

# IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 15V483

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2014 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the 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.

**What will we do?**

To help correct this defect, your authorized Volkswagen dealer 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).

The recall repair can take up to two hours to complete, and will be performed for you free of charge.

**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.**

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- What should you do?** Please contact your authorized Volkswagen dealer to schedule this recall repair without delay. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- Precautions you should take** If the airbag light in your vehicle comes on or if the airbag light is currently on, contact your nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay. Please see your Owner's Manual for more information about the airbag system.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection