



## CAMPAIGN PARTS BULLETIN – FOR IMMEDIATE DISTRIBUTION

<b>DATE</b>	May 05, 2017
<b>TO</b>	Dealer Principal, Sales Manager, Service Manager, Parts Manager, Warranty Administrator
<b>CAMPAIGN(s)</b>	SAFETY RECALL 69M8 – TAKATA SDI Driver Inflator SAFETY RECALL 69M9 – TAKATA PSDI5 Driver Inflator
<b>MARKET(S)</b>	United States
<b>PARTS INFORMATION</b>	<p>Today, May 5th is the <i>final standard weekly allocation</i> of Takata airbag inflators. After this date, <b>Takata allocations will be based on the previous week's paid claim volume. It is CRITICAL that claims are submitted in a timely fashion in order to receive an appropriate volume of additional parts to support demand.</b></p> <p>The following best practices are recommended:</p> <ul style="list-style-type: none"><li>○ DO NOT maintain a "Safety Stock".</li><li>○ Prioritize repairing customer vehicles "in-dealership".</li><li>○ If a part is not in your inventory, call with VIN to request part. (see below for order process)</li><li>○ Utilize Customer Mobility program for P4 &amp; P5 vehicles only if a part is not in your inventory.</li></ul> <p>There are <u>no restrictions</u> for repairing any affected <b>Priority Group 4 and 5 vehicles</b> at this time. Customers within these two priority groups <u>must not be turned away</u> due to lack of parts availability.</p> <p>Customer-owned P4 and P5 vehicles should be given repair priority over inventory vehicles however inventory vehicles are eligible for repair. Utilize the existing Customer Mobility program if necessary to support customer demand. Please note, <u>P6 vehicles have not been released and are not eligible</u> for repairs or loaner vehicles at this time.</p> <p>In the rare event that customer (P4 &amp; P5) demand exceeds your available supply, contact the Parts Helpline at 800-767-6552 to place your VIN specific order. Please see details by part number below:</p> <ul style="list-style-type: none"><li>• <b>Part #'s (3C0-898-201-C, 3C0-898-201-E, 3C8-898-201, 3C8-898-201-A, 561-898-201-B, 561-898-201-C):</b> Parts are eligible for VIN based ordering once weekly allocated dealer stock has been depleted and paid warranty claims have been submitted for review.</li><li>• <b>Part #'s (3C0-898-201, 3C0-898-201-D):</b> Parts with limited population are only eligible for VIN based part ordering.</li></ul> <p><b><u>Before additional parts are allocated, the Parts Helpline will be confirming that all available stock has been utilized and that warranty claims have been submitted.</u></b> If these have not occurred, additional allocation will not be provided.</p> <p>On behalf of Volkswagen of America, thank you for your patience and attention on this important issue.</p>

### IMPORTANT REMINDER ON 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.**