



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

RECALL UPDATE: Safety Recall 69Q9 /TAKATA Driver Frontal Airbag Inflator

Special Reminder Notifications to High-Risk 2007-2008 MY Volkswagen Passat Owners

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

Date: June 24, 2019

Special Owner Notification for High-Risk Vehicles:

- The week of June 24, 2019 Volkswagen sent a bilingual (English and Spanish) reminder letter to owners of high-risk, 2007-2008 MY Volkswagen Passat vehicles. The letter will be sent Certified Mail which requires a signature.
- **The reminder letter includes free home pickup & delivery and a two day loaner for owners who schedule this repair. Please ensure your dealership honors these requests. See the Safety Recall 69Q9 circular for claiming instructions for these services.**
- High-risk population mailing count: Approximately 3,500
- A copy of the recall reminder letter is attached to this communication.

Parts Department:

- **PARTS ARE AVAILABLE.**
- Schedule owner repairs immediately.
- Please email VWoAPartsSpecialists@vw.com with VIN if you do not have the proper part(s) in stock.

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.



Volkswagen of America, Inc.
P.O. Box 217022
Auburn Hills, MI 48321-7022

<MONTH YEAR>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>
<VIN>



Your vehicle has a **deadly** recalled airbag.
The recall repair is easy, fast & **FREE!**

FREE pick-up, repair & return in four (4) hours or less.

A **FREE** 2-day loaner or rental vehicle is available.*

(*subject to dealer availability)

Protect yourself and your family today.

Locate your closest Volkswagen dealer to schedule the FREE recall repair by visiting
www.vw.com/find-a-dealer or call 1-800-893-5298.

Additional questions or concerns?

Visit www.vw.com/contact or call 1-800-893-5298 if you no longer own this vehicle.

Please contact us immediately if you are unable to schedule this FREE recall repair.

We are committed to your safety and satisfaction, and we thank you for your prompt attention to this urgent matter.

Sincerely,

Volkswagen Customer Protection





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P.O. Box 217022
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<MONTH YEAR>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>
<VIN>



**Su vehículo está equipado con una bolsa de aire que tiene un defecto mortal.
La reparación es sencilla, rápida y GRATUITA.**

Recolección, reparación y devolución GRATUITAS en cuatro (4) horas o menos.

Vehículo de préstamo o de renta por 2 días GRATIS disponible.*
(*sujeto a la disponibilidad del concesionario)

Protéjase y proteja a su familia ahora.

Visite www.vw.com/find-a-dealer o llame al 1-800-893-5298
para ubicar el concesionario Volkswagen más cercano y programar la reparación GRATUITA.

Si tiene preguntas o dudas

Visite www.vw.com/contact o llame al 1-800-893-5298 si usted ya no es propietario del vehículo.

Comuníquese inmediatamente con nosotros si no puede programar la cita de reparación GRATUITA.

Estamos comprometidos con su seguridad y satisfacción, y le agradecemos su pronta atención a este asunto.

Atentamente,

Protección del Consumidor de Volkswagen

