

Repair Available – Service Action 69BS / Front Passenger Seat Belt Load Limiter Software

✓ General I✓ Sales Ma	Manager ✓ Inagers ✓	Service Manager Parts Manager Service Consultar	✓ Technici	5	
Although the front passenger seat belt is compliant with regulatory requirements, Volkswagen has developed a software update that will (1) adjust the front passenger's seat belt load limiter timing and (2) increase the robustness of the system by decreasing the front passenger's potential chest acceleration during a frontal crash.					
 REPAIR AVAILABLE – April 16, 2021 / Software update See ELSA/ServiceNet for complete repair & claiming instructions Check both the daily Campaign Open Inventory report <u>and</u> OMD for affected vehicles in inventory. Verify OPEN status in ELSA <u>on the day of repair</u>. Repair every affected inventory vehicle <u>before delivery to consumers</u>. 					
Parts Department: No parts needed; software update only.					
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	
USA	2020	2021	PASSAT	27,160	
CAN	2020	2021	PASSAT	2,115	
 *Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source. Notes: Schedule owner repairs immediately Owner mailing – April 2021 Campaign expiration date – April 16, 2031 U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility. 					
	 ✓ General N ✓ Sales Ma April 15, 202 Although the Volkswagen seat belt load the front pass REPAIR See EL Check N vehicles Repair of No parts nead Country USA CAN *Counts reflect screen in Elsa of campaign inquit Schedu Owner n Campai USA.: Loa Ioaner/rental to the Volksw 	 ✓ Sales Managers ✓ Sales Managers ✓ April 15, 2021 Although the front passenger Volkswagen has developed a seat belt load limiter timing and the front passenger's potential REPAIR AVAILABLE – April See ELSA/ServiceNet for Check both the daily Carvehicles in inventory. Veril Repair every affected inversion of the daily Carvehicles in inventory. Veril Repair every affected inversion No parts needed; software upper Country Beginning Model Year USA 2020 CAN 2020 *Counts reflect overall population; so screen in Elsa on the day of repair to vec campaign inquiry & verification source Schedule owner repairs in Owner mailing – April 2022 Campaign expiration date USA: Loaner/rental coveral loaner/rental may be covered to the Volkswagen Warranty Population; Population of the Volkswagen Warranty Population 	 ✓ General Manager ✓ Sales Managers ✓ Parts Manager ✓ Service Consultar April 15, 2021 Although the front passenger seat belt is comvolkswagen has developed a software update that seat belt load limiter timing and (2) increase the root the front passenger's potential chest acceleration REPAIR AVAILABLE – April 16, 2021 / Software See ELSA/ServiceNet for complete repair & Check both the daily Campaign Open Inverse vehicles in inventory. Verify OPEN status in E Repair every affected inventory vehicle befor No parts needed; software update only. Country Beginning Ending Model Year USA 2020 2021 CAN 2020 2021 *Counts reflect overall population; some vehicles may have a screen in Elsa on the day of repair to verify that a VIN qualifies campaign inquiry & verification source. Schedule owner repairs immediately Owner mailing – April 2021 Campaign expiration date – April 16, 2031 	✓ General Manager ✓ Parts Manager ✓ Technici ✓ Sales Managers ✓ Service Consultant ✓ Technici April 15, 2021 Although the front passenger seat belt is compliant with regular Volkswagen has developed a software update that will (1) adjust the seat belt load limiter timing and (2) increase the robustness of the syst the front passenger's potential chest acceleration during a frontal crast. • REPAIR AVAILABLE – April 16, 2021 / Software update • See ELSA/ServiceNet for complete repair & claiming instruction • Check both the daily Campaign Open Inventory report and ovehicles in inventory. Verify OPEN status in ELSA on the day of • Repair every affected inventory vehicle before delivery to consult No parts needed; software update only. Vehicle USA 2020 2021 PASSAT *Country Beginning Model Year Vehicle Vehicle USA 2020 2021 PASSAT *Country on the day of repair to verify that a VIN qualifies for repair under this action campaign inquiry & verification source. Schedule owner repairs immediately • Owner mailing – April 2021 Campaign expiration date – April 16, 2031 USA.: Loaner/rental coverage cannot be claime	✓ General Manager ✓ Parts Manager ✓ Technicians ✓ Sales Managers ✓ Service Consultant ✓ Technicians April 15, 2021 Although the front passenger seat belt is compliant with regulatory requiremed Volkswagen has developed a software update that will (1) adjust the front passenge seat belt load limiter timing and (2) increase the robustness of the system by decrease the front passenger's potential chest acceleration during a frontal crash. • REPAIR AVAILABLE – April 16, 2021 / Software update • See ELSA/ServiceNet for complete repair & claiming instructions • Check both the daily Campaign Open Inventory report and OMD for affect vehicles in inventory. Verify OPEN status in ELSA on the day of repair. • Repair every affected inventory vehicle before delivery to consumers. No parts needed; software update only. Country Beginning Ending Model Year Vehicle Count USA 2020 2021 PASSAT 27,160 CAN 2020 2021 PASSAT 2,115 *Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/A screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only campaign inquiry & verification source. • Schedule owner repairs immediately Owner mailing – April 2021 Campaign expiration date – April 16, 2031 USA.: Loaner/rental coverage cannot be claimed under this action.

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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.