

# 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:** 16V083

**Subject: Safety Recall 69M5 - Airbag Control Unit (Occupant Restraint Controller (ORC Module))  
Certain 2009 Model Year Volkswagen Routan 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 2009 Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The airbag control unit (Occupant Restraint Controller/ORC) in certain vehicles may corrode and fail. If the airbag control unit fails, the airbags may not deploy in the event of a crash, increasing the risk of occupant injury. Additionally, the airbags may inadvertently deploy, increasing the risk of a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the airbag control unit (ORC module). This work will take less than two hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

**Precautions you should take** If the airbag warning lamp in your vehicle comes on, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected 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.

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### **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 reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.

### **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.

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