



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69X1 / Second Row Bench Seat Safety Belt Buckles

This notice is for:

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

Date: June 20, 2018

Issue: If a child restraint with a larger than recommended base is installed in the center position of the second row bench seat, it may damage both the center and adjacent outboard safety belt buckles. A damaged safety belt buckle can release unexpectedly, increasing the risk of injury to vehicle occupants in a crash.

- Repair:**
- REPAIR AVAILABLE – June 21, 2018
 - At no cost to customers, the second row bench seat center and adjacent left (outboard) safety belt buckles will be inspected and, if necessary, replaced. Volkswagen will also provide an owner's manual supplement addressing child safety and child restraints.
 - See repair instructions in ELSA/ServiceNet
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Perform this recall on every affected inventory vehicle before delivery to consumers.

Precautions If any damage is noticed on the second row bench seat safety belt buckles in the vehicle during or after child restraint use, owners are advised to contact the nearest Volkswagen dealer right away to have the issue addressed.

Parts Department:

- An allocation of printed owner manual supplements has shipped to dealers for use in affected inventory vehicles. Dealers should have their allocation in the next day or two.
- Dealers who need owner manual supplements immediately can print copies using the links provided in ServiceNet/Elsa.
- Additional supplements can be ordered via the Technical Literature portal **after** July 01, 2018.
- The owner notification letter for this recall will include a copy of the owner manual supplement. Dealers still must provide a supplement on the day of repair in order to close out the recall on affected vehicles.
- Replacement safety belt buckles (if needed) are not available at this time. See the 69X1 circular for additional information.

Note: The owner manual supplement describes a protective cover for safety belt buckles; this cover will not be available until a later date (estimated Q4 2018).

- Notes:**
- Vehicles: 2018 MY Volkswagen Atlas equipped with center bench seat
 - Schedule owner appointments immediately
 - Owner mailing – anticipated June 2018

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.

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-