



VOLKSWAGEN DEALER COMMUNICATION

Campaign Closure Notice – 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: December 05, 2019

Closure Notice Information

- As previously announced, Special Parts Collection 69V8 was a limited-time program. We have collected a sufficient quantity of airbags required to fulfil our requirements. **The 69V8 program will end on December 13, 2019.**
- Please ensure that any customer airbag replacements you have scheduled under this action are completed before close of business on December 13, 2019 if possible.
- After December 13, 2019, the 69V8 code will no longer be visible in ELSA, and no further airbag replacements under this code are allowed. As a reminder, the code must show open in ELSA on the day of repair in order for the work to be completed.
- Due to the special nature of this program, we are asking that dealers submit any 69V8 claims by close of business on December 13, 2019 in order to have the system generate a return label for the removed airbags. The system will not generate a return label for claims entered after December 13, 2019. Return parts must be shipped as soon as possible.
- All claims under 69V8 must be entered on or before December 20, 2019. After this date, claims will no longer be accepted in the system and no further payments will be made.

-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.