

# IMPORTANT SAFETY RECALL



**Das Auto.**

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA: 14V670**

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2015 model year Volkswagen Passat and Jetta vehicles with manual front seatback recliner(s). Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

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).

**What will we do?**

To help identify/correct this defect, your authorized Volkswagen dealer will 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. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

## IMPORTANT SAFETY RECALL

### **Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,  
Attn: Customer CARE (72F1)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

### **Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection