



VOLKSWAGEN DEALERSHIP COMMUNICATION - USA Only

Date: August 21, 2015

To: All Volkswagen Dealership Personnel

VOLKSWAGEN STATEMENT ON NHTSA SPECIAL ORDER

NHTSA has issued a Special Order to Volkswagen Group of America, Inc. to gather information related to an incident involving one (1) 2015 model year Tiguan vehicle where a side airbag inflator rupture occurred.

- Volkswagen learned of this single incident involving a Takata-supplied side airbag inflator rupture and brought it to the attention of NHTSA.
- Volkswagen is not aware of any other incidents or injuries relating to side airbag inflator ruptures in Volkswagen vehicles.
- Volkswagen is working with NHTSA to investigate and understand this matter.

Customers are likely to contact your dealership in response to the media attention given to both the existing Takata frontal airbag recall and the new NHTSA Special Order. Please stress to both dealership personnel and customers that:

- The Takata recall involves certain types of frontal driver and passenger airbag inflators, and Volkswagen vehicles are not included.
- The NHTSA Special Order relates to the single 2015 model year Tiguan incident and Volkswagen is fully complying with the inquiry.

As always, if customers contact your dealership, please take the opportunity to perform a quick ELSA check on the customer's VIN to see if any recalls/campaigns are open, and schedule these repairs if needed. Customers can also check for open recalls by clicking on the **Look Up Recalls** link at www.vw.com or at www.safercar.gov and entering their Vehicle Identification Number (VIN).

Volkswagen Customer Protection