



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – Pennsylvania Department of Transportation / 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: January 24, 2022

Mailing Information: In conjunction with the Pennsylvania Department of Transportation, Volkswagen is sending Takata airbag recall reminder notices to approximately 4,041 Volkswagen owners in the state of Pennsylvania on January 24, 2022.

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.



P.O. Box 746 | Wheeling, IL 60090



[NAME]
[ADDRESS]

URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

The Department of Transportation (DOT) is alerting you about a dangerous, recalled airbag in a vehicle registered in your name:

[YEAR] [MODEL]
VIN: [XXXXXXXXXXXXXXXXXXXX]

ACT NOW TO PROTECT YOURSELF & YOUR PASSENGERS!

Call Volkswagen at 800-893-5298 or visit vw.com/find-a-dealer to schedule your **FREE** recall repair.

Dear [First Name]:

According to records from Volkswagen, your vehicle has a dangerous, recalled airbag. If the airbag deploys, a part inside may explode and spray sharp metal fragments that could ***seriously injure or even kill*** you or someone in your vehicle.

THE RECALL REPAIR IS FREE – PARTS ARE AVAILABLE NOW!

Call 800-893-5298 or visit vw.com/find-a-dealer to schedule your **FREE** recall repair.

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 Vehicle Identification Number (VIN) at NHTSA.gov/recalls or SafeAirbags.com.

Your safety on Pennsylvania roadways is our top priority!

In no event shall the Pennsylvania Department of Transportation be liable for any obligations, claims, causes of action, damages, debts, costs, demands, covenants, contracts, promises, agreements, or any other liabilities whatsoever, whether known or unknown, including any claims arising from this letter, the failure of recipients of this letter to respond to the National Highway Traffic Safety Administration's recall of Takata airbags, the failure of owners of affected vehicles to remove recalled Takata airbags from their vehicles, injuries resulting from the deployment of Takata airbags, or any other aspect of the National Highway Traffic Safety Administration's recall of Takata airbags.

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.