

**IMPORTANT SAFETY RECALL**

1\*\*1\*\*1\*\*\*\*\*SINGLE-PIECE 48233  
XXXXXXXXXXXXXXXXXXXX  
JOHN DOE  
12345 YOUR STREET  
HOMETOWN, MI 98765-4321

AFDDFFDTFFFTT (barcode)

<MONTH YEAR>

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

<MODELYEAR> <BRAND> <MODEL>

**NHTSA:** 24V464

**Volkswagen Recall:** 69PZ – Passenger Occupant Detection System (PODS)

**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 2020-2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this recall**

A wire with a contact fault may cause the Passenger Occupant Detection System (PODS) to detect a malfunction and switch off the passenger airbag, even though the seat may be occupied. In a crash with frontal airbag deployment, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

**A recall repair is not yet available.**

Right now, your dealer does not have the recall remedy information available to perform the recall work. Volkswagen is working to make the recall remedy 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. The recall work will be performed for you free of charge.

Should a malfunction occur, vehicle occupants will be alerted by illumination of the airbag warning light, an acoustic warning sound, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. If this happens, owners are advised to make an appointment with an authorized Volkswagen dealer to have the vehicle inspected without delay.



**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 let us know so we can update our records.*

## IMPORTANT SAFETY RECALL

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Volkswagen advises you to follow all cautions and warnings described in the owner's manual regarding the Passenger Occupant Detection System (PODS).

**Do not use the passenger seat if a PODS error message displays on the instrument panel or if the airbag indicator light displays "passenger airbag off" with an occupant in the seat.**

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause.

Sincerely,

Volkswagen Customer Protection



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