

## 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:** 19V862

**Subject: Safety Recall 69Q9 – Takata SDI Driver Frontal Airbag Inflator  
Certain 2007-2014 Model Year Volkswagen Vehicles equipped with a Takata SDI  
Driver Frontal Airbag**

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 2007-2014 model year Volkswagen vehicles equipped with a Takata SDI driver frontal airbag. Our records show that you are the owner of a vehicle affected by this action.

### **DANGER!**

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

**What should you do? Schedule this recall repair immediately, even if an interim repair was recently done.**

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer) to locate a dealer near you and schedule this service online.

**What will we do?**

To correct this defect, your authorized Volkswagen dealer will replace the driver airbag inflator in your vehicle. This work will take about two hours to complete and will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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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 don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**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 click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) 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