



Volkswagen

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 01, 2016

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

Subject: Upcoming Safety Recall – Side Airbag Inflators – Code 69L9
Certain 2015 MY Volkswagen Tiguan

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Volkswagen has notified NHTSA and Transport Canada about the upcoming safety recall described in this letter. You can expect to see media activity on this topic, and customers may reach out to you regarding this topic as a result.

TOPIC	Side Airbag Inflators
CODE	69L9
PROBLEM DESCRIPTION	The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator fracture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing injury to vehicle occupants.
CORRECTIVE ACTION	Replace driver and passenger side airbags. Due to current parts inventory, REPAIR NOT YET AVAILABLE

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.

Please refer to the attached Campaign Data Sheet and the FAQ for additional information.

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 / FAQ



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	69L9
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2015 MY Tiguan
TOPIC	Side Airbag Inflators
PROBLEM DESCRIPTION	The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator fracture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could to be propelled into the passenger compartment, possibly striking and causing injury to vehicle occupants.
CORRECTIVE ACTION	Replace driver and passenger side airbags. Due to current parts inventory, REPAIR NOT YET AVAILABLE
CUSTOMER NOTIFICATION DATE	Repair Notification - PENDING – REPAIR NOT YET AVAILABLE
ELSA VISIBILITY DATE	On or about February 03, 2016
OMD Web VISIBILITY DATE	On or about February 03, 2016
TOTAL AFFECTED VEHICLE COUNT	USA: 146 CANADA: 106
APPROXIMATE REPAIR TIME	PENDING – REPAIR NOT YET AVAILABLE
PARTS REQUIRED	PENDING – REPAIR NOT YET AVAILABLE
INITIAL PARTS ALLOCATION DATE	PENDING – REPAIR NOT YET AVAILABLE
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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.



Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 69L9

Affected Vehicles: Certain 2015 MY Volkswagen Tiguan

Problem Description: The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator fracture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing injury to vehicle occupants.

Corrective Action: Replace driver and passenger side airbags. Due to current parts inventory, **REPAIR NOT YET AVAILABLE.**

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?

The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator fracture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing injury to vehicle occupants.

What is the status of this recall repair?

The recall repair is not yet available.

Why has the recall been announced without a recall repair solution in place?

The law requires automakers to make safety recall information available to the NHTSA and Transport Canada within five days of defect determination – regardless of whether or not a repair solution is available. Once agency notification has taken place, Volkswagen notifies field and dealership personnel of the upcoming recall. The NHTSA and Transport Canada also take steps to inform the public of recall campaigns.

Are all affected vehicles in dealer inventory subject to a stop sale?

All vehicles tagged with the recall code in ELSA are affected by this stop sale.

How can dealers address customer concerns in the interim? What if a customer does not want to drive their vehicle and the recall repair is not yet available?

The recall repair is not yet available; however customers that have concerns driving their vehicle before the recall repair has been performed can be placed into a loaner vehicle. 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.

- U.S. dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.
- Canadian dealers placing customers into loaner vehicles should follow the guidelines listed in the Policies and Procedures manual.

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.



What should dealers do if they have any affected vehicles in 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 demonstrator 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.

Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

FOR USA ONLY:

vw.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility

The recall 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).

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.