



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – CA Bureau of Automotive Repair / 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: January 15, 2020

Mailing Information:

In conjunction with the California Bureau of Automotive Repair, Volkswagen sent Takata airbag recall reminder notices to approximately 21,100 Volkswagen owners in the state of California on January 14, 2020.

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.



[Month Day, Year]

[Name and Title]
[Street Address]
[City, State Zip]

RE: Urgent Airbag Safety Recall for Your Vehicle

Dear [Ms./Mr. and Last Name]:

The Bureau of Automotive Repair is contacting you concerning an urgent safety recall issued for your Volkswagen (Vehicle Identification Number [VIN number]). If you no longer own this vehicle, you may disregard this letter.

A safety recall is issued when a vehicle manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines that a vehicle or its equipment creates an unreasonable safety risk or fails to meet Federal Motor Vehicle Safety Standards. Vehicle manufacturers are required to fix the problem by repairing or replacing the recalled part(s).

A recall has been issued for your vehicle because it is equipped with defective air bag(s) that may explode when deployed. To ensure the safety of you and your passengers, please take the following steps as soon as possible:

- 1. Access your vehicle's recall information** – Visit www.NHTSA.gov/recalls or www.vw.com/recalls and enter the 17-character Vehicle Identification Number in the VIN lookup tool to review recall information for your vehicle, including important repair instructions.
- 2. Schedule the recall repair** – Contact your vehicle manufacturer at 800-893-5298 or your local Volkswagen dealership to schedule the repair. The recall repair will be made at no cost to you.
- 3. Signup for recall alerts** – Visit www.NHTSA.gov/alerts to subscribe to NHTSA's Recall Notification Email System to receive alerts about any future safety recalls affecting this or any other vehicle you may own.

For more information on safety recalls, visit www.NHTSA.gov/recalls.

Thank you for your attention to this urgent safety matter.

BUREAU OF AUTOMOTIVE REPAIR