VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Pennsylvania 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:	November 19, 2019		
Mailing Information:	In conjunction with the Pennsylvania DMV, Volkswagen sent Takata airbag recall reminder notices to approximately 9,000 Volkswagen owners in the state of Pennsylvania on November 18, 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

pennsylvania
DEPARTMENT OF TRANSPORTATION

[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/** 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 Transportation (DOT) is contacting you personally because your Volkswagen has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.

The DOT has received information from Volkswagen that the vehicle 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** 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** or **www.airbagrecall.com** and enter your vehicle's 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 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.**

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

If you believe that Volkswagen or your Volkswagen retailer is unable to remedy the defect without charge 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 go to NHTSA.gov. In cooperation with the Pennsylvania DOT, the cost of this letter was paid for by Volkswagen. Taxpayer dollars were not used.

In no event shall the Pennsylvania Department of Transportation be liable for any obligations, claims, causes of action, damages, debts, costs, demands, covenants, contracts, promises, agreements, or any other liabilities whatsoever, whether known or unknown, including any claims arising from this letter, the failure of recipients of this letter to respond to the National Highway Traffic Safety Administration's recall of Takata airbags, the failure of owners of affected vehicles to remove recalled Takata airbags from their vehicles, injuries resulting from the deployment of Takata airbags, or any other aspect of the National Highway Traffic Safety Administration's recall of Takata airbags.