



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 2012

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

Subject: 20R9 Service Action Kit Allocation – November 2012

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **20R9 Service Action Kit Allocation – November 2012**

We will be sending an additional allocation of 20R9 kits for your dealership's use. This additional allocation will be sent directly to the Parts Manager at your dealership.

In addition to any customer vehicles showing the 20R9 service action open, please use these kits to address any affected inventory vehicles, so that the campaign is completed ***prior to retail sale***.

Additional kits can be ordered ***by VIN*** through the Compliance Label Ordering Portal on the VWHub. Dealers needing kits in larger quantities can email their request, along with the corresponding list of VINs to: [labelrequest@vw.com](mailto:labelrequest@vw.com).

If you have any questions or require additional assistance, please contact Warranty. Thank you for your continued support in this matter.

Volkswagen Product Compliance