



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69X3 / Driver Frontal Airbag Inflator

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: April 17, 2019

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

- Repair:**
- REPAIR AVAILABLE – April 18, 2019 – Replace driver frontal airbag inflator
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the small number of affected vehicles there will be no initial allocation of parts. If parts are needed to support a vehicle repair:

- Canadian Dealers contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with VIN to order.
- US Dealers contact AVA with the VIN to order.

IMPORTANT! Service Advisor – print out Questionnaire from Appendix B in the 69X3 Safety Recall circular and ensure it is completed and returned with the removed inflator as required.

DO NOT include inflators returned under this recall with your Takata inflator returns.

Affected Vehicles U.S.A. & CANADA: Certain 2003 Model Year Volkswagen vehicles*

Country	Model Year	Vehicle	Vehicle Count
USA	2003	JETTA WAGON (A4)	44
		PASSAT SEDAN (B5)	1,080
		JETTA SEDAN (A4)	464
		EUROVAN/EUROVAN CHASSIS	153
		PASSAT WAGON (B5)	628
		GOLF/GTI (A4)	192
CANADA	2003	JETTA WAGON (A4)	35
		PASSAT SEDAN (B5)	184
		JETTA SEDAN (A4)	60
		EUROVAN/EUROVAN CAMPERVAN	9
		PASSAT WAGON (B5)	24
		GOLF/GTI (A4)	59

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.

**Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes:

- Schedule owner repairs immediately
- Owner mailing – April 2019

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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-