

February 19, 2021

Special Notice SM 01-2021 VWGoA:

- **3CN-963-556 (Heater Element)**
- **3CN-963-556-A**
- **3CN-963-556-C**

In order to promptly receive your credit and to improve the level of parts that reach your customers:
Please return your inventory of the above-listed material numbers to your facing PDC, **no later than 3/12/2021**.

Your cooperation in using the following claims procedures is appreciated:

1. File a separate "Claim with Return" selecting "Dir Sup. Req. Return" under item type, completing your dealer comments with the Special Notice Number and Parts Circular number referenced above
2. Review Parts On Command the following day for the Delivery List document; contact your facing PDC with any problems or delays
3. Enter your 4000XXXXX delivery document number on a YELLOW DEPOT REQUEST RETURN label
4. Adhere the YELLOW DEPOT REQUEST RETURN label to the package(s) containing the returned parts
5. Include one copy of the Delivery Document with the returned part(s).

Items returned after the above-mentioned date WILL NOT be accepted on any type of return/buyback.

Please re-order required new materials using the **new part numbers below**:

- **3CN-963-556-D (Heater Element)**
- **3CN-963-556-E**
- **3CN-963-556-F**