



# VOLKSWAGEN DEALER COMMUNICATION

## Takata Alternate Transportation Program Pilot – Safety Recalls 69Q8 and 69Q9

### **Special Notification for Safety Recall 68Q8 and 69Q9 Affected Vehicles**

**This notice is for:**

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

**Date:** October 7, 2019

**Program Information:**

Beginning in quarter four of this year, Volkswagen will be notifying 117,000 customers of a special alternate transportation Program to assist with getting affected vehicles in for repair. This Takata-specific alternate transportation program will allow Volkswagen dealerships to submit for reimbursement of up to \$35 to cover the cost of an alternative transportation method provided to the owner.

Alternate transportation could include a rental vehicle, a dealership loaner, rideshare (Uber, Lyft, etc.), or any other reasonable transportation option. Note, documentation of the transportation method offer will need to be retained by the dealership to submit for reimbursement.

A copy of the owner notification is attached for your reference.

**Please make every effort to quickly secure transportation and schedule owners who contact your dealership for a repair appointment.**

**Program Duration:**

October 1, 2019 - December 31, 2019

**\*All claims must be entered in Saga by January 31, 2020.**

**Claim Entry Instructions:**

SAGA/2 Code/Campaign I.D.	69Q8-69Q9
<b>-USA ONLY-</b>	<p><b>- MUST BE CLAIMED ON A SEPARATE LINE - - DO NOT PUT ON CAMPAIGN CLAIM -</b></p> <p>Claim Type: 1SP Service Number: 6958 Damage Code: 0055 Vendor Code: 444</p> <p><u>Loaner, Rental, or Alternate Transportation</u> Labor Operation: X055USD1 (1 Day)</p> <p>*Alternate transportation for 69Y5 will not be reimbursed under this program.</p>

**Parts Department:**

Reminder - parts are available.

Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.

*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.*

Notes:

**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-**



Your Volkswagen is subject to  
an **URGENT** airbag safety recall.



Volkswagen

<First Name>

Your VW is subject to an urgent recall regarding the safety of your driver-side airbags. This crucial recall repair will be performed for **FREE** to help keep you on the road and focused on your destinations.

This **FREE** recall repair should be addressed immediately, as failure to replace your defective airbags could result in **serious injury or death**. Your safety and satisfaction are our top priorities.

Please call us or go online to schedule your **FREE** recall repair. For your convenience, a loaner or alternate mode of transportation may be made available, if needed.\*

To learn more about the urgent airbag safety recall, please reach out to us at [vw.com/contact](http://vw.com/contact) or by calling us at **800.893.5298**.

## Locate Your Closest Volkswagen Dealer

<https://www.vw.com/find-a-dealer/>



For your convenience, a loaner or alternate mode of transportation may be made available, if needed.\*

Parts are available.  
**CALL NOW!**



Volkswagen Customer  
1234 Main Street  
Anytown, USA

\*Limitations apply. See dealer for details.

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