



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69Y7 / Driver Frontal Airbag

This notice is for: ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator
✓ General Manager | ✓ Parts Manager | ✓ Technicians
✓ Sales Managers | ✓ Service Consultant

Date: April 18, 2019

Issue: An incorrect driver frontal airbag may have been installed during a service/repair visit. There is a risk that the airbag may not work correctly and, as a result, potential for increased injury in the event of crash with airbag deployment.

Repair:

- REPAIR AVAILABLE – April 19, 2019 – Replace driver frontal airbag
- Repair instructions available in ELSA/ServiceNet
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the very small number of affected vehicles (four (4) in the USA and two (2) in Canada), there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.

Notes:

- Affected vehicles: Certain 2019 MY Volkswagen Jetta (USA: four (4) vehicles / Canada two (2) vehicles)
- Schedule owner repairs immediately
- Owner mailing – April 2019

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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.