

# 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:** 19V535

**Subject: Safety Recall 69Z5 – Airbag Control Module  
Certain 2015-2016 Model Year Volkswagen Tiguan & CC Vehicles**

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 2015-2016 model year Volkswagen Tiguan and CC vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or lead to an unexpected deployment of the airbags and/or safety belt pretensioners. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.

**What will we do?**

To correct this defect, your authorized Volkswagen dealer will install new software that is able to detect an increase of the Equivalent Series Resistance (ESR). The software update will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**Extended warranty coverage for airbag control module**

After the new software is installed under this recall, the system may detect an internal fault that will require replacement of the airbag control module.

Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if a certain, specific fault code related to the faulty capacitor this recall addresses is present at the time of diagnosis. **This warranty extension coverage is for 10 years/unlimited mileage from the vehicle's original in-service date.**

Should the faulty capacitor issue be present and your vehicle is within the time limit of the extended warranty, your authorized Volkswagen dealer will replace the airbag control module at no cost to you. Please be aware that other conditions (unrelated to the issue described in this letter) may cause the airbag system warning light in your vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

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- 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** If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.
- 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 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