



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 1, 2018

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

NEF-150SS
18V-324

Subject: Lower Ball Joint Separation

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: May 16, 2018

NHTSA Campaign Number: 18V-324

Components:
SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Potential Number of Units Affected: 360

Problem Description:
Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2018 Volkswagen Tiguan long wheel base (LWB) vehicles. The nut that holds the lower ball joint of the front wheel on each side of the vehicle may be loose or improperly tightened.

Consequence:
A loose or improperly tightened ball joint nut can result in the separation of the lower ball joint causing steering, traction or other stability issues, increasing the risk of a crash.

Remedy:
Volkswagen has notified owners, and dealers will replace the nut on the lower ball joint, free of charge. The recall began May 30, 2018. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 40N4. Note: owners are advised not to drive their vehicle until the recall repair has been performed.

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:


Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement