

TOPIC	TYPE	RECALL CODE	QUESTION	ANSWER
Driver Airbag	Safety Recall	69V2	What vehicles are included in Safety Recall 69V2?	Certain 2017-2018 model year Volkswagen Tiguan Limited
			What is the safety concern for Safety Recall 69V2?	<p>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.</p> <p>Volkswagen has also learned that the non-compliant driver airbag installed in your vehicle 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."</p> <p>The Takata airbag inflator in your vehicle is not required to be recalled under the Takata Coordinated Remedy order until January 2019; however, Volkswagen is providing this additional information to you in advance of the required Takata recall filing in order to keep you fully informed.</p>
			What is the repair for Safety Recall 69V2?	To correct this noncompliance and, at the same time, also address the Takata airbag inflator, your authorized Volkswagen dealer will replace the entire driver airbag and the steering wheel.
			When will the repair for Safety Recall 69V2 be available?	Parts are available now and repairs have begun. Please contact your local Volkswagen Dealership to schedule an appointment. If you are not familiar with one, please click <a href="#">here</a> to locate a Volkswagen Dealer near you.

			<p>The closest Volkswagen dealer is a very long distance from me. How can I make an appointment for an vehicle inspection or for recall repairs?</p>	<p>All recall/campaign work must be completed at a Volkswagen dealership. To schedule an appointment, click here. If you live in Hawaii or Alaska, please contact Volkswagen Customer CARE at 1-800-822-8987 for assistance in scheduling this important work.</p>
			<p>I received a recall letter in the mail from Volkswagen, but I'm not having any problems with my vehicle. Do I still need to have the recall work done?</p>	<p>Yes. If you received a recall letter concerning your vehicle, you need to schedule an appointment with a Volkswagen dealer to have the recall work performed.</p>
			<p>I heard about the 69V2 recall on cars that are similar to mine, but when I check the VIN lookup or talk to my Volkswagen dealer, I am told that there's no recall on my car. Why is that?</p>	<p>Recalls affect vehicles built during a certain production timeframe, and may also only apply to vehicles with certain types of engines or specific options/equipment. Because of this, cars similar to yours may be recalled, but your car is not affected. Checking with your Volkswagen dealer, or using the VIN lookup tool on vw.com are both very good ways to see if your car is included in a recall or not.</p>
			<p>What will it cost to have a recall repair completed?</p>	<p>Recall repairs are FREE. However, there are times when you will have to pay for vehicle repairs before your dealer can do the recall work. For example:</p> <ul style="list-style-type: none"> <li>- If you have aftermarket equipment installed on your vehicle and your dealer determines that it would interfere with or prevent the safe completion of the recall repair, you will need to have the aftermarket equipment removed at your expense before the recall work can be done.</li> <li>- If there is damage to your vehicle and</li> </ul>

				<p>your dealer determines that it would interfere with or prevent the safe completion of the recall repair, you will need to have the damage repaired at your expense before the recall work can be done.</p> <p>- If there is a pre-existing vehicle issue (such as a vehicle problem that causes an illuminated warning light) and your dealer determines that it would interfere or prevent the safe completion of the recall repair, you will need to have the problem fixed before the recall work can be done.</p>
--	--	--	--	--