

IMPORTANT SAFETY RECALL



Das Auto.

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: 15V627

**Subject: Safety Recall 69L6 – Passenger Occupant Detection System (PODS) Control Module
Certain 2015 Model Year Volkswagen e-Golf 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 2015 model year Volkswagen e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The Passenger Occupant Detection System (PODS) detects and classifies occupants on the front passenger seat.

In some vehicles, an electro-magnetic coil inside the PODS control module was manufactured with improper insulation between the coil layers which can cause the characteristics of the coil to change over time. In turn, the PODS control module may not properly classify a front passenger seat occupant, or it may completely fail. Should this occur, vehicle occupants will be alerted of a problem by illumination of the airbag light or by false indication of the Passenger Airbag OFF indicator. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.

The passenger airbag system setting is always correctly displayed by the Passenger Airbag OFF indicator, and when the passenger airbag system changes state, the indicator flashes for several seconds, alerting vehicle occupants to the status change.

What will we do?

To help correct this defect, your authorized Volkswagen e-Golf dealer will replace the PODS control module in your vehicle. This work will take about two hours to complete and will be performed for you free of charge. Your dealer will need to order a replacement control module specifically for your vehicle, and it may take a few days for this part to arrive at the dealership.

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- What should you do?** Please contact your authorized Volkswagen e-Golf dealer without delay to schedule this recall repair. 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** Until this recall repair has been performed, do not allow anyone to use the front passenger seat in your vehicle. Additionally, if the airbag light in your vehicle comes on, or if the airbag light is currently on, or if the Passenger Airbag OFF light is not functioning correctly, contact your nearest Volkswagen e-Golf dealer or qualified workshop to have the vehicle inspected/repaired without delay.
- 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 e-Golf 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 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 e-Golf 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.

Sincerely,

Volkswagen Customer Protection