



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: September 25, 2015

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

Subject: Interim Customer Notification for Safety Recall 69L2 - Steering Wheel Clock Spring and Parts Allocation for Critical Cases

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

As required by Federal law, an interim customer notification about this upcoming safety recall will be completed by the end of September. Customers with vehicles affected by this recall will be advised that, if the airbag light is on (or if it comes on) to make an appointment with their authorized Volkswagen dealer to have the vehicle inspected.

Even though the repair for the 69L2 safety recall is not yet available, affected customer vehicles that have the airbag light on and require replacement of the steering wheel clock spring can be repaired using existing service parts.

- As with any vehicle issue, 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.
- Affected vehicles diagnosed as needing a clock spring due to the airbag light being on should be repaired using the existing repair manual instructions.
- Affected vehicles that are within warranty at the time of repair can be claimed via the normal warranty process.
- Affected vehicles out of warranty at the time of repair should be claimed utilizing goodwill.
- In order to support repairs in critical cases, a parts allocation will be provided to dealers shortly. Dealers needing additional parts beyond this allocation for critical cases should contact Parts Special Services. Replacement clock spring parts meet current production specifications and are not subject to the recall.

Dealers can also use allocated parts to assist customers who are concerned about driving their vehicle before the recall repair is available.

We appreciate your patience and support as we work towards implementing this safety recall. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection