



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 10, 2017  
To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator  
Subject: Advance Notice – Compliance Recall 72G5 – Front Seat Head Restraints – USA Only  
Certain 2016-2017 MY Volkswagen CC

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Volkswagen has notified NHTSA about the upcoming compliance recall described in this letter.

<b>CODE</b>	72G5
<b>AFFECTED VEHICLES</b>	Certain 2016-2017 MY Volkswagen CC Volkswagen has identified 23 vehicles in the USA affected by this recall.
<b>RECALL DESCRIPTION</b>	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.
<b>CORRECTIVE ACTION</b>	Repair information will be provided to dealers when parts and repair instructions become available to support this recall. Dealers will replace the front seat head restraints at no cost to customers.

### 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.**

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