

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: 18V380

**Subject: Safety Recall 69X1 - Second Row Bench Seat Safety Belt Buckles
2018 Model Year Volkswagen Atlas with Second Row Bench Seat**

Dear Volkswagen Owner,

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 2018 model year Volkswagen Atlas vehicles equipped with a second row bench seat. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do? To address this issue, your authorized Volkswagen dealer will inspect the second row bench seat center and adjacent left (outboard) safety belt buckles and replace one or both if necessary. This work may take up to an hour to complete and will be performed for you free of charge.

Additionally, enclosed with this letter please find an owner manual supplement entitled *Child Safety and Child Restraints*. Please read this booklet and keep it with your owner's manual for future reference.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take If you notice any damage to the second row bench seat safety belt buckles in your vehicle during or after child restraint use, please contact your nearest Volkswagen dealer right away to have the issue addressed.

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Lease vehicles and address changes

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.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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>.

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