

# 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:** 18V467

**Subject: Safety Recall 60D1 - Panoramic Sunroof Ambient Light Bar (LED Module)  
Certain 2018 Model Year Volkswagen Tiguan with Panoramic Sunroof & Ambient Lighting**

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 2018 model year Volkswagen Tiguan vehicles equipped with a panoramic sunroof and ambient lighting. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** High humidity in the panoramic sunroof ambient lighting bar LED module (caused by environment or by leaving the sunroof open) could lead to a local short circuit. If this happens, there is a risk of a fire.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will install in-line fuses for the left and right panoramic sunroof ambient light LED modules. This work will take about two (2) hours to complete and 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. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** A burning odor or smoke coming from the front of the sunroof frame indicates that the sunroof LED module may have short circuited.

If this happens, DO NOT continue driving and DO NOT open the sunroof. Doing so will only increase the risk of fire. Get safely away from the vehicle and dial 911 for emergency assistance. DO NOT attempt to extinguish a vehicle fire on your own.

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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.

**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 reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**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 visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) 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.

Sincerely,

Volkswagen Customer Protection