



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69CK / Airbag Control Module Fixation Holes

This notice is for:

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

Date: January 24, 2022

Issue: During rework at the factory, the airbag control module fixation holes were enlarged in order to allow correct assembly to the vehicle body. Because of this, the airbag may not deploy correctly in a crash, or may deploy unintendedly while driving, leading to an increased risk of injury.

Precautions: If there is an issue with the airbag control module, the airbag malfunction indicator lamp will illuminate. Owners are advised to contact an authorized dealer without delay to have the vehicle inspected if the airbag lamp illuminates, and also to ensure they are familiar with the airbag system information in the owner's manual.

- Repair:**
- REPAIR AVAILABLE – January 25, 2022 / Replace the airbag control module and also replace an incorrectly positioned airbag control module mounting stud.
 - 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: There will be no parts allocation. Please see the campaign circular that will be posted to ServiceNet and ELSA for complete parts information.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	JETTA	356
USA	2020	2021	JETTA GLI	23
CAN	2020	2021	JETTA	16
CAN	2021	2021	JETTA GLI	2

**Counts reflect overall 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 – repairs can begin on September 10, 2021
 - Owner mailing – January 2022

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

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.

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-