



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 30, 2020

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-150SS  
20V-579

**Subject:** Damaged Third Row Seatbelt Anchor Points

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLKSWAGEN/TIGUAN/2020

**Mfr's Report Date:** September 23, 2020

**NHTSA Campaign Number:** 20V-579

**Components:**  
SEAT BELTS  
SEAT BELTS:REAR  
Tether, Lower Anchor (on car seat or vehicle)

**Potential Number of Units Affected:** 5

**Problem Description:**  
Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2020 Tiguan LWB vehicles. The third row seat belt anchor bolts may not have been properly torqued.

**Consequence:**  
Improperly torqued bolts may prevent the third row seat belt from performing as designed in a crash, increasing the risk of injury to the occupant.

**Remedy:**  
Volkswagen will notify owners and will repurchase the vehicles. Owners are advised: No one should occupy the third row seat due to the safety risk. The recall is expected to begin October 2, 2020. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen number for this recall is 69BA.

**Notes:**  
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement