

## 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:

- <u>Check ELSA:</u> 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.
- <u>Repair Instructions</u>: 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.
- <u>Claim Entry Procedure</u>: 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.
- <u>Parts Return</u>: 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



## Takata Driver Frontal Airbag Collection Program Claim Entry Instructions – 69M8

After work has been completed, enter claim as soon as possible (within 48 hours) and attach the Elsa screen print from the day of repair to the repair order.

Service Number	69M8
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	7 10
Causal Indicator	Mark <u>Driver Frontal Airbag</u> as causal part*
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01 or 02
	Replace Driver Frontal Airbag
	Labor operation: 6958 23 99 90 T.U.
	Quantity Part Number Description
	1 Use applicable part number Driver Frontal Airbag*

## -OR-

Takata Driver Frontal Airbag Collection Program Claim Entry Instructions – 69M9		
After work has been completed, enter claim as soon as possible (within 48 hours) and attach the Elsa screen print from the day of repair to the repair order.		
Service Number	69M9	
Damage Code	0099	
Parts Vendor Code	WWO	
Claim Type	7 10	
Causal Indicator	Mark <u>Driver Frontal Airbag</u> as causal part*	
Vehicle Wash/Loaner	Do not claim wash/loaner under this action	
Criteria I.D.	01 or 02	
	Replace Driver Frontal Airbag	
	Labor operation: 6958 23 99 90 T.U.	
	Quantity Part Number Description	
	1 Use applicable part number Driver Frontal Airbag*	