



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

Special Parts Collection 69V8 – Driver & Front Passenger Seat-Mounted Side Airbags

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date	October 10, 2019		
Affected Vehicles	Certain 2009 MY Volkswagen Tiguan		
69V8 Special Parts Collection Program	<p>In coordination with the National Highway Traffic Safety Administration (NHTSA), Volkswagen is conducting a special parts collection program involving Takata driver and front passenger seat-mounted side airbags from selected 2009 MY Volkswagen Tiguan vehicles.</p> <p>Under this program:</p> <ul style="list-style-type: none">• 2,388 owners will be invited to participate. Owner notification will take place in October 2019 via first-class mail.• All eligible vehicles will show the Special Parts Collection code 69V8 in ELSA on October 11, 2019.• Only vehicles registered & located within the 48-contiguous United States may participate.• The driver and passenger seat-mounted side airbags will be replaced free of charge by an authorized Volkswagen dealer.• Time is of the essence. Once the required number of seat-mounted side airbags are collected, the program will end and no further replacements will be made.• Return of removed airbags is mandatory. Claims are subject to cancellation if removed airbags are not returned or if they are improperly returned. <p>Refer to Special Parts Collection circular 69V8 posted to ELSA and ServiceNet for additional information & claiming instructions.</p>		
Parts Information	A supply of parts dedicated to this special program will be sent to all PDCs prior to owner notification.		
Parts Return	<p>Removed airbags must be returned to the designated inspection facility. <u>DO NOT detonate removed airbags prior to return. Airbags MUST be returned in their <u>as removed from vehicle condition.</u></u></p> <p>Requests for removed airbags will be available in the Warranty Parts Portal (WPP) once the claim has reached approved status in SAGA. Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation.</p>		

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.