



# VOLKSWAGEN DEALER COMMUNICATION

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## Takata Reminder Mailing – Michigan DOS / Safety Recalls 69Q8, 69Q9, 69Y5

<b>This notice is for:</b>	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	
<b>Date:</b>	August 10, 2020		
<b>Mailing Information:</b>	In conjunction with the Michigan Department of State, Volkswagen will be sending Takata airbag recall reminder notices to approximately 3,000 Volkswagen owners in the State of Michigan on August 10, 2020.  A copy of the owner notification is attached for your reference.  Please make every effort to quickly schedule owners who contact your dealership for a repair appointment.		
<b>Parts Department:</b>	Parts are available.  Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.		
<b>Notes:</b>	<div style="border: 2px solid red; padding: 2px;"><b>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></div> <b><u>New Vehicles in Dealer Inventory:</u></b> 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.  <b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> 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.*



[Month Year]

[Customer Name]  
[Street Address]  
[City, ST Zip]

## URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

The Michigan Department of State (MDOS) is alerting you about a dangerous, recalled airbag in a vehicle registered in your name:

[YEAR] [MAKE] [MODEL]

[VIN]

## ACT NOW TO PROTECT YOURSELF & YOUR PASSENGERS!

Call Volkswagen at (800) 893-5298 or visit [vw.com/find-a-dealer/](http://vw.com/find-a-dealer/) to schedule your **FREE** recall repair.

Dear [NAME]:

According to records from Volkswagen, your vehicle has a dangerous, recalled airbag. If the airbag deploys, a part inside may explode and spray sharp metal fragments that could ***seriously injure or even kill*** you or someone in your vehicle.

## THE RECALL REPAIR IS **FREE** – PARTS ARE AVAILABLE NOW!

Call (800) 893-5298 or visit [vw.com/find-a-dealer/](http://vw.com/find-a-dealer/) to schedule your **FREE** recall repair.

Volkswagen is one of 19 vehicle manufacturers affected by this urgent airbag safety recall. The National Highway Traffic Safety Administration (NHTSA) reports 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for vehicle safety recalls using their Vehicle Identification Number (VIN) at [NHTSA.gov/recalls](http://NHTSA.gov/recalls) or your license plate number at [airbagrecall.com](http://airbagrecall.com).

***Your safety on Michigan roadways is our top priority!***

If you think this recall has already been completed, visit [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com) to check & ensure no other safety recalls were issued for your vehicle. If you no longer own this vehicle, disregard this letter.

If you believe that Volkswagen or your Volkswagen dealer is unable to remedy the defect for free within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [NHTSA.gov](http://NHTSA.gov).

This notice is being provided and paid for by Volkswagen, in cooperation with the MDOS. Taxpayer dollars were not used. Due to the serious nature of this recall, the MDOS is providing limited assistance with these notices to individuals who may be impacted by this recall. The manufacturer is fully responsible for this recall, notification of the recall, and any repairs. This notification does not create a duty upon the MDOS to provide notice nor any repair requirement regarding this recall, or any other recalls or safety-related information. Further communication regarding this notice, including scheduling repairs or verifying recall information, must be directed to (800) 893-5298 and not to the MDOS.