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CAMPAIGN PARTS BULLETIN – FOR IMMEDIATE DISTRIBUTION

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| DATE | September 21, 2017 |
| TO | Service Manager, Parts Manager |
| CAMPAIGN(s) | SAFETY RECALL 69N1 – TAKATA SDI Driver Inflator SAFETY RECALL 69N2 – TAKATA PSDI-5 Driver Inflator SAFETY RECALL 69O2 – TAKATA Passenger Frontal Airbag Inflator |
| MARKET(S) | United States |
| PARTS INFORMATION | <p>Effective immediately, our replenishment strategy for Takata inflators will be updated.</p> <p>All manufacturers and brands involved with Takata inflator replacement campaigns, including Volkswagen Group of America, are working with very specifically controlled availability of replacement inflators. In order to ensure that the right quantity of parts are available in the right dealerships at the right time, our updated replenishment strategy will be based on each individual dealers 30 day rolling warranty claim volume for each of the 8 individual inflator part numbers. Using your individual dealerships consumption of each part number, we have calculated a 15 day supply level for each part and for each individual dealership. The 15 day supply quantity is designed to ensure 7 days' worth of inventory (<i>again, based on individual consumption</i>) with an extra 8 days of safety stock.</p> <p>This 15 day supply calculation will be updated TWICE EACH WEEK on Mondays and Wednesdays. To ensure a consistent flow of replacement parts to your dealerships, parts will be allocated and delivered to your dealership TWICE EACH WEEK as well. Replenishment parts are scheduled to be delivered to your dealership on both Wednesday and Friday each week.</p> <p>Part number 8H0898201 is exempt from the 15-day supply calculation. Ordering method is VIN based when a customer requests the repair.</p> <p>We have decided to run this calculation and replenishment on a TWICE WEEKLY basis to provide you with confidence that replacement inflators will be consistently available to you and our mutual customers on a timely basis. Please manage your appointments and work flow with this replenishment strategy in mind.</p> <p><i>In the unlikely event that you encounter a situation where you have an unexpected customer for a Takata campaign and do not have the proper inflator in stock, please follow the process outlined below:</i></p> <ol style="list-style-type: none">1) Write a repair order and place the customer in a loaner.2) Write the required <u>part number and dealer code</u> on the face of the R.O.3) Scan and email a copy of the repair order to VWoAPartsSpecialists@vw.com4) An order will be placed for that individual customer. <p><i>Your supply level will be checked prior to an order being placed. If your inventory appears sufficient, your request may be denied. Also note that orders will not be accepted for Repair Orders with a date more than 24 hours prior to the receipt of the RO copy.</i></p> <p>PLEASE NOTE: if your current inventory is above your calculated 15 day supply level, no replacement inflators will be allocated or shipped to your dealership until your inventory is at or below the 15 day supply level. Also, please be aware that VWoA will be monitoring all dealers' inflator orders and inventory and that we reserve the right to address inappropriate ordering and inventory practices on a case by case basis.</p> |



IMPORTANT REMINDER ON 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.

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.