



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 01, 2015

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

Subject: Upcoming Safety Recall 01A5 – Vehicle Safety Certification Label
2015 MY Volkswagen Tiguan

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming safety recall. Please refer to the attached Campaign Data Sheet for additional information.

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.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall	
SAGA CODE		01A5	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2015 MY Volkswagen Tiguan	
TOPIC		Vehicle Safety Certification Label	
PROBLEM DESCRIPTION		<p>The vehicle safety certification label is missing required tire pressure information, and required weights may have been incorrectly printed on the label. This is not in compliance with regulatory requirements.</p> <p>Missing tire pressure information on the vehicle safety certification label is not compliant with federal regulations; however this label is affixed to the vehicle in close proximity to the tire information label (which has the correct tire information identified for consumers). Incorrect weight information on the vehicle safety certification label may lead to vehicle overloading and adversely affect vehicle stability, which could result in a crash.</p>	
PRECAUTIONS		Because the information on the existing vehicle safety certification label is not correct, customers should not rely on the tire or vehicle weight information printed on the label until it has been corrected under this recall.	
CORRECTIVE ACTION		Install an overlay containing the correct information onto the existing certification label.	
CUSTOMER NOTIFICATION DATE		June 2015	
ELSA VISIBILITY DATE		On or about June 02, 2015	
OMD Web/VIM VISIBILITY DATE		On or about June 02, 2015	
VEHICLE COUNT	TOTAL AFFECTED	USA: 2,971	CANADA: 1,154
	DEALER INVENTORY	USA: 760	CANADA: 126
	CPO INVENTORY	USA: 0	CANADA: 0
APPROXIMATE REPAIR TIME		Up to 10 TU	
PARTS REQUIRED		SEE WORK PROCEDURE	
INITIAL PARTS ALLOCATION DATE		<p>A supply of replacement labels will be sent to dealers prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vw.com. Please have the VIN(s) you are ordering for available when you place your order.</p> <p>Prior to affixing a label to the vehicle, verify that the criteria on label matches the criteria shown in Elsa for the vehicle.</p> <p>Individual labels can be identified by criteria. The applicable criteria is printed on the upper right hand corner of each label.</p>	
EXPIRATION DATE		NONE	

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.



Das Auto.

ADDITIONAL INFORMATION

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