



VOLKSWAGEN DEALER COMMUNICATION

Takata Reminder Mailing – New Mexico 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: March 13, 2023

Mailing Information: In conjunction with the New Mexico DMV, Volkswagen will be sending Takata airbag recall reminder notices to approximately 363 Volkswagen owners in the State of New Mexico on March 13, 2023.

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 availability for dealer ordering remains strong. Volkswagen confirms ample supply on hand to support vehicle repairs under these recalls.

Please continue to work closely with your service department to ensure that the required parts are stocked at your dealership 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.



New Mexico Motor Vehicle Division
6001 Menaul Blvd NE #1208
Albuquerque, NM 87110



WHAT YOU NEED TO KNOW

- ▶ Your [YEAR] [MODEL] has an urgent airbag safety recall.
- ▶ The defective airbag could **injure or even kill** you and your passengers.
- ▶ The recall repair is **FREE** at an authorized Volkswagen dealership.
- ▶ Call or text your Recall ID [XXXX-XXX] to [XXX-XXX-XXXX] for more information or to schedule a **FREE** recall repair.

URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

This notice applies to a vehicle registered in your name:
[YEAR] [MODEL]
LAST 8 OF VIN: *****[XXXXXXXX]
RECALL ID: [XXXX-XXX]

Dear [First Name] [Last Name]:

The New Mexico Motor Vehicle Division (MVD) is working with the National Highway Traffic Safety Administration (NHTSA) to contact you personally because your [YEAR] [MODEL] has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.

The MVD has received information from Volkswagen that the [YEAR] [MODEL] that is currently registered in your name with the Vehicle Identification Number [XXXXXXXXXXXXXXXXXXXX] has been recalled. **If the airbag deploys, a part inside 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. The potentially lifesaving recall repair is **FREE** and parts are available. If needed, **FREE** alternative transportation may be available to you. Please **call or text your Recall ID [XXXX-XXX] to [XXX-XXX-XXXX]** for more information or to schedule a **FREE** recall repair.

What should you do?

- **Immediately** contact your local Volkswagen dealership to schedule a **FREE** recall repair. Ask for **FREE** alternative transportation if needed.
- Visit vw.com/recalls or **CALL [XXX-XXX-XXXX]** to find your nearest Volkswagen dealership.
- *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.
- If you no longer own this vehicle, please call [XXX-XXX-XXXX] to let us know so that we can remove you from further communication regarding this urgent airbag safety recall issue.



ENTER YOUR VIN

Volkswagen is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration reports 24 confirmed deaths from other manufacturers 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 or safeairbags.com.

You and your family's safety on New Mexico 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 New Mexico Motor Vehicle Division. Taxpayer dollars were not used. Due to the serious nature of this recall, the New Mexico Motor Vehicle Division 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 New Mexico and the New Mexico Motor Vehicle Division 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 [XXX-XXX-XXXX] and not to the New Mexico Motor Vehicle Division.