



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 27, 2020

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-150SS  
20V-724

**Subject:** Front Seat Belt Webbing May Tear in a Crash

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLKSWAGEN/TIGUAN/2018

**Mfr's Report Date:** November 20, 2020

**NHTSA Campaign Number:** 20V-724

**Components:**  
SEAT BELTS:FRONT:WEBBING

**Potential Number of Units Affected:** 10,835

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2018 Tiguan LWB vehicles. In the event of a crash, one or both of the front seat belt's webbing may tear.

**Consequence:**

A torn seat belt may not adequately restrain the seat occupant during a crash, increasing their risk of injury.

**Remedy:**

Volkswagen will notify owners, and dealers will inspect the front seat belts and replace them as necessary, free of charge. The recall is expected to begin January 19, 2021. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 69BH.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please ensure the following requirements are met:

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement