



## VOLKSWAGEN DEALER COMMUNICATION

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### Takata Reminder Mailing – New York DMV / Safety Recalls 69Q8, 69Q9, 69Y5

<b>This notice is for:</b>	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
<b>Date:</b>	May 21, 2019		
<b>Mailing Information:</b>	In conjunction with the New York Department of Motor Vehicles, Volkswagen will be sending Takata airbag recall reminder notices to approximately 11,500 Volkswagen owners in the state of New York on May 23, 2019.  A copy of the owner notification is attached for your reference.  Please make every effort to quickly schedule owners who contact your dealership for a repair appointment.		
<b>Parts Department:</b>	Parts are available.  Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.		
<b>Notes:</b>	<div style="border: 2px solid red; padding: 5px;"><b>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></div> <b><u>New Vehicles in Dealer Inventory:</u></b> 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.  <b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> 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-**

*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.*



## Department of Motor Vehicles

[Month Year]

[Customer Name]  
[Street Address]  
[City, ST Zip]

### WHAT YOU NEED TO KNOW

- Your vehicle has an urgent airbag recall.
- The airbag could **injure or even kill** you and your passengers.
- The repair is **FREE** at any Volkswagen-authorized dealer.
- Visit [www.vw.com/find-a-dealer/](http://www.vw.com/find-a-dealer/) to find your nearest dealer and make an appointment. Or, call **800-893-5298**.

### URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

**This notice applies to a vehicle registered in your name: [VIN]**

Dear [NAME]:

The Department of Motor Vehicles (DMV) is contacting you personally because your Volkswagen has a recalled airbag that could **kill or seriously injure you and your passengers**.

The DMV has received information from Volkswagen that the vehicle that is currently registered in your name with the Vehicle Identification Number [VIN] has been recalled. **If the airbag deploys, in some cases, a part within the airbag may explode** and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from Volkswagen, your vehicle has not been repaired yet. The potentially lifesaving repair is **FREE** and parts are available now. Please **immediately call a Volkswagen dealer** for more information or to schedule a **FREE** repair.

**IF YOU NO LONGER OWN THIS VEHICLE: DISREGARD THIS LETTER**

#### What should you do?

- **Immediately** contact a local Volkswagen dealer to schedule a **FREE** repair.
- Visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer) or call **800-893-5298** to find your nearest Volkswagen dealer.
- *If you think you have already taken action on this recall, visit [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com) and enter your vehicle's VIN to verify and ensure that no other recalls have been issued for your vehicle.*



**ENTER YOUR VIN**

Please encourage your family and friends to check for vehicle safety recalls using their VIN at [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com). You and your family's safety on New York roadways is our top priority.

**Please act NOW to protect yourself and your passengers.**



## Department of Motor Vehicles

[Month Year]

[Customer Name]  
[Street Address]  
[City, ST Zip]

### LO QUE DEBE SABER

- Su vehículo tiene una campaña de llamada a revisión urgente para la bolsa de aire.
- La bolsa de aire podría **lesionar o incluso matar** a sus pasajeros y a usted mismo.
- La reparación es **GRATUITA** en cualquier concesionario Volkswagen autorizado.
- Visite [www.vw.com/find-a-dealer/](http://www.vw.com/find-a-dealer/) para buscar el concesionario más cercano y concertar una cita. O llame al **800-893-5298**.

## URGENTE CAMPAÑA DE LLAMADA A REVISIÓN POR MOTIVOS DE SEGURIDAD CON RELACIÓN A LA BOLSA DE AIRE: SE REQUIERE ACCIÓN INMEDIATA

**Este aviso se aplica a un vehículo registrado a su nombre: [VIN]**

Estimado [NAME],

El Departamento de Vehículos Motorizados (DMV) lo contacta personalmente porque la bolsa de aire de su Volkswagen, que está incluida en una campaña de llamada a revisión, podría **matarlo o lesionarlo seriamente a usted y a sus pasajeros**.

El DMV ha recibido información de Volkswagen que indica que el vehículo actualmente registrado a su nombre con el número de identificación del vehículo [VIN] ha sido incluido en una campaña de llamada a revisión. **Si la bolsa de aire se despliega, en algunos casos, una pieza dentro de la bolsa puede explotar** y diseminar filosos fragmentos o esquirlas de metal hacia su persona y la de sus pasajeros.

De acuerdo con los registros de Volkswagen, su vehículo no ha sido reparado aún. Esta reparación, que potencialmente podría salvar vidas, es **GRATUITA** y los repuestos están disponibles en este momento. Por favor, **llame inmediatamente a un concesionario Volkswagen** para solicitar más información o para programar una reparación **GRATUITA**.

**¿QUÉ SUCEDE SI YA NO ES PROPIETARIO DE ESTE VEHÍCULO? IGNORE ESTA CARTA**

### ¿Qué debe hacer?

- Comuníquese **inmediatamente** con un concesionario Volkswagen para programar una reparación **GRATUITA**.
- Visite [www.vw.com/find-a-dealer/](http://www.vw.com/find-a-dealer/) o **llame al 800-893-5298** para encontrar el concesionario Volkswagen más cercano.
- *Si cree haber cumplido con lo solicitado en esta campaña de llamada a revisión*, visite [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) o [www.airbagrecall.com](http://www.airbagrecall.com) e ingrese el VIN de su vehículo para verificar y asegurarse de que no se hayan emitido otros avisos de campañas de llamada a revisión para su vehículo.



**INGRESAR SU VIN**

Aliente a sus familiares y amigos a verificar la existencia de campañas de llamada a revisión por motivos de seguridad para sus vehículos por medio de su VIN en [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) o [www.airbagrecall.com](http://www.airbagrecall.com). Su seguridad y la de su familia en las carreteras de Nueva York es nuestra máxima prioridad.

**Tome cartas en el asunto AHORA para proteger su seguridad y la de sus pasajeros.**