



## VOLKSWAGEN DEALER COMMUNICATION

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### Takata Reminder Mailing – California Department of Motor Vehicles / 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:** May 4, 2022

**Mailing Information:** In conjunction with the California Department of Motor Vehicles (DMV), Volkswagen sent Takata airbag recall reminder notices to approximately 7,152 Volkswagen owners in the State of California on April 29, 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.*



**This urgent vehicle safety information applies to a vehicle registered in your name:**

<year> <Make> <model> License Plate: <LP> VIN: <----->

<Date>

<Name>

<Street>

<City>, <State> <Zip>

**URGENT SAFETY RECALL: IMMEDIATE ACTION REQUIRED!**

Dear <name>:

The California Department of Motor Vehicles (CA DMV) is contacting you personally because your <year> <Make> <model> has a recalled airbag inflator that could **kill or seriously injure you and your passengers** if it deploys.

The CA DMV has received information from<extra1> that the <year> <Make> <model> that is currently registered in your name with Vehicle Identification Number (VIN): <XXXX> has been recalled. If the airbag deploys, in some cases the airbag inflators may explode and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from <Extra2>, your vehicle has not been repaired yet. The potentially lifesaving repair is **FREE**, and parts are available now. A loaner car, towing service, or other alternative transportation may be available and, in some cases, may be provided for **FREE**. Please **immediately call 1-<####>** for more information or to schedule a FREE recall repair.

**What should you do?**

- **Immediately** contact a local <Extra3> dealership to schedule a FREE recall repair. Ask for alternative transportation, if needed.
- Visit <Website> or call 1-<####> to find your nearest <Extra3> dealership.
- *If you think you have already taken action on this urgent airbag safety recall, visit [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) and enter your vehicle's VIN to verify and ensure that no other safety recalls have been issued for your vehicle.*

<Extra2> 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 safety recalls using the their VIN at [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls).

You and your family's safety on California's roadways is our top priority.

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If you believe that <Extra 2> or your <Extra3> retailer 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 [www.NHTSA.gov](http://www.NHTSA.gov).