



Das Auto.

Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 01A5

Affected Vehicles: 2015 MY Volkswagen Tiguan

Problem Description: 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. 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.

Corrective Action: Install an overlay containing the correct information onto the existing certification label.

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.

What does the driver experience with this issue?

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.

No accidents or injuries related to this issue have been reported.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. In the interim, customers should be aware that until this recall repair has been made, they should not rely on the tire or vehicle weight information printed on the existing vehicle safety certification label.

Is a loaner vehicle or towing assistance being covered under this action?

Due to the nature of this campaign, it is unlikely a customer will request a loaner vehicle or towing assistance. In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web/VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

What is the parts allocation plan for this action?

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.

FOR USA ONLY:**vw.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility**

On or about June 02, 2015, the campaign code will appear for affected vehicles in both the vw.com and the NHTSA safercar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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