



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 09, 2015

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

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

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On December 10, 2015, repairs can begin on vehicles affected by Safety Recall 69L2.

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 Campaign Data Sheet and 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: Campaign Data Sheet & FAQ



CAMPAIGN DATA SHEET

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|------------------------------------|-------------------------|--|
| CAMPAIGN TYPE | | Safety Recall |
| SAGA CODE | | 69L2 |
| MARKET(S) | | United States and Canada |
| AFFECTED VEHICLES | | Certain 2010 - 2014 MY Volkswagen vehicles |
| TOPIC | | Steering Wheel Clock Spring |
| PROBLEM DESCRIPTION | | Hair or other fibers may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the cable and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury. |
| CORRECTIVE ACTION | | <p>To help correct this defect, dealers will:</p> <ul style="list-style-type: none"> Install a protective cover over the steering wheel clock spring if the vehicle does not have an airbag light on, <p>-OR-</p> <ul style="list-style-type: none"> Install a new steering wheel clock spring if the vehicle has an airbag light on (and diagnosis confirms the steering wheel clock spring requires replacement). <p>Please note: Other conditions <i>unrelated</i> to a faulty steering wheel clock spring may cause the airbag light to come on. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's airbag system up to factory specifications are not covered by this safety recall.</p> |
| PRECAUTIONS | | If the airbag light in the vehicle comes on or if the airbag light is currently on, customers are advised to contact the nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired <u>without delay</u> . Customers are advised to see the vehicle Owner's Manual for more information about the airbag system. |
| CUSTOMER NOTIFICATION DATE | | On or about January 12, 2016 |
| ELSA VISIBILITY DATE | | On or about December 10, 2015 |
| OMD Web/VIM VISIBILITY DATE | | On or about December 10, 2015 |
| VEHICLE COUNT | TOTAL AFFECTED | USA: 415,800 CANADA: 41,300 |
| | DEALER INVENTORY | USA: 3 CANADA: 0 |
| | CPO INVENTORY | USA: 1,913 CANADA: 423 |
| APPROXIMATE REPAIR TIME | | Up to 120 TU |
| PARTS REQUIRED | | YES – SEE CAMPAIGN WORK PROCEDURE |

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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| COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION) | For clock spring cover only – 1.00/100% |
| PROJECTED DEALER RETURN BLOCK DATE | For clock spring cover only – June 02, 2016 |
| INITIAL PARTS ALLOCATION DATE | On or before December 09, 2015 <ul style="list-style-type: none">• Clock spring cover – via Targeted Allocation• Clock spring – will remain on Upper Order Limits |
| EXPIRATION DATE | NONE |
| 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.



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: Hair or other fibers may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the cable and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury.

Corrective Action: To help correct this defect, dealers will:

Install a protective cover over the steering wheel clock spring if the vehicle does not have an airbag light on,
-OR-

Install a new steering wheel clock spring if the vehicle has an airbag light on (and diagnosis confirms the steering wheel clock spring requires replacement).

Please note: Other conditions *unrelated* to a faulty steering wheel clock spring may cause the airbag light to come on. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's airbag system up to factory specifications are not covered by this safety recall.

Precautions: If the airbag light in the vehicle comes on or if the airbag light is currently on, customers are advised to contact the nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay. 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?

Hair or other fibers may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the cable and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury.

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. If the airbag light in the vehicle comes on or if the airbag light is currently on, customers are advised to contact the nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay. Customers are advised to see the vehicle Owner's Manual for more information about the airbag system.

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.



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?

Dealers can use their most current OMD Web 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.

FOR USA ONLY:

[vw.com VIN Lookup Tool Visibility](#) / [NHTSA safecar.gov VIN Lookup Tool Visibility](#)

The **69L2** 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).

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.