



CAMPAIGN PARTS BULLETIN – FOR IMMEDIATE DISTRIBUTION

DATE	May 16, 2017																																			
TO	Dealer Principal, Sales Manager, Service Manager, Parts Manager, Warranty Administrator																																			
CAMPAIGN(s)	SAFETY RECALL 69M8 – TAKATA SDI Driver Inflator SAFETY RECALL 69M9 – TAKATA PSDI5 Driver Inflator																																			
MARKET(S)	United States																																			
PARTS INFORMATION	<p>On May 5th, a Campaign Parts Bulletin about the updated Takata part ordering process was sent to all dealers. We've closely monitored the impact of that communication and would like to address several emerging trends.</p> <p>First, it is critical that Takata (recall) repair requests, for any Category P4 or P5 customer, is fulfilled without unnecessary delay. Under no circumstances should a Category P4 or P5 customer be turned away for repair. To support this initiative, please note the following:</p> <p>Volkswagen Mobility Program</p> <ul style="list-style-type: none">Volkswagen approved the use of the Customer Mobility program, on any Category P4 and P5 vehicle, when the repair cannot be completed the same day because the part needed is not available in dealer inventory. Category P6 vehicles are <u>not</u> eligible for Customer Mobility program coverage as parts are not yet available and therefore, a same day repair is not an option at this time. <table><tr><th>Priority Group</th><th>Eligible for Immediate Repair</th><th>Eligible for Volkswagen Mobility/Loaner Coverage</th></tr><tr><td>P4 and P5</td><td>YES</td><td>YES</td></tr><tr><td>P6</td><td>NO</td><td>NO</td></tr></table> <p>Parts Ordering</p> <ul style="list-style-type: none">Takata part allocations are based on the previous week's submitted claim volume. It is critical that claims are submitted weekly or you will not receive an appropriate volume of additional parts to support demand.Additional parts, above your earned allocation (see specific part numbers below), can be ordered on a case-by-case basis under the following two circumstances: (1) a Category P4 and/or P5 customer is currently at your dealership and (2) you do not have stock available to accommodate this request. <p>Please note: Volume ordering of parts and/or orders for customers not currently at your dealership will not be fulfilled.</p> <table><tr><th>Priority Group</th><th>Parts in Stock At Dealership*</th><th>Customer at Dealer</th><th>Eligible for Additional Parts Ordering</th></tr><tr><td>P4 and P5</td><td>YES</td><td>NO</td><td>NO</td></tr><tr><td>P4 and P5</td><td>YES</td><td>YES</td><td>NO</td></tr><tr><td>P4 and P5</td><td>NO</td><td>NO</td><td>NO</td></tr><tr><td>P4 and P5</td><td>NO</td><td>YES</td><td>YES</td></tr><tr><td>P6</td><td>NA</td><td>NA</td><td>NA</td></tr></table> <ul style="list-style-type: none">*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): Parts are eligible for VIN based ordering when weekly allocated dealer stock has been depleted and warranty claims have been submitted for review.Part #'s (3C0-898-201, 3C0-898-201-D): Parts are only eligible for VIN based part ordering due to their limited supply. <p>Thank you for your continued effort and your commitment to customer satisfaction.</p>			Priority Group	Eligible for Immediate Repair	Eligible for Volkswagen Mobility/Loaner Coverage	P4 and P5	YES	YES	P6	NO	NO	Priority Group	Parts in Stock At Dealership*	Customer at Dealer	Eligible for Additional Parts Ordering	P4 and P5	YES	NO	NO	P4 and P5	YES	YES	NO	P4 and P5	NO	NO	NO	P4 and P5	NO	YES	YES	P6	NA	NA	NA
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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.