

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: 18V324

IMPORTANT SAFETY RECALL DO NOT DRIVE YOUR VEHICLE

Safety Recall 40N5 – Lower Ball Joint Nuts

- ✓ **DO NOT DRIVE YOUR VEHICLE. Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for FREE to your nearest Volkswagen dealer for repair.**
- ✓ **Your Volkswagen dealer will provide you with a loaner vehicle for FREE if needed.**
- ✓ **Your dealer will repair your vehicle under this recall for FREE.**

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 2018 model year Volkswagen Tiguan vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued. A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and increase the risk of a crash.

Recall Repair: Dealers will replace one or both of the lower ball joint nuts in your vehicle for **FREE**. This work will take less than one hour to complete.

What you should do: Contact VW Roadside Assistance at 1-800-411-6688 to have your vehicle towed for **FREE** to your nearest Volkswagen dealer for repair. **DO NOT DRIVE YOUR VEHICLE.** Your Volkswagen dealer will provide you with a loaner vehicle for **FREE** if needed.

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.

40N5_USA_SD

IMPORTANT SAFETY RECALL

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

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.

Sincerely,

Volkswagen Customer Protection

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.

40N5_USA_SD