



Compliance Recall

Code: 72G5

Subject	Front Seat Head Restraint Non-Compliance (USA ONLY)
Release Date	June 13, 2017
Affected Vehicles	U.S.A.: Certain 2016-2017 MY Volkswagen CC <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	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.
Corrective Action	Replace the front seat head restraints.
Parts Information	Parts will be allocated prior to owner notification. If additional parts are needed over your allocated amount, please email vwoaspecialservices@vw.com with the VIN to order.
Code Visibility	On or about June 13, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about June 13, 2017, this campaign code will show open on affected vehicles in Elsa. On or about June 13, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in June 2017. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before</u> delivery to consumers. Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.</i>

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	72G5							
Damage Code	0099							
Parts Vendor Code	WWO							
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90							
Causal Indicator	Mark headrest as causal part*							
Vehicle Wash/Loaner	Do not claim wash/loaner under this action							
Criteria I.D.	01							
	Replace left front and right front seat headrests Labor operation: 7280 19 99 30 T.U.							
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>3C8881903AJ KIV</td> <td>Front seat headrest*</td> </tr> </tbody> </table>		Quantity	Part Number	Description	2	3C8881903AJ KIV	Front seat headrest*
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2	3C8881903AJ KIV	Front seat headrest*						

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 17V287

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that the front seat head restraints in certain 2016-2017 model year Volkswagen CC vehicles fail to conform to federal regulatory requirements. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will replace the front seat head restraints. 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. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.
- 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.
- 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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
- 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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool.

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.

Sincerely,

Volkswagen Customer Protection

NOTE

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	2	3C8881903AJ KIV	Front Seat Headrest

Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- 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.

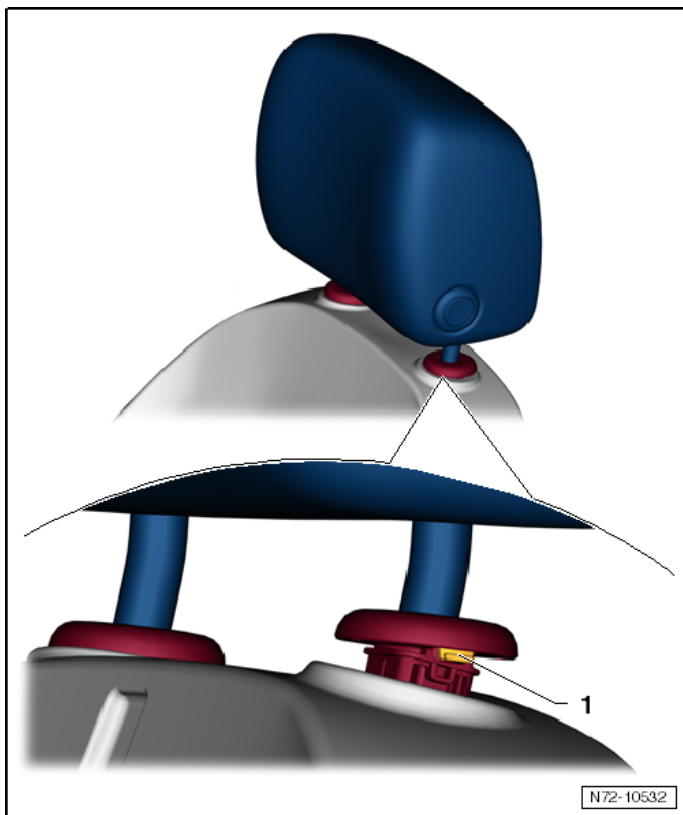
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Push the cushion near the headrest guides down slightly.
- Push the locking plate <1> all the way toward the retainer on both headrest guides.
- Remove the headrest from the backrest.
- Install two new headrests.

Qty.	Part Number	Part Description
2	3C8881903AJ KIV	Front Seat Headrest

Proceed to Section C.

Section C – Campaign Completion Label

Install Campaign Completion Label

- 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).

Proceed to Section D

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).