



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Florida Dept. of Highway Safety and Motor Vehicles/ 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:	October 14, 2019		
Mailing Information:	In conjunction with the Florida Dept. of Highway Safety and Motor Vehicles, Volkswagen will be sending Takata airbag recall reminder notices to approximately 20,200 Volkswagen owners in the state of Florida on October 14, 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: 5px;">IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</div> <p><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.</p> <p><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.</p>		

-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.



Date

Address
Address
Address

URGENT Airbag Safety Recall

Attention Florida Driver / Vehicle Owner:

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

Based on information received from Volkswagen, the vehicle that is currently registered and/or owned in your name with the Vehicle Identification Number (VIN) [#####] 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 records from Volkswagen, you have not yet responded to this safety recall to have the necessary **FREE** recall repairs made. If you have already taken action on this safety recall, the department encourages you to still verify and enter your vehicle's VIN at www.nhtsa.gov/recalls to ensure that no other recalls have been issued for your vehicle.

In Florida, drivers of vehicles affected by this recall face an even **higher risk of death or injury** than drivers in most other areas of our country. Florida's hot and humid climate increases the chances the airbag inflators will explode and shoot out sharp metal fragments during a crash, making it critical for you to take your vehicle in for the necessary **FREE** recall repair immediately.

Visit www.vw.com/find-a-dealer or call **800-893-5298** to locate the nearest dealership and schedule your **FREE** repair.

The airbag recall affects many automotive brands nationwide, not just Volkswagen. Please encourage your family and friends to check for the airbag recall for their car regardless of what brand they own. By entering a vehicle's VIN at www.nhtsa.gov/recalls a life may be saved.

The department is committed to safety and security on Florida's roadways and your well-being is our top priority. Please take this urgent airbag safety recall seriously to protect yourself and your passengers.