



## VOLKSWAGEN DEALER COMMUNICATION

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### TK Services Update - Takata Part Pick-Up / Safety Recalls 69Q8, 69Q9, 69Y5

**This notice is for:**

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

**Date:** April 29, 2020

Effective immediately, TK Services Inc. will resume scheduling part pick-up from dealerships and service centers.

- The call center will be in operation, but it is important to note that all planners will be working remotely.
- The most efficient way for dealers/service centers to have a load scheduled will be to reach out to the service center via e-mail.
- Calls will be accepted, but routed to voicemail, and the response may not be as efficient as using e-mail. The e-mail address for dealers/service centers to contact is: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com).

Dealers should have the following information in the e-mail or voicemail for most efficient service:

- Dealer number
- Full dealer name
- Dealer e-mail address
- Detail (# of pallets/weights/dimensions) of the pickup request
- Any special requirements (hours of operation/gate instructions/etc.)

**-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.*