



VOLKSWAGEN DEALER COMMUNICATION

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

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: August 12, 2019

Mailing Information:

In conjunction with the Virginia DMV, Volkswagen will be sending Takata airbag recall reminder notices to approximately 6,235 Volkswagen owners in the State of Virginia on August 12, 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:

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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.

Pre-Owned Vehicles in Dealer Inventory: 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.

Volkswagen Customer Protection

[Date]

[NAME]

[ADDRESS]

[VIN NUMBER]

URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED

The Virginia Department of Motor Vehicles is contacting you personally to inform you of an urgent request from Volkswagen concerning a safety issue affecting your vehicle noted above.

Based on information received from Volkswagen, your vehicle has been recalled for a safety defect in the airbag that **could result in death or serious injury** to you or your passengers. According to Volkswagen, you have not yet responded to this safety recall to have the necessary **FREE** recall repair made. If the airbags deploy, in some cases they may explode and spray sharp metal fragments or shrapnel toward you and your passengers. The potentially lifesaving recall repair is **FREE** and parts are available now.

What should you do?

- **Immediately** contact a local Volkswagen dealership to schedule a **FREE** recall repair. Ask for **FREE** alternative transportation if necessary.
- 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 the urgent airbag safety recall, or you are not sure, visit www.NHTSA.gov/recalls and enter your vehicle identification number (VIN) to verify and ensure that no other recalls have been issued for your vehicle.

Volkswagen is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration (NHTSA) reports other auto manufacturers have 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for vehicle safety recalls using their VIN at www.NHTSA.gov/recalls or www.airbagrecall.com. The VIN needed to confirm if a vehicle is affected may be found in the top left corner of the vehicle's dashboard through the windshield or on your vehicle registration card.

You and your family's safety on Virginia's roadways is our top priority. **Please act NOW to protect yourself and your passengers.**

If you believe that Volkswagen or your Volkswagen dealership is unable to remedy the defect for **FREE** within a reasonable time frame, 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 go to NHTSA.gov. In cooperation with the Virginia DMV, the cost of this letter was paid for by Volkswagen. Taxpayer dollars were not used.