

## IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

<MODELYEAR> <BRAND> <MODEL>

**NHTSA:** 21V492

**Volkswagen Recall:** 69CK - Airbag Control Module Fixation Holes

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

#### A recall repair is not yet available

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 Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**Why we sent this letter:** According to our records, in August 2021 we mailed you a letter about Safety Recall 69CK, informing you that recall repairs would be available starting on September 10, 2021. Due to unforeseen circumstances, this repair will not be available on that date, and at this time we do not have an estimated availability timeframe to share with you. We will mail you another letter as soon as we can offer this recall repair.

**About this recall:** 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.

**A recall repair is not yet available.** As stated above, we will send another letter as soon as the recall work can be completed on your vehicle.

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

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Sincerely,

Volkswagen Customer Protection



**Volkswagen of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326**

*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](http://www.vw.com/contact) or by calling us at 800-893-5298. 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>.*

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

*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.*