



## VOLKSWAGEN DEALER COMMUNICATION

### Recall Repair Information – Safety Recalls 69W8 & 69W9 / Passenger Frontal Airbag

<b>This notice is for:</b>	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
<b>Date:</b>	July 09, 2018		
<b>Issue:</b>	In a crash, the passenger frontal airbag may not unfold properly or may even tear during deployment. This can result in an increased injury risk to the front passenger in a crash with airbag deployment.		
<b>Corrective Action</b>	Replace passenger frontal airbag. REPAIR AVAILABLE – July 10, 2018		
<b>Precautions</b>	Until this recall is completed, customers should not let anyone ride in the front passenger seat.		
<b>Owner Notification</b>	July 2018		
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If allocated parts have been used, please contact the Parts Specialists via phone (800-767-6552), email ( <a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a> ) or chat with the VIN to order.		
<b>Notes:</b>	Check daily campaign open inventory report or OMD for affected vehicles in inventory.  Repair every affected inventory vehicle <u>before delivery to consumers.</u>		
<b>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>			
<u><b>New Vehicles in Dealer Inventory:</b> 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.</u>			
<u><b>Pre-Owned Vehicles in Dealer Inventory:</b> 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.</u>			

**-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.*