



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 8, 2021

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

NEF-150SS
21V-038

Subject: Bolts May Be Missing From Front Seat Tracks

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/JETTA/2021
VOLKSWAGEN/TIGUAN/2021

Mfr's Report Date: February 1, 2021

NHTSA Campaign Number: 21V-038

Components:

SEATS
SEATS:CRITICAL FASTENERS

Potential Number of Units Affected: 57

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2021 Volkswagen Tiguan Long Wheelbase and Jetta vehicles. Bolts may be missing from the front seat tracks.

Consequence:

The seat can move front and back without restriction if bolts are missing, increasing the risk of injury during a crash.

Remedy:

Volkswagen will notify owners, and dealers will inspect the front seat tracks and, as necessary, install the bolts, free of charge. The recall is expected to begin April 2, 2021. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 72L6.

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.

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,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigations
Enforcement