



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Tennessee 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: July 7, 2020

Mailing Information:

In conjunction with the Tennessee DMV, Volkswagen will be sending Takata airbag recall reminder notices to approximately 4,400 Volkswagen owners in the State of Tennessee July 7, 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.

Volkswagen Customer Protection



[NAME]
[ADDRESS]

[YEAR] [BRAND] [MODEL]
VIN: [XXXXXXXXXXXXXXXXXX]

URGENT AIRBAG SAFETY RECALL

[DATE]

Dear [Full Name]:

We are contacting you because your [YEAR] Volkswagen [MODEL] has a recalled airbag that could **kill or seriously injure** you and your passengers if it deploys. We urge you to contact Volkswagen to schedule your **FREE** recall repair to fix this potentially life-threatening issue.

The Tennessee Department of Revenue, Vehicle Services Division received information from Volkswagen that the [YEAR] [MODEL] that is currently registered in your name 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. Please immediately call 800-893-5298 for more information or to schedule a **FREE** recall repair.

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

You can check for vehicle safety recalls using your VIN (Vehicle Identification Number) at **NHTSA.gov/recalls** or **airbagrecall.com**.

Sincerely,

Vehicle Services Division
Tennessee Department of Revenue