



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager
and Warranty Administrator

Name

Title

Subject: U.S. Dealer Parts Return Information for Safety Recall 40J2/S4

Product Department
Compliance

November 16, Date
2009

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

U.S. Dealer Parts Return Information for Safety Recall 40J2/S4

As a reminder, parts return is required for all driveshafts replaced under Safety Recall 40J2/S4.

Effective November 17, 2009, electronic FedEx shipping labels will be generated for driveshaft(s), plates and bolts that are to be returned under this campaign in the Warranty Parts Shipping Portal (WPSP). The SAGA system will not generate a parts return sheet or barcode for Safety Recall 40J2/S4.

Dealers should attach a copy of the repair order for removed driveshaft(s) which must include removed screws and bedplate, and ship as per the instructions in the revised Safety Recall 40J2/S4 campaign circular. This updated circular will be available on ServiceNet and in ElsaWeb tomorrow, November 17, 2009.

Claims will be debited for parts not received within 14 days from the date of the part return request, in accordance with the Part Request User's Guide. Also, we will continue to inspect all parts returned under this action, and will debit claims where the part did not require replacement, as per the work instructions. Debits for parts that should not have been replaced began on August 11, 2009.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.