



## Volkswagen After Sales

To: Parts Managers, Service Managers, Warranty Administrators

Volkswagen After Sales Department  
VWParts&Accessories@vw.com E-mail

Cc: Dealer Principals, General Managers

August 1, 2018 Date

Re: Takata Parts Allocation & Warranty Claims Submissions

Volkswagen of America, Inc.  
2200 Ferdinand Porsche Dr.  
Herndon, VA 20171

### ACTION REQUEST

Thank you for your continued support with Takata campaign completions.

As a reminder, your dealership's Takata warranty claims submissions are the basis for the replenishment of the parts required to complete these campaigns. Based on the number of claims that you submit, as well as on your current inventory of each of the individual parts required, we calculate and create replenishment orders for your dealership. We perform the calculations twice per week, create the orders twice per week and deliver the parts to your dealerships twice per week.

For VWoA to provide you with timely deliveries and a consistent supply of these parts, it is of critical importance that your service team submit these claims as soon as possible after the campaign has been completed. Any delays in submitting these claims will potentially cause your dealership to run short of, or run out of the parts required for these campaigns.

**To ensure that your dealership has a sufficient supply of parts that is consistent with the demand that your store is seeing, we are requesting that all dealers submit any and all completed Takata campaign claims by close of business this Friday, August 3<sup>rd</sup>.**

**Recommendation:** Develop a methodology to have Takata claims submitted at least twice per week and more often if possible; the sooner the claim is in the system the sooner we will recognize the demand, react to it and replenish your inventory.