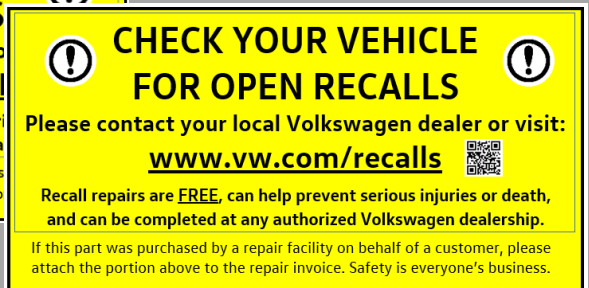


Building Trust With Recalls

erWin Newsletter

SUMMER 2020 - SPECIAL EDITION

GOING ABOVE AND BEYOND CREATES REPEAT CUSTOMERS



In the near future, you may see the above labels make their way into your repair facility. These stickers will be placed on boxes of parts purchased at authorized Volkswagen and Audi dealerships.

These labels are designed to serve as a reminder to check for open safety recalls on customer vehicles in your service bays. If an open safety recall is found, you can peel the secondary label off and place it on the customer's invoice to assist with reminding them to schedule an appointment to have the recall performed. Note - the labels should be used as a reminder for any open recall and are not specific to the Takata safety recall.

Going above and beyond to let a customer know they have an open safety recall and explaining that safety recall repairs can **only** be completed by an authorized dealership helps build trust that your facility has their best interest in mind.

You may wish to contact a Volkswagen dealership to request a mobile recall repair on behalf of your customers to save time, eliminate the need to visit the dealership, and ultimately help keep them safe.

Trusting customers become repeat customers.

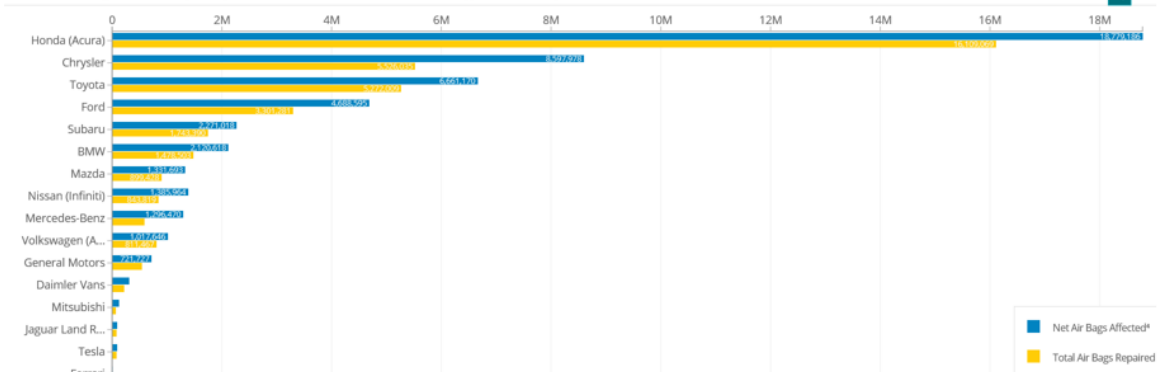
TAKATA SAFETY RECALL UPDATE

- **16 deaths and hundreds of injuries have been reported in the U.S.**
- **MILLIONS OF VEHICLES ARE STILL UNREPAIRED!**
- **PARTS ARE AVAILABLE AND YOU CAN HELP! – Encourage your customers to stay SAFE and have their Takata recall repair performed TODAY!**



Total Affected / Repaired Air Bags by Manufacturer for Groups 1-11

The number of air bags affected and replaced by each manufacturer in the United States (net of scrapped, stolen and exported vehicles).



View Source Data

FREE RESOURCES



Click on an image to check for open recalls!

MANUFACTURER CONTACT INFORMATION

To locate manufacturer contact information to provide to your customer so that they may set up an appointment to have their safety recall performed, click [here](#) or visit airbagrecall.com/en/affected-makes-and-models.

Questions or Concerns? Reach out to us at techinfo@vw.com

