



## VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: June 12, 2017

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

Subject: Compliance Recall 72G5 - Front Seat Head Restraint Non-Compliance  
Certain 2016-2017 MY Volkswagen CC

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming compliance recall. Please refer to the attached Campaign Data Sheet for additional information.

#### IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

**New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.**

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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 Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Compliance Recall</b>
<b>SAGA CODE</b>	<b>72G5</b>
<b>MARKET(S)</b>	United States
<b>AFFECTED VEHICLES</b>	Certain 2016-2017 MY Volkswagen CC
<b>TOPIC</b>	Front Seat Head Restraint Non-Compliance
<b>PROBLEM DESCRIPTION</b>	During vehicle production, non US-specification head restraints were installed in the front seats in affected vehicles. This makes the head restraints in these vehicles non-compliant with federal regulatory requirements. If the seat occupant's head is inadequately restrained in the event of a crash, they have an increased risk of injury.
<b>CORRECTIVE ACTION</b>	Replace the front seat head restraints
<b>CUSTOMER NOTIFICATION DATE</b>	June 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about June 13, 2017
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA: 23</b>
<b>APPROXIMATE REPAIR TIME</b>	Up to 30 TU
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b>New Vehicles in Dealer Inventory:</b> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.</p> <p><b>Pre-Owned Vehicles in Dealer Inventory:</b> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>

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.