



# Safety Recall

## Code: 69BA

**Subject** Third Row Seat Belt Anchors

**Release Date** October 02, 2020

**Affected Vehicles**

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

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.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description**

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**

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

**Additional Information**

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:**

**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.**

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 20V579

**Subject: Safety Recall 69BA –Third Row Seat Belt Anchors**

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 2020 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the 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.

**What we will do, and what you need to do.** The recall remedy available to you is a vehicle repurchase (buy back). Volkswagen will work directly with you to complete the vehicle repurchase process, FREE of charge.

Please contact Volkswagen Customer CARE at 800-893-5298 or reach out to us at [www.vw.com/contact](http://www.vw.com/contact) as soon as possible for more information and to begin the vehicle repurchase process.

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

**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 Volkswagen fails or is unable to complete vehicle repurchase (buy back) 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

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2020-448

**Subject: Safety Recall 69BA –Third Row Seat Belt Anchors**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the 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.

**What we will do, and what you need to do.** The recall remedy available to you is a vehicle repurchase (buy back). Volkswagen will work directly with you to complete the vehicle repurchase process, FREE of charge.

Please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca) as soon as possible for more information and to begin the vehicle repurchase process.

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

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 Volkswagen fails or is unable to complete vehicle repurchase (buy back) free of charge within a reasonable time, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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