



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: August 14, 2018

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

Subject: Takata Final Remedy Rollout – Repair Planning and Parts Supply
Phase-out for Volkswagen Safety Recall 69M9 - TAKATA Driver Inflator

Current (interim) Takata remedy airbag inflators are being phased out to support the release of the final remedy repairs under a new recall. The part numbers and models included in this transition are shown in the table below. Any part numbers not included in the table should continue to be utilized for repairs. No allocation requests to the Parts Dealer Support Team will be honored prior to the final remedy.

Recall Code	Interim Repair Part Number	Models
69M9	561 898 201 B	Passat
	561 898 201 C	Passat

Critical dates:

Event	Date
Allocation stop	July 30, 2018
Parts special notice issued	August 13, 2018
Repairs are no longer allowed using the part numbers listed	August 14, 2018 to August 30
Last day for parts returns to PDC	August 28, 2018
Final remedy parts available, ok to schedule customer repairs	August 31, 2018

Thank you for your continued support.

Volkswagen Customer Protection



Questions and Answers - Phase-out for Volkswagen Safety Recall 69M9

Q: Why are we changing the parts while dealers still have inventory of the current part numbers?

A: The parts you are using today are considered final repair parts but Volkswagen is transitioning all Takata recall air bags to a common type. All vehicles that received a repair under recall 69M9 will not be required to also be repaired under the new final remedy repair.

Q: I have customers that are demanding the repair be performed; can I request an exception to perform the repair?

A: There will no exceptions granted for repairs performed after August 14, 2018. Explain to your customer that you are not able to perform the repair but you are able to reschedule their appointment after August 31, 2018. At that time you will be installing the “final remedy” parts and they will only need one repair appointment for the Takata recall.

Q: When will my dealership receive the final remedy parts?

A: Your dealership should expect to receive the final remedy parts in time to support repairs on August 31, 2018. The allocation will be performed using the same process and calculation method that was being used for the interim repairs.

Q: Will vehicles that received a repair in 69M9 be included in the new recall?

A: No. These vehicles that were repaired in the 69M9 received a part that is considered a final repair.

Q: I have additional questions who do I contact?

A: If your questions is regarding parts please contact the Parts team. If your question is claim related please contact the Warranty team.