



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

RECALL UPDATE: Safety Recall 69Q9 /TAKATA SDI Driver Frontal Airbag Inflator

Special Reminder Notifications to High-Risk 2007-2008 MY Volkswagen Passat Owners

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Consultant

- ✓ Warranty Administrator
- ✓ Technicians

Date: 12/17/2018

Special Owner Notification for High-Risk Vehicles:

- On December 14, 2018, Volkswagen sent a recall reminder letter to owners of high-risk, 2007-2008 MY Volkswagen Passat vehicles.
- **The reminder letter will include free home pickup & delivery and a two-day loaner for owners who schedule this repair. Please ensure your dealership honors these requests. See the Safety Recall 69Q9 circular for claiming instructions for these services.**
- High-risk population mailing count: Approximately 5,300
- A copy of the recall reminder letter is attached to this communication.

Parts Department:

- **PARTS ARE AVAILABLE.**
- Schedule owner repairs immediately.
- Please email VWoAPartsSpecialists@vw.com with VIN if you do not have the proper part(s) in stock.

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, Inc.
P.O. Box 217022
Auburn Hills, MI 48321-7022

<MONTH YEAR>
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Your vehicle, <VIN> has a dangerous recalled airbag.

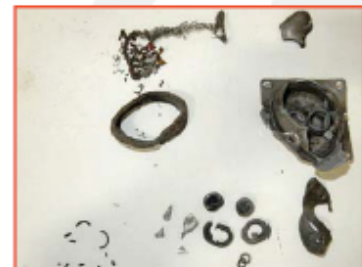
Dear Volkswagen Owner,

What you need to know NOW:

In a crash, the airbag could eject sharp metal toward you and your passengers. *This sharp metal could cause injury or death.* →

We make it easy & convenient to get your recalled airbag fixed:

- ✓ FREE vehicle home pickup and delivery to the nearest Volkswagen dealer
- ✓ FREE 2-day rental or loaner vehicle (subject to dealer availability)



Sharp metal from a recalled airbag*
*not from a Volkswagen vehicle

What you should do NOW:

Please DO NOT risk your safety.

Contact a Volkswagen dealer immediately to schedule this **FREE** airbag recall repair.

PARTS ARE AVAILABLE NOW

Your closest Volkswagen dealer is:

<DEALER NAME>	Contact:	Service Department Hours:
<DEALER ADDRESS>	<DEALER PHONE>	<SERV DEPT HOURS>
<DEALER CITY STATE ZIP>	<DEALER WEB ADDRESS>	

Appointments may also be scheduled directly through the dealer's website. To find an alternate dealer, please visit www.vw.com/find-a-dealer.

We are here to help:

If you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 1-800-893-5298.

We are committed to your safety and satisfaction, and we thank you for your prompt attention to this urgent matter. **Get the airbag recall repair FREE for your safety and the safety of your passengers.**

Sincerely,

Volkswagen Customer Protection

