



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69Y5 / Driver Frontal Airbag Inflator (Takata)

This notice is for:

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

Date: February 25, 2019

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

- Repair:**
- REPAIR AVAILABLE – February 26, 2019
 - Repair instructions available in ELSA/ServiceNet
 - Replace the driver frontal airbag inflator with a newly manufactured version.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: PARTS ARE AVAILABLE

Parts will be allocated weekly. Please email VWoAPartsSpecialists@vw.com with Vin if you do not have the proper part(s) in stock.

Notes: **Affected vehicles:**

U.S.A.: Certain 2015-2016 MY Volkswagen Eos, 2015-2017 MY Volkswagen CC & 2015 MY Volkswagen Passat equipped with a Takata driver frontal airbag

CANADA: Certain 2015 MY Volkswagen Eos, 2015-2017 MY Volkswagen CC & 2015 MY Volkswagen Passat equipped with a Takata driver frontal airbag

- Schedule owner repairs immediately
- Owner mailing – March 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-

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.