



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 1, 2020

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150SS
20V-505

Subject: Front Seat Backrest Frame Not Welded Properly

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q5/2020
AUDI/SQ5/2020
VOLKSWAGEN/ATLAS/2021
VOLKSWAGEN/ATLAS CROSS SPORT/2020
VOLKSWAGEN/JETTA/2020
VOLKSWAGEN/TIGUAN/2020

Mfr's Report Date: August 26, 2020

NHTSA Campaign Number: 20V-505

Components:

SEATS

Potential Number of Units Affected: 4,854

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2020 Volkswagen Atlas Cross Sport, Jetta, Jetta GLI and Tiguan and Audi Q5 and SQ5 and 2021 Volkswagen Atlas vehicles. Parts of the front seat frame and backrest adjuster may not have been welded properly.

Consequence:

In the event of a rear-end crash, the backrest adjustment could break, possibly reducing the amount of occupant restraint, thus increasing risk of injury.

Remedy:

Volkswagen will notify owners, and dealers will inspect the front seats, and, as necessary, replace the seatback frames, free of charge. The recall is expected to begin October 25, 2020. Volkswagen owners may contact their customer service at 1-888-241-2289. Audi owners may contact their customer service at 1-800-822-2834. Volkswagen's numbers for this recall are 72L1, 72K8, and 72K9.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Involved Components" section, not within the "Remedy" section.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement