Warranty Information

Volkswagen

Warranty Parts Return Center Communication

Number: VWR-16-01

Subject: Mandatory Side Airbag Parts Return – Safety Recall – 69L9

Date: July 6, 2016

This document conveys Volkswagen Warranty Parts Return Center information.

Mandatory Side Airbag Parts Return

All side airbags replaced under Safety Recall – 69L9 must be returned.

All side airbags on approved 69L9 Safety Recall claims will be requested for return through the Warranty Parts Portal (WPP).

Do not detonate or dispose of any side airbag replaced as part of Safety Recall – 69L9.

The side airbags will be collected at the following inspection facility.

Volkswagen Warranty Parts Return Center
c/o Global Vehicle Works
5402 Hill 23 Drive
Flint, MI 48507

Side airbags not returned or improperly returned are subject to claim cancellation

Safety Recall – 69L9 claims will be cancelled in SAGA in the event the side airbags requested for return through the WPP are not received or in-transit with FedEx by the request expiration date.

Reminder for Hazmat shipping:

- The requested side airbag(s) must be properly packed and labeled per DOT regulations
- Use only the FedEx Ground Hazmat return label generated from the WPP
- The OP900 hazmat shipping document must be printed on FedEx form OP900LL (red/white striped)
- A signed copy of the OP950 form must be provided to the FedEx Ground driver and a copy retained by the shipper
- An automatic Hazmat Ground pickup request will be made by the WPP for the next business day
- Only a certified hazardous materials shipper should print hazmat documentation in the WPP

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or *warranty.helpline@vw.com*.

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