



## VOLKSWAGEN DEALER COMMUNICATION

---

### **Takata Reminder Mailing – Houston Dept. of Neighborhoods / Safety Recalls 69Q8, 69Q9, 69Y5**

<b>This notice is for:</b>	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
<b>Date:</b>	November 4, 2019		
<b>Mailing Information:</b>	In conjunction with the Houston Dept. of Neighborhoods, Volkswagen will be sending Takata airbag recall reminder notices to approximately 4,600 Volkswagen owners in the state of Texas on November 4, 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.		
<b>Parts Department:</b>	Parts are available.  Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.		
<b>Notes:</b>	<div style="border: 2px solid red; padding: 5px;"><b>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></div> <p><b><u>New Vehicles in Dealer Inventory:</u></b> 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><b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> 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.*



**Department of Neighborhoods**

[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/](http://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]:

In cooperation with Volkswagen, The Houston Department of Neighborhoods (DON) is contacting you personally because your vehicle has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.

The DON 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 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.

**What should you do?**

- **Immediately** contact a local Volkswagen dealer to schedule a **FREE** repair.
- Visit [www.vw.com/find-a-dealer](http://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](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com) 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 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](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com). You and your family's safety on Houston'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. Although the Houston Department of Neighborhoods supports this letter, its cost was paid for entirely by Volkswagen. Taxpayer dollars were not used.