



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 27, 2016

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

Subject: Upcoming Safety Recall 58C9 – Rear Door Child Locks
Certain 2016 MY Volkswagen CC, Golf R, Tiguan & e-Golf Vehicles

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		58C9	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		USA: Certain 2016 MY Volkswagen CC, Golf R, Tiguan & e-Golf Canada: Certain 2016 MY Volkswagen CC, Golf R & Tiguan	
TOPIC		Rear Door Child Locks	
PROBLEM DESCRIPTION		A rear door child safety lock keeps a rear doors from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside. In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door). A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.	
CORRECTIVE ACTION		Inspect only at this time. Circular to be revised once parts become available.	
CUSTOMER NOTIFICATION DATE		August 2016	
ELSA VISIBILITY DATE		On or about July 28, 2016	
OMD Web VISIBILITY DATE		On or about July 28, 2016	
VEHICLE COUNT	TOTAL AFFECTED	USA: 5,658	CANADA: 1,567
APPROXIMATE REPAIR TIME		Up to 20 TU	
PARTS REQUIRED		Parts not yet available.	
EXPIRATION DATE		NONE	
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 delivery 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 <u>before delivery to consumers.</u></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.