



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Safety Recall 51H5 / Roof Reinforcement

**This notice is for:**

- |                    |                      |                          |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** September 28, 2021

**Issue:** Vehicles included in this recall may have been repaired after having sustained roof damage with an unapproved roof reinforcement replacement part.

If the vehicle was repaired with an incorrect roof reinforcement replacement part, there is the risk that, in the event of a severe crash, the roof frame deformation could be higher and the functionality of the restraint systems, such as head curtain airbags, can be influenced. This may lead to the increased risk of injury to vehicle occupants in the event of a severe crash.

**Repair:**

- REPAIR NOT YET AVAILABLE
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2018	TIGUAN LWB	2
CAN	2018	2018	TIGUAN LWB	1

*\*Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

**Notes:**

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory:** 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.

**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-**

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.