



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 61C1 / Passenger Frontal Airbag

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: February 13, 2023

Issue: In the event of a crash with airbag deployment, the front passenger airbag may explode or deploy improperly. An inflator explosion may result in sharp metal fragments striking occupants, resulting in serious injury or death. An improper airbag deployment may not properly restrain the occupant, increasing their risk of injury in a crash.

Precautions Volkswagen recommends avoiding use of the front passenger seat whenever possible until the recall repair has been performed.

- Repair:**
- REPAIR AVAILABLE – February 14, 2023 / Replace the passenger frontal airbag.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2016	2016	E GOLF	4
USA	2016	2016	GOLF	191
USA	2016	2016	GOLF GTI	267
USA	2016	2016	GOLF R	1
USA	2016	2016	GOLF SPORTWAGEN	85
CAN	2016	2016	GOLF	115
CAN	2016	2016	GOLF GTI	31
CAN	2016	2016	GOLF R	2
CAN	2016	2016	GOLF SPORTWAGEN	20

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – February 2023

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.

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to 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-