

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V102

**Subject: Compliance Recall 69V2 – Driver Airbag
Certain 2017-2018 Model Year Volkswagen Tiguan Limited**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2017-2018 model year Volkswagen Tiguan Limited vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 "Occupant Crash Protection." Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Affected vehicles were built with a driver airbag/steering wheel combination that was not released for the United States market. In the event of a crash with airbag deployment, the airbag may not perform as required by regulations, which may increase the risk of injury.

Volkswagen has also learned that the non-compliant driver airbag installed in your vehicle contains an inflator that was manufactured by Takata and contains non-desiccated ammonium nitrate.

The NHTSA has stated *"The propellant in the inflators breaks-down after long-term exposure to high temperature fluctuations and humidity. This breakdown can cause the propellant to burn too quickly, creating too much pressure for the inflator, and in extreme cases the inflator explodes, shooting shrapnel toward vehicle occupants. Using this information, the agency prioritized the recall of air bag inflators based on the risk of injury or death to vehicle occupants."*

The Takata airbag inflator in your vehicle is not required to be recalled under the Takata Coordinated Remedy order until January 2019; however, Volkswagen is providing this additional information to you in advance of the required Takata recall filing in order to keep you fully informed.

What will we do?

To correct this noncompliance and, at the same time, also address the Takata airbag inflator, your authorized Volkswagen dealer will replace the entire driver airbag and the steering wheel. This work will take about an hour to complete and will be performed for you FREE of charge.

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- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.
- 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 your authorized Volkswagen dealer fails or is unable to complete this work 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 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 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