



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 6, 2016

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

Subject: Safety Recall 69L9 - Side Airbag Inflators
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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall
SAGA CODE		69L9
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2015 MY Volkswagen 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 rupture 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 serious injury or death to vehicle occupants.
CORRECTIVE ACTION		Replace all side airbag modules produced within a specific period.
CUSTOMER NOTIFICATION DATE		July 2016
ELSA VISIBILITY DATE		On or about July 7, 2016
OMD Web VISIBILITY DATE		On or about July 7, 2016
VEHICLE COUNT	TOTAL AFFECTED	USA: 146 CANADA: 106
APPROXIMATE REPAIR TIME		Up to 380 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE
PARTS REQUIRED		SEE WORK PROCEDURE
MANDATORY AIRBAG PARTS RETURN		<div style="background-color: #e67e22; color: white; padding: 5px;">⚠ WARNING</div> <p>DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.</p> <p>Refer to instructions in the 69L9 campaign circular for important airbag part return details.</p>
ADDITIONAL INFORMATION		<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</p>

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.