



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69Q9 Criteria T3 / Takata Driver Frontal Airbag Inflator

This notice is for:

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|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: August 30, 2018

Issue: The driver airbag may explode in a crash with airbag deployment. Sharp metal fragments can hit people and cause serious injury or death.

- Repair:**
- REPAIR AVAILABLE for **Criteria T3** – August 31, 2018
 - Repair instructions available in ELSA/ServiceNet.
 - Please note: When replacing the airbag assembly for vehicles with Criteria T3, the airbag control module will be coded and parameterized. Instructions specific to this process have been added to work procedure.
 - Replace the driver frontal airbag with a newly manufactured version. This repair is the final remedy.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Parts will be allocated weekly. Please email VWoAPartsSpecialists@vw.com with VIN if you do not have the proper part(s) in stock.

- Notes:**
- Vehicles: Certain 2007-2014 MY Volkswagen vehicles equipped with a Takata SDI driver frontal airbag
 - Schedule owner repairs immediately
 - Owner mailing – September 2018

IMPORTANT REMINDER: 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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.