

Part 573 Safety Recall Report

17V-287

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : APR 28, 2017

NHTSA Recall No. : 17V-287

Manufacturer Recall No. : 72G5



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 23

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2016-2017 Volkswagen CC

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Volkswagen CC

Vehicle count: 23

Production Dates : NOV 18, 2015 - JUN 03, 2016

VIN Range 1 : Begin : WVWKP7AN1GE509289 **End :** WVWMN7AN3HE500030 **Not sequential**

Description of Noncompliance :

Description of the Noncompliance : During vehicle production, non US-specification head restraints were installed in the front seats in affected vehicles. This makes the vehicle non-compliant with federal regulatory requirements.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : The head restraints that were installed in error are ones used for the rest of the world (RoW). The RoW type head restraints do not comply with the FMVSS 202a. The RoW-type head restraint is adjustable in six positions and the US head restraint is adjustable only in five positions. Due to these design differences the RoW head restraint does not fulfill the requirement for the relative movement (rotation angle Body to Head) of less than 12 degrees.

Description of the Cause : During the change from pre-series to series production, the US head restraint parts were stored at a wrong storage position. At the place where, according to the IT system, the US head restraints should have been located, the "Rest of the world - RoW" head restraints were stored. Therefore the "RoW" type head restraints were installed in certain US market vehicles.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Volkswagen AG

Address : D-38436 Wolfsburg
Wolfsburg FOREIGN STATES 38436

Country : Germany

Chronology :

May 31st, 2016: Detection of RoW-type head restraints in US-specification vehicles at supplier.

June 27th, 2016: First presentation in a technical meeting at Volkswagen. Analysis started.

April 3rd, 2017: Presentation in a pre-meeting for Volkswagen's product safety committee.

April 21, 2017: The matter was presented to Volkswagen's product safety committee where the presence of a non-compliance was determined.

Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will replace the affected front seat head restraints. No reimbursement program will be available under this recall.

How Remedy Component Differs from Recalled Component : New head restraints comply with FMVSS 202a.

Identify How/When Recall Condition was Corrected in Production : Implementation of an additional check in production if US head restraint is installed June, 8th 2016.

Recall Schedule :

Description of Recall Schedule : Dealers: Anticipated June 2017
Customers: Anticipated June 2017

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported