



VOLKSWAGEN DEALER COMMUNICATION

Takata Recall Reminder / 69Q9 Vehicles with Criteria SP

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

Date: May 18, 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 (use Roadside or towing company of your choice).
- Free two-day loaner vehicle.
- See Safety Recall 69Q9 circular for claiming instructions.

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.