



VOLKSWAGEN DEALER COMMUNICATION

Special Parts Collection – Florida Dealers Only (Code 69V8)

This notice is for:	<ul style="list-style-type: none"> ✓ Dealer Principal ✓ General Manager ✓ Sales Managers 	<ul style="list-style-type: none"> ✓ Service Manager ✓ Parts Manager ✓ Service Consultant 	<ul style="list-style-type: none"> ✓ Warranty Administrator ✓ Technicians
Date:	November 30, 2018		
Affected Vehicles	Certain 2009 MY Volkswagen Tiguan Registered in Florida <u>Only</u>		
Special Parts Collection Program Description	<p>In coordination with the National Highway Traffic Safety Administration (NHTSA), Volkswagen will proactively conduct a special parts collection program involving Takata driver and front passenger seat-mounted side airbags in the State of Florida only, as follows:</p> <ul style="list-style-type: none"> • Driver and front passenger seat-mounted side airbag replacements under this program can only be performed by authorized Volkswagen dealers in Florida. • Dealers outside of Florida are <u>NOT</u> eligible to participate in this special parts collection. • Volkswagen will notify approximately 400 owners of 2009 MY Tiguan vehicles registered in Florida and offer to replace the driver and passenger seat-mounted side airbags free of charge. • This program is limited to specific vehicles currently registered and physically located in Florida. These vehicles will be identified in Elsa with Saga code 69V8. • Customers will be advised that, with this program, time is of the essence. After the required number of seat-mounted side airbags have been collected, the program will end. • <u>Both the driver and passenger seat-mounted side airbags must be replaced under this program. <u>Replacing only one side is not allowed.</u></u> 		
Repair:	<ul style="list-style-type: none"> • REPAIR AVAILABLE – December 04, 2018 • Repair instructions will be available in ELSA/ServiceNet on December 04, 2018 		
Parts Information	An initial allocation of parts dedicated to this special program will be sent to Florida dealers only, arriving on or about December 03, 2018. Dealers receiving this allocation must ensure it is only used for this program.		
Mandatory Parts Return Information	<p style="text-align: center;">IMPORTANT!</p> <p style="text-align: center;"><u>DO NOT</u> detonate the airbags prior to return.</p> <p style="text-align: center;">Airbags <u>MUST</u> be returned intact and remain in their as-removed state.</p> <ul style="list-style-type: none"> • All side airbags replaced under this Action 69V8 must be returned to the designated inspection facility. Requests for all side 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. • Side airbags not returned or improperly returned are subject to claim cancellation. 		
Notes:	Owner mailing – December 2018		

-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.