



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 72H8 / Rear Seat Head Restraint Guide Welds

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: December 19, 2018

Issue: The rear seat head restraint guide sleeves may have been improperly welded to the seat frame structure. In a crash, there may be an increased risk of injury to vehicle occupants due to the reduced stability of the rear seat head restraints.

Repair:

- REPAIR AVAILABLE – December 20, 2018
- Repair instructions available in ELSA/ServiceNet
- The welding connection between the rear seat frame and the head restraint guide sleeve will be inspected and, if insufficient welding is found, the rear seat frame will be replaced. This work will be performed free of charge to customers.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the very low expected parts replacement rate, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.

Notes:

- Vehicles: Certain 2018 MY Volkswagen e-Golf and Golf R
 - USA: 45 / CANADA: 255
- Schedule owner repairs immediately
- Owner mailing – December 2018

IMPORTANT REMINDER: 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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.