

## 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

### IMPORTANT!

Information about Safety Recall 69M5 – Occupant Restraint Controller (ORC)

**THIS RECALL REPAIR IS NOT YET AVAILABLE.** We will send another letter as soon as the recall work can be completed on your vehicle. In the interim, if the airbag warning lamp in your vehicle comes on, make an appointment with your authorized Volkswagen dealer or qualified workshop to have the vehicle inspected without delay.

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 model year Volkswagen Routan vehicles. Our records show you are the owner of a vehicle affected by this recall. At this time, the recall repair is not yet available.

**Recall Description:** The airbag control unit 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.

**Precautions You Should Take:** If your vehicle is operating normally, there is nothing you need to do at this time.

However, if the airbag warning lamp in your vehicle comes on, make an appointment with your authorized Volkswagen dealer or qualified workshop to have the vehicle inspected without delay. If diagnosis confirms that your vehicle has the recall issue as described in this letter, repairs will be performed at no cost to you.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST, or 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/>.

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>.

*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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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.

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

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