



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 10, 2016

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

Subject: Takata Driver Frontal Airbag Exchange Program
Certain 2006-2007 Model Year Volkswagen Passat

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This communication is a follow up to an earlier conversation your service manager had with a representative from the Volkswagen Customer Protection team. As discussed, Volkswagen is working in cooperation with the National Highway Traffic Safety Administration (NHTSA) to collect in-service, recalled Takata driver frontal airbags for analysis.

In support of this program, certain vehicles owned by customers loyal to your dealership will be referred to you for driver frontal airbag replacement. In order to exchange and return airbags under this program, please be aware of the following:

- **Check ELSA:** When a vehicle arrives at your dealership for repair under this program, check ELSA to confirm the applicable driver frontal airbag safety recall code (69M8 or 69M9). Make an Elsa screen print from the day of repair and attach it to the repair order.
- **Repair Instructions:** Selected vehicles will require the replacement of the driver frontal airbag only. Please follow the existing repair manual instructions in Elsa to perform the necessary exchange.
- **Claim Entry Procedure:** Reference the ELSA screen print to confirm the applicable recall code for claiming (69M8 or 69M9), and follow the claiming instructions found on the next page to submit your claim in SAGA within 48 hours of repair.
- **Parts Return:** Once a claim has been submitted, a return request for the replaced driver frontal airbag will be visible in the Warranty Parts Portal. Please ship the part within 48 hours of receiving the request in the WPP.

For any questions regarding this program, please contact Warranty for assistance. Thank you for your cooperation and assistance in this important matter.

Volkswagen Customer Protection

Attachment: Claim Entry Procedure

