



Das Auto.

## VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: October 06, 2015

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Recent Parts Allocation – Steering Wheel Clock Spring Service Parts

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

The recent allocation of steering wheel clock spring parts does not represent the final 69L2 safety recall repair. Replacement clock springs meet current production specifications and are not subject to the recall. In the interest of customer safety and satisfaction, please use these parts only to address critical customer vehicles where the airbag light is on and diagnosis supports clock spring replacement.

- Several different part numbers were allocated so stock is on hand to repair vehicles when clock spring replacement is required.
- Parts can be used if a customer has concerns about driving their vehicle prior to recall release.
- Follow the repair manual and refer to ETKA for replacement parts identification.
- Repairs can only be claimed under warranty or goodwill – claims will not process under the 69L2 recall code.
- The dealer order block for certain replacement clock spring parts has been removed and replaced with upper order limits. For parts needed beyond these limits to repair critical customer vehicles, open a VTA with a copy of the repair order attached. Approved requests will be sent to the Upper Order Limits team by the Volkswagen Technical Helpline for processing.

We appreciate your patience and support as we work towards implementing this safety recall. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection