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility

On or about September 03, 2015, the recall code will appear for affected vehicles in both the vw.com and the NHTSA safecar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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