



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – High Risk Daily Mailer / Safety Recall 69Q9

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	July 29, 2019 – August 2, 2019		
Mailing Information:	Volkswagen will be sending Takata airbag recall reminder notices daily over a span of five business days to approximately 1,712 High Risk Volkswagen owners. 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.

URGENT SAFETY RECALL:
Your vehicle airbag
must be replaced.

Call a Volkswagen
dealership immediately.



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Volkswagen

Your safety is a top priority.

Dear Volkswagen Owner,

According to our records, your vehicle with VIN ending in: <VIN LAST6> is the subject of a recall concerning the Takata airbag. **This is a serious issue that must be taken care of NOW**—your airbag could deploy improperly in a crash, shooting metal fragments at drivers and passengers which can cause serious injury or death.

We're committed to making this repair process as easy as possible. It only takes one simple step:

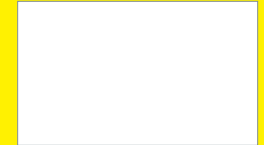
1. Visit vw.com/find-a-dealer to find a dealership near you that can perform the repair for **FREE**.
or
2. Call the dealership of your choice to schedule the **FREE** repair as soon as possible.
or
3. Visit the dealership to have the **FREE** repair completed as soon as possible.

Vehicles in areas of the U.S. with persistent heat and high absolute humidity are at a greater risk. **Get all the facts at:**



AIRBAGRECALL.COM

or visit NHTSA.gov/recalls



<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>