



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 9, 2017

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

NEF-150TB  
17V-287

**Subject:** Incorrect Head Restraints Installed/FMVSS 202a

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/CC/2016-2017

**Mfr's Report Date:** April 28, 2017

**NHTSA Campaign Number:** 17V-287

**Components:**  
SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

**Potential Number of Units Affected:** 23

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2016-2017 CC vehicles. Incorrect front seat head restraints (rests) may have been installed, possibly resulting in the seat occupant's head being inadequately restrained in the event of a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 202a, "Head Restraints."

**Consequence:**

If the seat occupant's head is inadequately restrained in the event of a crash, they have an increased risk of injury.

**Remedy:**

Volkswagen will notify owners, and dealers will replace the front seat head restraints, free of charge. The recall is expected to begin in June 2017. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 72G5.

**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](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

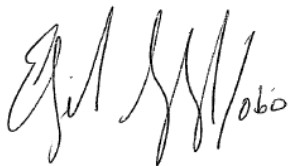
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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).

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 Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at tariq.bond@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jennifer Timian', with a date '1/10/10' written at the end of the signature.

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