



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 09, 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

Beginning this month, current (interim) Takata remedy airbag inflators will be 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	3C0 898 201	Passat B6
	3C0 898 201 A	
	3C8 898 201	Golf, CC, and Eos

Critical dates:

Event	Date
Allocation stop	February 12, 2018
Parts special notice issued	February 23, 2018
Repairs are no longer allowed using the part numbers listed	February 24 to March 14, 2018
Last day for parts returns to PDC	March 09, 2018
Final remedy parts available, ok to schedule customer repairs	March 15, 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 interim repair parts (also known as “Like for Like”). Interim repairs were approved and suggested by NHTSA, to address customer’s vehicles quicker. This is a common approach used by all manufactures while the design, validation and production was completed on the new “Final Remedy” parts. All vehicles that received an interim repair must return for a final remedy repair.

Q: I have customers scheduled for repairs; what should I do?

A: Please continue to perform repairs using the parts that your dealership currently has in inventory until February 24, 2018. As of February 24, 2018 **NO FURTHER REPAIRS CAN BE PERFORMED**. If you currently have customers schedule for this time period, please reschedule them after March 15, 2018.

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 February 23, 2018. Explain to your customer that you are not able to perform the repair but you are able to reschedule their appointment after March 15, 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: Can I continue to use 69M9 parts not referenced in this communication?

A: Yes, please continue to use any parts that are not referenced in this communication and the special notice bulletin that will be issued on February 23, 2018. These remain interim repair parts and are not ready to transition to final remedy repairs.

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 March 15, 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 an interim (like for like) be included in the new recall?

A: Yes. All vehicles in the 69M9 will also be included in the recall. The new recall code and additional information (including customer notification dates) will be communicated by March 15, 2018.

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.