



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

XPO Phone Outage – Takata Airbag/Inflator Returns

This notice is for:	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	

Date: October 22, 2019

Issue: XPO is currently experiencing phone issues for Takata airbag/inflator returns. They are working on a fix, however, at this time have not provided an ETA for resolution.

In the interim, XPO has created a Takata Return Booking Template for dealer use when arranging for Takata airbag/inflator returns.

This booking template and instructions will be posted to ServiceNet today and can be found under the header ***XPO/Takata Return Booking Template – USA ONLY***

-END OF MESSAGE-

IMPORTANT REMINDER: 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.

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.