

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 20V785

Volkswagen Recall: 69BC – Driver Frontal Airbag

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

A recall repair is not yet available

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

Why we sent you this letter.

This is an interim safety recall notice about a recall for your vehicle. It contains important information you need to know, even though a repair is not yet available. Please share this letter with everyone who drives your vehicle.

About this recall:

The driver's side air bag inflator may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling. An inflator explosion may result in sharp metal fragments striking the driver or other occupants resulting in serious injury or death.

A recall repair is not yet available.

We will send another letter as soon as the recall work can be completed on your vehicle. The recall repair is expected to become available in March 2021, once parts supply permits.

What you can do now:

Please do not contact your dealer about this recall; they do not yet have the parts available to schedule this recall repair for you. As always, if you are experiencing any issues with your vehicle, please reach out to your authorized Volkswagen dealer for assistance.

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Sincerely,

Volkswagen Customer Protection



Volkswagen of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

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 800-893-5298. If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.