



VOLKSWAGEN DEALER COMMUNICATION

Takata Recall Reminder / 69Q9 Vehicles with Criteria SP – Towing & Loaner Vehicle

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

Date: December 21, 2020

Summary: **IMPORTANT! These vehicles are at increased risk of airbag rupture.**

Takata 69Q9 vehicles with **Criteria SP** qualify for the following services under the recall:

- **Free home pickup & delivery.**
 - Utilize Roadside or towing company of your choice.
 - \$200.00 max.
- **Free two-day loaner vehicle.**

See Safety Recall 69Q9 circular for claiming instructions.

Customers with an open Takata safety recall should have their vehicles remedied as soon as possible.

Copies of recent communications sent to drivers of criteria SP Volkswagen vehicles are provided below.

Parts: Parts are available. Please schedule repairs immediately.

-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.

Volkswagen Customer Protection

ACTION REQUIRED NOW!

<MODEL YEAR> <BRAND> <CARLINE>
<VIN>

Your Volkswagen is impacted by an urgent airbag safety recall, putting you and your loved ones at risk for serious *injury* or death.

Take these simple steps NOW to protect yourself and your family:

1. Visit [vw.com/find-a-dealer](https://www.vw.com/find-a-dealer) or call 1-833-651-0585 to schedule this FREE urgent airbag recall repair.
2. Drop your vehicle off for the FREE recall repair at your scheduled appointment time.

Don't have time to drop your vehicle off or need transportation?

To make the process easier for you, free vehicle pick-up, delivery & loaner vehicle* are available, if needed.

*loaner vehicle subject to dealer availability

October 2020

Your Volkswagen is impacted by an **URGENT** airbag safety recall.

<MODEL YEAR> <BRAND> <CARLINE>
<VIN>



Failure to complete this FREE recall repair puts you and your loved ones at risk for **serious *injury* or death.**

WE ARE HERE TO HELP!

Visit [vw.com/find-a-dealer](https://www.vw.com/find-a-dealer) or call 1-833-651-0585 to schedule this FREE urgent recall repair.



AVAILABLE RESOURCES:

- Free towing for vehicle pick-up & delivery
- Free Loaner vehicle*

Your dealer can coordinate the tow with Volkswagen Roadside or a company of their choice. Bring this mailer to the dealer to assist with towing or loaner dealer claiming.

Dealer claiming instructions:

Visit Criteria SP section of 69Q9 campaign circular.
Reimbursement available for:

- Towing – \$200 max.
- Loaner – 2-day max.

TAKE ACTION TODAY.

**loaner vehicle subject to dealer availability*



November 2020

URGENT AIRBAG SAFETY RECALL

<MODEL YEAR> <BRAND> <CARLINE> <VIN>



Visit [vw.com/find-a-dealer](https://www.vw.com/find-a-dealer) or call 1-833-651-0585 to schedule this FREE urgent recall repair today.



NEED A RIDE? HELP IS AVAILABLE.

- Free towing for vehicle pick-up & delivery
- Free loaner vehicle*

Dealership can coordinate tow with Volkswagen Roadside or company of their choice.

Dealer claiming instructions:

Visit Criteria SP section of 69Q9 campaign circular.

Reimbursement available for:

- Towing – \$200 max.
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*loaner vehicle subject to dealer availability

December 2020