



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Idaho 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:	August 30, 2021		
Mailing Information:	<p>In conjunction with the Idaho DMV, Volkswagen will be sending Takata airbag recall reminder notices to approximately 406 Volkswagen owners in the State of Idaho on August 30, 2021.</p> <p>A copy of the owner notification is attached for your reference.</p> <p>Please make every effort to quickly schedule owners who contact your dealership for a repair appointment.</p>		
Parts Department:	<p>Parts are available.</p> <p>Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.</p>		
Notes:	<div>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</div> <p><u>New Vehicles in Dealer Inventory:</u> 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><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.



Volkswagen of America
PO Box 217022 | Auburn Hills, MI
48321



[DATE]
[NAME]
[ADDRESS]

[YEAR] [MODEL]
VEHICLE IDENTIFICATION
NUMBER
VIN: [XXXXXXXXXXXXXXXXXX]

Dear [Customer Name]:

The Idaho Transportation Department (ITD) is contacting you because your [YEAR] [MODEL] has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.

The ITD has received information from Volkswagen that the [YEAR] [MODEL] that is currently registered in your name with the Vehicle Identification Number [XXXXXXXXXXXXXXXXXX] has been recalled. **If the airbags deploy, in some cases the airbags 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 recall repair is **FREE** and parts are available now. **Please immediately call 800-893-5298** for more information or to schedule a **FREE** recall repair.

Visit www.vw.com/find-a-dealer/ to locate the nearest dealership and schedule your **FREE** recall repair.

If you think you have already taken action on this urgent airbag safety recall, visit NHTSA.gov/recalls 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 urgent airbag safety recall. The National Highway Traffic Safety Administration (NHTSA) reports 19 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 NHTSA.gov/recalls.

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

If you believe that Volkswagen or your Volkswagen dealership 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.

This notice is being provided and paid for by Volkswagen, in cooperation with the Idaho Transportation Department. Taxpayer dollars were not used. Due to the serious nature of this recall, the Idaho Transportation Department is providing limited assistance with these notices to individuals who may be impacted by this recall. The manufacturer is fully responsible for this recall, notification of the recall, and any repairs. This notification does not create a duty upon the State of Idaho and the Idaho Transportation Department to provide notice nor any repair requirement regarding this recall, or any other recalls or safety-related information. Further communication regarding this notice, including scheduling repairs or verifying recall information, must be directed to 800-893-5298 and not to the Idaho Transportation Department.