



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69BA / Third Row Seat Belt Anchors

This notice is for:

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|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: October 01, 2020

Issue: The seat belt anchor bolt torque for the third row seat belts (at the C & D pillars) could be insufficient due to potentially damaged anchor point threads. If this condition is present in the vehicle, a third row seat belt may not perform as designed in a crash, increasing the risk of injury to the occupant sitting there.

Precautions No one should occupy the third row seat due to the safety risk.

Recall Information

Code Visibility	On October 02, 2020, the recall code 69BA will be applied to all affected vehicles.
Recall Remedy & Owner Notification	Vehicle repurchase (buy back) program. Volkswagen CARE/Customer Relations teams will work directly with affected owners to complete the vehicle repurchase process as quickly as possible, FREE of charge. Dealers will not enter claims under this recall code. Owner notification will take place in October 2020. An owner letter example is included in this bulletin for your reference.
Questions?	Do not contact Warranty if you or your customers have questions. Instead, please direct all inquiries to: USA: Volkswagen Customer CARE at 800-893-5298 Canada: Volkswagen Customer Relations at 800-822-8987

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	TIGUAN	5
CAN	2020	2020	TIGUAN	2

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes: U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-