



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 22, 2014

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Voluntary Safety Recall 72F1
Seatback Recliner
2015 Model Year Volkswagen Passat and Jetta with Manual Front Seatback Recliner(s)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Voluntary Safety Recall

Volkswagen has notified the NHTSA and Transport Canada of an upcoming voluntary safety recall affecting certain 2015 model year Volkswagen Passat and Jetta vehicles equipped with manual front seatback recliner(s). Please refer to the attached Campaign Data Sheet for additional information.

What should dealers do?

- On or about October 24, 2014, the affected inventory vehicles will be identified on a dealer's VIM report with the campaign code **72F1**.
- Repair information will be posted to Elsa and ServiceNet on or about October 24, 2014.
- Check your VIM report to see if you have any in-stock vehicles affected by this mandatory stop sale. Only dealers with inventory vehicles affected by this action will see vehicles tagged with the campaign code on their VIM report.
- If you have an affected vehicle, ***DO NOT*** sell, lease, or dealer-trade it until this recall repair has been performed. If you are using an affected vehicle as a demo, discontinue using it immediately.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade until this recall repair has been performed.
- Affected vehicles in the United States will be identified in the vw.com and NHTSA VIN lookup tool under the campaign code **72F1** on or about October 24, 2014.
- Owner notification will take place in November 2014.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall	
SAGA CODE		72F1	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2015 MY Volkswagen Passat and Jetta with Manual Front Seatback Recliner(s)	
TOPIC		Seatback Recliner	
PROBLEM DESCRIPTION		An improperly assembled seatback recliner retaining bracket may not engage correctly in some affected vehicles, causing the seatback to shift fore and/or aft with minimal effort. Should this movement occur unexpectedly with the driver's seatback, it could startle the driver and lead to a crash. In a crash, if the movement occurs with either driver or front passenger seat, it poses a risk of injury to the seat occupant(s).	
CORRECTIVE ACTION		Inspect the seatback recliner retaining bracket to ensure it is assembled according to factory specifications. If an assembly is found to be out of specification, the bracket will be corrected so that it meets the correct factory specifications.	
CUSTOMER NOTIFICATION DATE		Anticipated November 2014	
ELSA VISIBILITY DATE		On or about October 24, 2014	
VIM VISIBILITY DATE		On or about October 24, 2014	
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 393	CANADA: Approximately 119
	DEALER INVENTORY OR IN TRANSIT	USA: Approximately 361	CANADA: Approximately 118
	CPO INVENTORY	USA: 0	CANADA: 0
	RETAIL SOLD	USA: Approximately 32	CANADA: Approximately 1
APPROXIMATE REPAIR TIME		Up to 50 TU	
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS	
PARTS REQUIRED		NONE	
TECHNICIAN TRAINING REQUIRED?		SEE WORK PROCEDURE INSTRUCTIONS	
EXPIRATION DATE		NONE	
ADDITIONAL INFORMATION		Important Reminder on Vehicles Affected by Safety and Compliance Recalls: By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.	

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.