

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Safety Recall

Code: 72F1

**Subject: 2015 MY Passat and Jetta with Manual Front Seatback Recliner(s)
Seatback Recliner**

October 24, 2014

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.

Affected Vehicles

U.S.A. and CANADA:

**2015 MY Passat and Jetta
with manual front seatback recliner(s)**

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about October 24, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

No parts will be needed; therefore no parts will be allocated for this recall.

Owner Notification Mailing

In November 2014, the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vw.com.

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.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 72F1

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Inspect and repair Seat Recliner on Passenger front seat.

Repair operation: 7231 49 99 30 T.U.

OR

Criteria I.D. 02

Inspect and repair Seat Recliner on Driver & Passenger front seats.

Repair operation: 7231 50 99 50 T.U.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**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.

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

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 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 Product Compliance

Customer Letter Example (CANADA)

**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 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 equipped 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).

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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 Canada
Attn: Customer Relations (72F1)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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 Product Compliance



If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”

Work Procedure

 **Tip:** If Campaign Completion label is present, no further work is required


Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen


 **Tip:** On the date of repair, print this screen and keep a copy with the repair order


- ⇐ Ensure that the Status is “Open”
<arrow 2>
- ⇐ Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B - Seat Recliner Repair


Section B – Seat Recliner Repair

- Switch the ignition OFF.

 Note: The ignition switch MUST remain in the OFF position during this entire repair.


 Note:

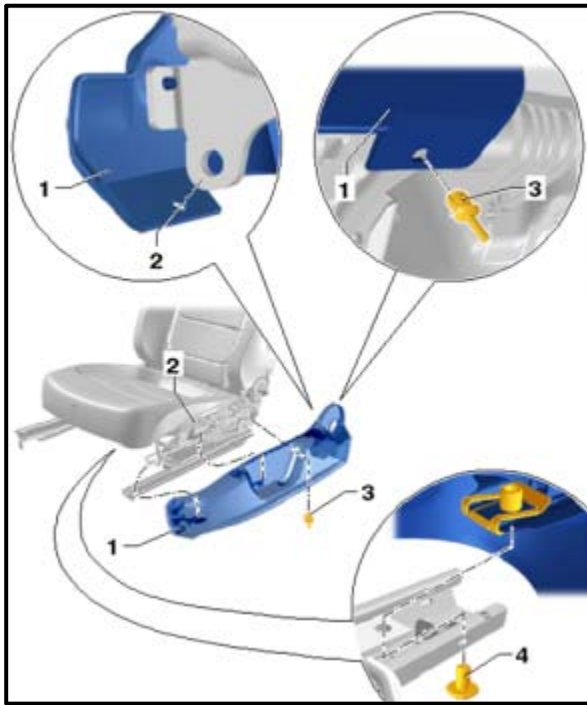
- On vehicles with **Criteria 01** open, perform this repair on **ONLY** the passenger front seat.
- On vehicles with **Criteria 02** open, perform this repair on **BOTH** front seats.

 Note: The illustrations in this section show the repairs being performed on one front seat or the other. The repair is identical between both front seats.



- Adjust the seat to full-forward position.
- Position the seatback in a partially reclined position (i.e. not fully forward, or fully reclined).
- Pull up on the height adjustment handle repeatedly until the seat is in the fully-raised position.
- ⇐ Using a 90° pick tool (or equivalent) disengage the locking tab <arrow> from the seat height adjustment lever.
- Slide the handle forward to remove it.
- Repeat this procedure to remove the seat recliner handle.

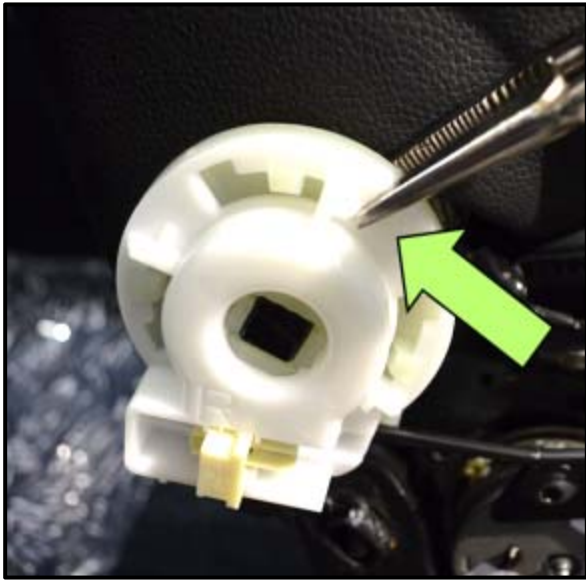
 Note: To prevent damage to the trim panel, wrap each seat adjustment lever with masking tape (or equivalent) after removing the plastic handles and prior to removing the side trim panel. Damage to the seat trim panel is NOT covered under this action.



- ⇐ Remove the screw <4> from the trim <1>.
- ⇐ Remove the plastic rivet <3> from the trim <1>.

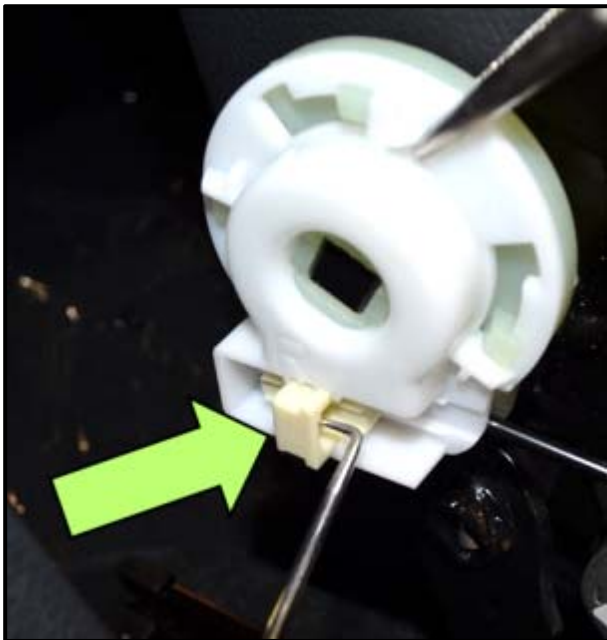


- ⇐ Release the locking tab on the inside of the seat trim panel <circle> and disengage the trim panel from the seat frame.
- ⇐ Carefully remove the trim panel from the seat.



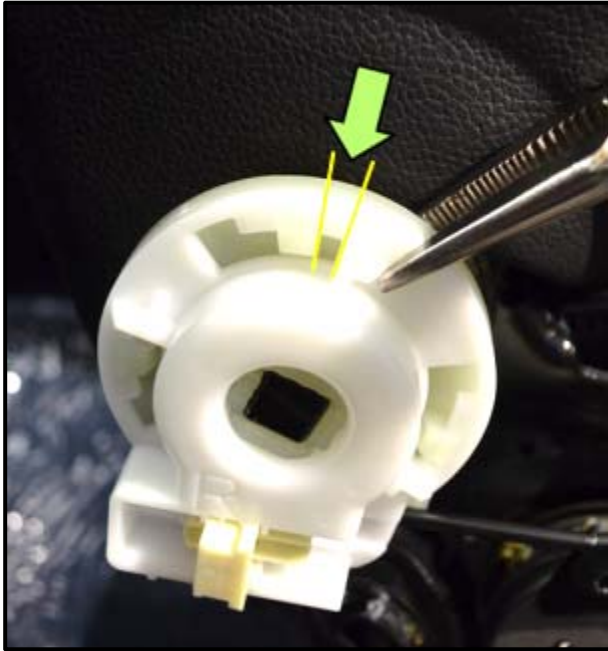
⇐ Lightly clamp a pair of needle nosed locking pliers (or equivalent) onto the outboard seat recliner mechanism as shown <arrow>.

i Tip: The clamping force on the pliers should be adjusted so that it is just strong enough for the pliers to stay in place without holding them, but relaxed enough so as not to leave imprints in the plastic seat recliner mechanism.





⇐ Use a 90° pick tool (or equivalent) to partially remove the clip <arrow>.

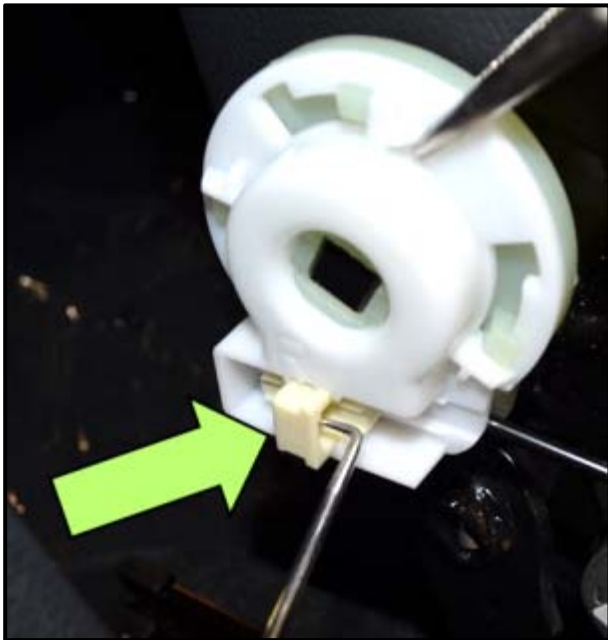
! Note: It is not necessary to fully remove the locking clip. Only pull the clip out 3-4 mm until it reaches the first detent.



- ⇐ If a gap is present between the locking ears of the rotating plate, and the hard stop on the ground plate as shown <arrow>, release the locking pliers, turn the rotating plate in the appropriate direction to close the gap completely, then reattach the locking pliers.

 Note: The locking pliers **MUST** be released prior to adjusting the rotating plate.

 Tip: To perform this adjustment on the driver seat, turn the rotating ring in a clockwise direction.
To adjust the passenger seat, turn the rotating ring in a counter-clockwise position.



- ⇐ Reinstall the clip <arrow>.
- Remove the locking pliers.
 - Reinstall the outboard seat trim panel and all fasteners.

For Criteria 01 vehicles:

Work Complete – Proceed to Section C for Campaign Completion Label Installation

For Criteria 02 Vehicles:

Perform the repairs in Section B on BOTH front seats, then:

Work Complete – Proceed to Section C for Campaign Completion Label Installation

Section C – Campaign Completion Label

Install Campaign Completion Label

- Open the hood.

Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

ALL WORK IS COMPLETE