

**IMPORTANT SAFETY RECALL**



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

1\*\*1\*\*1\*\*\*\*\*SINGLE-PIECE 48233  
XXXXXXXXXXXXXXXXXXXX  
JOHN DOE  
12345 YOUR STREET  
HOMETOWN, MI 98765-4321

(barcode)

<MONTH YEAR>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 25V269

**Subject: Compliance Recall 72LC - Third-Row Bench Seat**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2025 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 *Occupant crash protection*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The third-row bench seat is intended for only two passengers; however, the seating surface width exceeds the maximum value allowed by regulatory requirements. If more than two passengers occupy the third-row bench seat, the risk of injury in a crash is increased because there is no seat belt available for a third passenger.

Volkswagen advises that you shouldn't transport more than two passengers in the third-row bench seat. As a reminder, the vehicle owner's manual contains important information regarding seat belts and passenger seating. Volkswagen encourages anyone who drives the vehicle to review the owner's manual to become familiar with this important information.

**What will we do?**

To correct this noncompliance, your authorized Volkswagen dealer will install fixed and unpadded trim parts to limit the seating surface width of the adjacent third-row rear seats to the allowed width for two (2) designated seating positions. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

**What should you do?**

On June 26, 2025, your authorized Volkswagen dealer will have the instructions and parts to begin performing recall remedy repairs. Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Additional Information**

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us

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using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

- 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:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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