



# VOLKSWAGEN DEALER COMMUNICATION - USA

## Repair Available – Compliance Recall 69V2 / Driver Airbag

- |                            |                    |                      |                          |
|----------------------------|--------------------|----------------------|--------------------------|
| <b>This notice is for:</b> | ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
|                            | ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
|                            | ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** May 29, 2018

**Issue:** Affected vehicles were built with a driver airbag/steering wheel combination that was not released for the United States market. In the event of a crash with airbag deployment, the airbag may not perform as required by regulations, which may increase the risk of injury.

Volkswagen has also learned that the non-compliant driver airbag installed in affected vehicles contains an inflator that was manufactured by Takata and contains non-desiccated ammonium nitrate.

The NHTSA has stated *"The propellant in the inflators breaks-down after long-term exposure to high temperature fluctuations and humidity. This breakdown can cause the propellant to burn too quickly, creating too much pressure for the inflator, and in extreme cases the inflator explodes, shooting shrapnel toward vehicle occupants. Using this information, the agency prioritized the recall of air bag inflators based on the risk of injury or death to vehicle occupants."*

The Takata airbag inflator in affected vehicles is not required to be recalled under the Takata Coordinated Remedy order until January 2019; however, Volkswagen is providing this additional information in advance of the required Takata recall filing in order to keep owners fully informed.

- Repair:**
- REPAIR AVAILABLE – May 30, 2018
  - Repair instructions available in ELSA/ServiceNet
  - To correct the noncompliance and, at the same time, also address the Takata airbag inflator, dealers will replace driver airbag and steering wheel.
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory.
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com) to have additional parts released.

- Notes:**
- Vehicles: Certain 2017-2018 MY Volkswagen Tiguan Limited
  - Schedule owner repairs immediately
  - Owner mailing – May 2018

**IMPORTANT REMINDER: 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.

**-END OF MESSAGE-**

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.