



## VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

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

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

<b>This notice is for:</b>	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	
<b>Date:</b>	February 19, 2019		
<b>Special Owner Notification for High-Risk Vehicles:</b>	<ul style="list-style-type: none"><li>• On February 11, 2019 Volkswagen sent a recall reminder postcard to owners of high-risk, 2007-2008 MY Volkswagen Passat vehicles.</li><li>• <b>The reminder postcard includes <u>free home pickup &amp; delivery and a two day loaner</u> 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.</b></li><li>• High-risk population mailing count: Approximately 5,300</li><li>• A copy of the recall reminder postcard is attached to this communication.</li></ul>		
<b>Parts Department:</b>	<ul style="list-style-type: none"><li>• <b>PARTS ARE AVAILABLE.</b></li><li>• Schedule owner repairs immediately.</li><li>• Please email <a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a> with VIN if you do not have the proper part(s) in stock.</li></ul>		

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.

# URGENT! AIRBAG SAFETY RECALL!

**Please take immediate action.**

In a crash, your airbag could spray sharp metal at you and your passengers and cause **injury or death.**

**This life-saving repair is FREE, quick & easy!**

**FREE** home pickup & vehicle return.

**FREE** loaner / rental (up to two days, subject to dealer availability)



**PARTS ARE AVAILABLE NOW.**

**DO NOT risk your safety.**  
**Schedule your FREE airbag repair NOW!**

Your VIN <-8VIN> is eligible for:

- ▶ **FREE** vehicle home pickup and delivery to the nearest Volkswagen dealer
- ▶ **FREE** 2-day rental or loaner vehicle (up to two days, subject to dealer availability)

Your closest Volkswagen dealer is:

<12345 W. East Park Road>  
<Anytown, ST>  
<00000 000.000.000>  
<hometownvw.com>

**Service Department Hours:**  
Mon-Fri, 7:00am-5:30pm  
Sat, 10:00 am-5:30 p.m.  
Sun, Closed

<Hometown Volkswagen>  
<12345 W. East Park Road>  
<Anytown, ST 00000>

**Service Department Hours:**  
Mon-Fri, 7:00am-5:30pm  
Sat, 10:00am-5:30pm  
Sun, Closed  
<000.000.000>  
<hometownvw.com>

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
VOLKSWAGEN

You can also schedule online!  
Visit [www.vw.com/find-a-dealer/](http://www.vw.com/find-a-dealer/). Questions?  
Visit [www.vw.com/contact](http://www.vw.com/contact) or call 1-800-893-5298.

<Volkswagen Customer>  
<1234 Main Street>  
<Anytown, USA 12345-6789>

**URGENTE CAMPAÑA DE LLAMADA A REVISIÓN POR SEGURIDAD:  
SE REQUIERE ACCIÓN INMEDIATA**

En un choque, las piezas dentro de la bolsa de aire de su vehículo podrían proyectar fragmentos metálicos filosos hacia usted o hacia los ocupantes del vehículo. Estos fragmentos metálicos pueden causar daños graves e incluso la muerte. NO ponga en riesgo su seguridad. El VIN (número de identificación de vehículos) de su vehículo tendrá disponible el retiro GRATUITO del mismo desde su casa y un vehículo de préstamo GRATUITO por el periodo de dos (2) días.

