

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 16V464

**Subject: Safety Recall 58C9 – Rear Door Child Locks
Certain 2016 Model Year Volkswagen CC, Golf R, Tiguan & e-Golf**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Volkswagen CC, Golf R, Tiguan & e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

A rear door child safety lock keeps a rear door 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.

What will we do?

To help identify/correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the rear door child lock(s). The inspection will take just a few minutes, and if repair is needed the work can take up to two hours to complete. Both the inspection and repair (if needed) will be performed for you free of charge.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.

Precautions you should take

Affected vehicles can continue to be driven as usual, but if you notice that a rear door child lock is not functioning properly, contact your authorized Volkswagen dealer without delay in order to have your vehicle inspected. Please see your owner's manual for information about the rear door child locks in your vehicle.

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Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to chat through the "Contact Us" page <http://www.vw.com/contact/>.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection