



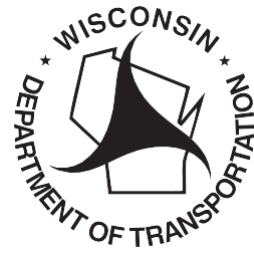
VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Wisconsin DMV / Safety Recalls 69Q8, 69Q9, 69Y5

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	July 8, 2019		
Mailing Information:	In conjunction with the Wisconsin Department of Transportation Division of Motor Vehicles (DMV), Volkswagen will be sending Takata airbag recall reminder notices to approximately 3,991 Volkswagen owners in the state of Wisconsin on July 8, 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.		
Parts Department:	Parts are available. Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.		
Notes:	<div style="border: 2px solid red; padding: 2px;">IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</div> <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.



[REFERENCE ID]

Dear [First Name]:

The Wisconsin Department of Transportation Division of Motor Vehicles (DMV) is contacting you because your vehicle has a **recalled airbag that could kill or seriously injure you** and your passengers if it deploys.

The DMV received information from Volkswagen that the vehicle currently registered in your name with the Vehicle Identification Number (VIN) [VIN NUMBER HERE], has been recalled and, according to records from Volkswagen, your vehicle has not yet been repaired.

If the airbags deploy, the airbags may explode and spray sharp metal fragments toward you and your passengers. Your safety is our highest priority. We urge you to contact your nearest Volkswagen dealer to get your airbags repaired for **FREE**.

The potentially lifesaving recall repair is **FREE** and parts are available now. Please **immediately call a Volkswagen dealer** for more information or to schedule your **FREE** recall repair.



What should you do?

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



ENTER YOUR VIN 

Volkswagen is one of 19 vehicle manufacturers affected by this urgent airbag safety recall. The National Highway Traffic Safety Administration reports 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect. To prevent further tragedies, the DMV is reaching out to Wisconsin vehicle owners with an open airbag recall on behalf of and at the expense of these manufacturers.

If you believe that Volkswagen or your Volkswagen dealer is unable to remedy the defect for **FREE** within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or to go NHTSA.gov.



[ID DE REFERENCIA]

Estimado(a) [Nombre]:

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

La DMV ha recibido información de Volkswagen que indica que el vehículo actualmente registrado a su nombre con el número de identificación del vehículo (VIN) [VIN NUMBER HERE] ha sido incluido en una campaña de llamada a revisión. De acuerdo con los registros de Volkswagen, su vehículo no ha sido reparado aún.

Si la bolsa de aire se despliega, en algunos casos, puede explotar y diseminar filosos fragmentos o esquirlas de metal hacia su persona y sus pasajeros. Su seguridad es nuestra máxima prioridad. Lo instamos a que se comunique con su concesionario Volkswagen más cercano para una reparación **GRATUITA** de sus bolsas de aire.

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 debe hacer?

- Comuníquese **inmediatamente** con un concesionario Volkswagen para programar una reparación **GRATUITA**.
- Visite 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 urgente de llamada a revisión de la bolsa de aire por motivos de seguridad, visite www.NHTSA.gov/recalls e ingrese el VIN de su vehículo para verificar y asegurarse de que no se hayan emitido*



INGRESE SU VIN



Volkswagen es uno de los 19 fabricantes de automóviles afectados por esta campaña urgente de llamada a revisión de la bolsa de aire por motivos de seguridad. La Administración Nacional de Seguridad del Tráfico en las Carreteras informa 16 muertes confirmadas en los Estados Unidos y cientos de presuntas lesiones como resultado de este defecto. Para prevenir tragedias en el futuro, la DMV se está comunicando con propietarios de vehículos de Wisconsin a quienes se les ha emitido una llamada a revisión de la bolsa de aire por motivos de seguridad en representación de estos fabricantes y a cargo de estos.