

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 22V858

Volkswagen Recall: 69EH - Passenger Frontal Airbag (Folding)

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 2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this recall:

On certain vehicles, the passenger frontal airbag may not have been folded properly. As a result, the airbag may not inflate properly in a crash. An airbag that does not inflate properly could create an increased risk of injury in a crash.

Precautions you should take

Volkswagen recommends avoiding use of the front passenger seat whenever possible until the recall work has been performed.

A recall repair is not yet available.

Volkswagen is working to make a recall repair available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. Right now, your dealer does not have the parts or instructions to perform the recall work.

Your safety and that of your passengers is our highest priority. 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 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 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.