



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 29, 2016
To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator
Subject: Update to Upcoming Safety Recall – Occupant Restraint Controller (ORC)
Recall Code 69M5 Assigned, Code Visibility & REPAIR NOT YET AVAILABLE
Certain 2009 MY Volkswagen Routan

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is an update to the previous notification you received regarding this upcoming safety recall.

CODE	69M5
CODE VISIBILITY	On or about March 01, 2016 as REPAIR NOT YET AVAILABLE
AFFECTED VEHICLES	Certain 2009 MY Volkswagen Routan
VEHICLE COUNT	USA: 1,025 CANADA: 265
RECALL DESCRIPTION	Affected vehicles may experience an Occupant Restraint Control (ORC) module malfunction due to corrosion of the power supply integrated circuit. This could result in an illuminated airbag warning light with the possibility of no airbag deployment in a crash necessitating airbag deployment or an inadvertent airbag deployment without an illuminated airbag warning light. Either of these conditions could increase the risk of a crash and/or injury to front seat vehicle occupants.
CORRECTIVE ACTION	Replace the ORC module. REPAIR NOT YET AVAILABLE Repair information will be provided to dealers when parts and repair instructions become available to support this recall.

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.

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