



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Equipment Recall XE99 / Rear Hatch Accessory Spoiler

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	June 03, 2022		
Equipment Recall Information	<p><i>This is an equipment recall for an accessory sold over the counter at Volkswagen dealerships. Due to the nature of this type of sale, Volkswagen does not have the ability to track sales or installation of this accessory.</i></p> <p><i>ELSA will <u>not</u> show a code for potentially affected VINs, and there will not be an owner notification mailing. <u>Dealers</u> are required to review their part sales records and immediately contact any customers to whom the recalled component was sold.</i></p>		
Affected Equipment	Rear Hatch Accessory Spoiler, Part Numbers 5NA-071-644--C9A and 5NA-071-644--C9X sold as an accessory at authorized Volkswagen dealerships between August 14, 2017 and November 19, 2021.		
Potentially Affected Vehicles	2018 - 2022 Tiguan (Long Wheel Base)		
Problem Description	Due to possible poor adhesion of the accessory rear spoiler to the vehicle body, there is a risk of the spoiler coming loose and falling off the vehicle. If the spoiler falls from the vehicle, it can become a hazard on the roadway for other traffic, posing a potential crash and injury risk to others.		
Corrective Action	Dealers are required to review their part sales records and immediately contact any customers to whom an affected rear hatch accessory spoiler (Part Numbers 5NA-071-644--C9A and 5NA-071-644--C9X) was sold, and replace it with an updated one free of charge. Dealers are also required to post the flyer found in Appendix A of the campaign circular as directed.		
Precautions	If the recall condition is present on the vehicle, customers may notice that the spoiler has become loose or separated from the vehicle hatch. If this happens, customers are advised to contact an authorized Volkswagen dealer to have the issue addressed without delay.		
Repair:	<ul style="list-style-type: none">• REPAIR AVAILABLE – <u>June 10, 2022</u>• See ELSA/ServiceNet for complete repair & claiming instructions• Repair every affected inventory vehicle <u>before delivery to consumers</u>.		
Parts Department:	There will be no parts allocation. See the XE99 circular for complete details.		
Notes:	<div style="border: 2px solid red; padding: 5px;">IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</div> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p>		

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.

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-