



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 24, 2012

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Service Action 72D9

2012 MY Volkswagen Passat – Passenger Seat Track Tab(s)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Service Action 72D9 – Passenger Seat Track Tab(s)

Problem Description: A small number of vehicles may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

Corrective Action: Dealers will perform a visual inspection of the front passenger seat tracks. If a tab is missing, dealers will install a new one on the seat track. This will be performed at no cost to customers.

What should dealers do?

Affected inventory vehicles will appear on dealer VIM reports with the code 72D9. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this action, and ensure that the work is completed prior to the sale or lease of the vehicle.

Parts Allocation: Because the anticipated installation rate for the seat track tabs is extremely low (considerably less than 1%), and due to current limited parts supply, a parts allocation will not be made at this time. In the rare case where parts are needed, dealers are asked to refer to the parts ordering instructions found in the 72D9 circular. A small parts allocation (anticipated one set of each) may be made at a later date, once parts supply permits.

Customer Mailing: Customer notification will take place on or about January 25, 2012.

Code Visibility Date: On or about January 25, 2012, the 72D9 code will be visible in ElsaWeb.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the VW Hub prior to customer notification.

Thank you for your assistance in this important matter. 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 Product Compliance



Frequently Asked Questions (FAQ) Service Action 72D9

SUMMARY

- **Campaign Code:** 72D9
- **Launch Date:** January 25, 2012
- **Code Visibility Date:** January 25, 2012
- **Customer Notification Date:** January 25, 2012
- **Circular Release Date:** January 25, 2012
- **Allocation List Release Date:** January 25, 2012

■ **Affected Vehicles:**

United States: 2012 MY Volkswagen Passat
Canada: 2012 MY Volkswagen Passat

Number of Vehicles Affected:

USA: approximately 25,585

Canada : approximately 1,969

Problem Description: A small number of vehicles may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

Corrective Action: Dealers will perform a visual inspection of the front passenger seat tracks. If a tab is missing, dealers will install a new one on the seat track. This will be performed at no cost to customers.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. As always, if a customer has a vehicle concern, they are asked to contact an authorized Volkswagen dealer.

Is a loaner vehicle being covered under this action?

No. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

Is towing being covered under this action?

No. Dealers with customers needing a vehicle towed should contact their FOM for approval if the vehicle is outside the Roadside coverage parameters.

What is the customer notification plan?

Customer notification is anticipated to take place on or about January 25, 2012.

When will the repair instructions become available?

On or about January 25, 2012 the repair instructions will be available in ElsaWeb and ServiceNet.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their VIM report to identify any affected vehicles that may be in their inventory. Dealers should ensure that this action has been performed on inventory vehicles prior to their sale or lease.

Will dealers receive a parts allocation?

Because the anticipated installation rate for the seat track tabs is extremely low (considerably less than 1%), and due to current limited parts supply, a parts allocation will not be made at this time. In the rare case where parts are needed, dealers are asked to refer to the parts ordering instructions found in the 72D9 circular. A small parts allocation (anticipated one set of each) may be made at a later date, once parts supply permits.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Service Action

Code: 72D9

**Subject: 2012 Model Year Passat
Passenger Seat Track Tab(s)**

January 25, 2012

Problem Description

A small number of vehicles may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

Corrective Action

Dealers will perform a visual inspection of the front passenger seat tracks. If a tab is missing, dealers will install a new one on the seat track.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

1VW__7A3_CC000017 – 1VW__7A3_CC031852

Production Date: December 10, 2010 – November 27, 2011

Canada

1VW__7A3_CC001227 – 1VW__7A3_CC031725

Production Date: February 05, 2011 – November 27, 2011

NOTE: *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about January 25, 2012. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Considerably less than one percent of affected vehicles will need this repair, due to this there will not be a parts allocation at this time. Parts will be blocked and can be ordered by VIN only by contacting the Parts Special Services Team at vwoaspecialservices@vw.com. When sufficient parts supply is available a small allocation of one to two vehicle sets will take place.

Owner Notification Mailing

On or about January 25, 2012 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 72D9

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WWO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Manual passenger seat without height adjustment

Inspect passenger seat track; if both tabs present, no further work required.

Repair operation: 0183 00 99 10 T.U.

-OR-

Inspect passenger seat track; tab(s) missing, install tab(s)

Repair operation: 7211 23 99 20 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
Up to 1	5C6 881 250A	Seat Track Tab
Up to 1	5C6 881 250B	Seat Track Tab

-OR-

Criteria 02 – Manual passenger seat with height adjustment

Inspect passenger seat track; if all four tabs present, no further work required.

Repair operation: 0183 00 99 10 T.U.

-OR-

Inspect passenger seat track; tab(s) missing, install tab(s)

Repair operation: 7211 24 99 20 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
Up to 2	5C6 881 250A	Seat Track Tab
Up to 2	5C6 881 250B	Seat Track Tab

-OR-

Criteria 03 – Power passenger seat

Inspect passenger seat track; if all four tabs present, no further work required.

Repair operation: 0183 00 99 10 T.U.

-OR-

Inspect passenger seat track; tab(s) missing, install tab(s)

Repair operation: 7211 59 99 20 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
Up to 4	3D0 881 250	Seat Track Tab

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

CRITERIA ID: <CRITERIA ID>

**Subject: Service Action 72D9/V7
Passenger Seat Track Tab(s)
2012 Model Year Volkswagen Passat**

Dear Volkswagen Owner:

Volkswagen is pleased to inform you that the all-new 2012 Passat was recently awarded a 5-Star overall safety rating from the National Highway Traffic Safety Administration (NHTSA). This prestigious award further highlights our ongoing commitment to customer safety and satisfaction.

As part of this ongoing commitment, we are writing to let you know about a free-of-charge service that is available to address a small number of vehicles that may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

What Will Volkswagen Do?

Dealers will perform a visual inspection of the front passenger seat tracks. If a tab is missing, dealers will install a new one on the seat track. This inspection and tab installation (if needed) will be performed at no cost to you.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule an inspection appointment at your convenience. However, if you are unable to make a separate appointment, any authorized Volkswagen dealer will perform this inspection the next time your vehicle visits a dealership for any other service or repair. This work will take less than one-half hour, and, as mentioned above, will be performed for you free of charge. Please keep in mind that, due to your dealer's daily workshop schedule, the time required to perform this service may vary slightly.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center (72D9/V7)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

CRITERIA ID: <CRITERIA ID>

**Subject: Service Action 72D9/V7
Passenger Seat Track Tab(s)
2012 Model Year Volkswagen Passat**

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer safety and satisfaction, we are writing to let you know about a free-of-charge service that is available to address a small number of vehicles that may have been produced without one or more front passenger seat track tabs. The tabs are designed to limit the fore or aft seat adjustment range along the seat track.

What Will Volkswagen Do?

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Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen Canada
Attn: Customer CARE Center (72D9/V7)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-893-5298*

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality


If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group Compliance/Recall Assistance

Required Parts:


	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
Criteria 01	Up to 1	5C6 881 250A	Seat Track Tab
	Up to 1	5C6 881 250B	Seat Track Tab
Criteria 02	Up to 2	5C6 881 250A	Seat Track Tab
	Up to 2	5C6 881 250B	Seat Track Tab
Criteria 03	Up to 4	3D0 881 250	Seat Track Tab

Work Procedure:

 Tip: If Campaign Completion label is present, no further work required

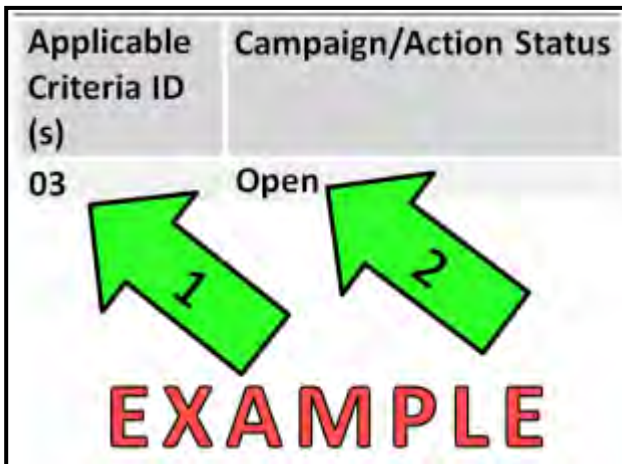
Section A – Identify Criteria and Check for Open Status

⇐ Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen


 Tip: On the date of repair, print this screen and keep a copy with the repair order

⇐ Ensure that the Status is “Open” <arrow 2>

⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated






 Tip: Criteria 01 – Manual seat without height adjustment <shown left>


⇐ If working on a vehicle tagged with Criteria 01 and containing a passenger-side manual seat without height adjustment <shown left>, **Continue to Section B**



 Tip: Criteria 02 – Manual seat with height adjustment <shown left>

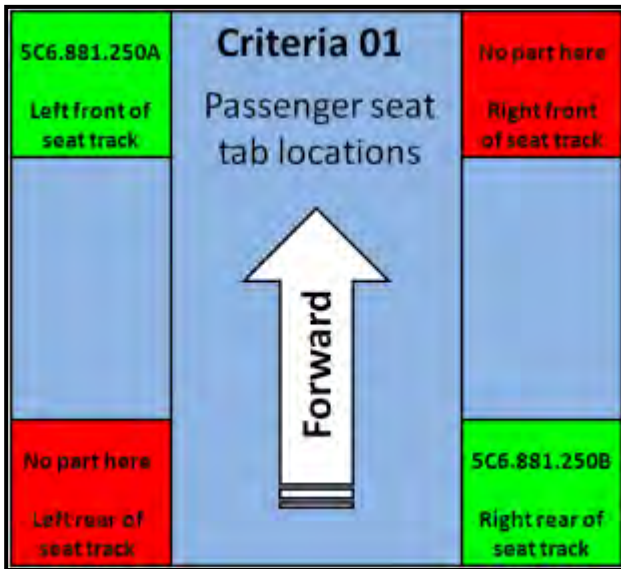
⇐ If working on a vehicle tagged with Criteria 02 and containing a passenger-side manual seat with height adjustment <shown left>, **Continue to Section C**





 Tip: Criteria 03 – Power seat <shown left>


⇐ If working on a vehicle tagged with Criteria 03 and containing a passenger-side power seat <shown left>, **Continue to Section D**

**Section B (Criteria 01 vehicles)
– Inspect for Missing Seat Track Tabs**



 Tip: Illustration <left> shows Criteria 01 inspection points and part locations colored in green.

 Tip: Criteria 01 vehicles contain a passenger side manual seat without height adjustment.

 Tip: Criteria 01 vehicles DO NOT contain seat track tabs on the right front or left rear of the passenger side seat tracks. DO NOT install seat track tabs in these locations.

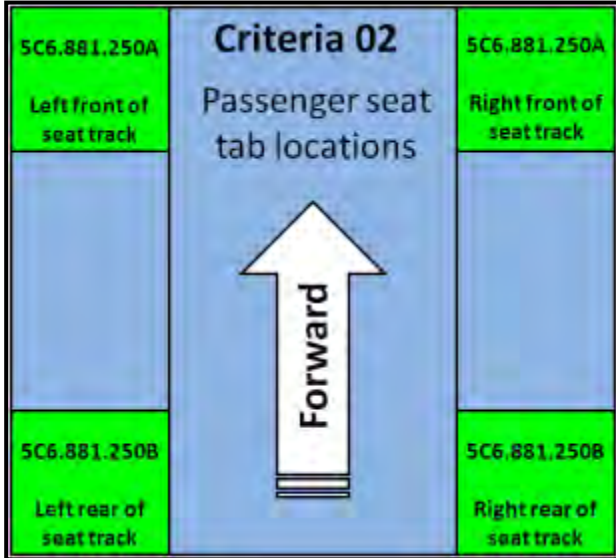


- Open passenger side front door
- Move passenger side front seat rearward
- ⇐ On the passenger side front seat, inspect left front seat of track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing install part # **5C6 881 250A** <as shown>





- Move passenger side front seat forward
- Open passenger side rear door
- ⇐ On the passenger side front seat, inspect right rear of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing from this location, install part number **5C6 881 250B** <as shown>
- Reposition seat to its original position
- Close passenger door(s)


- Continue to Section E

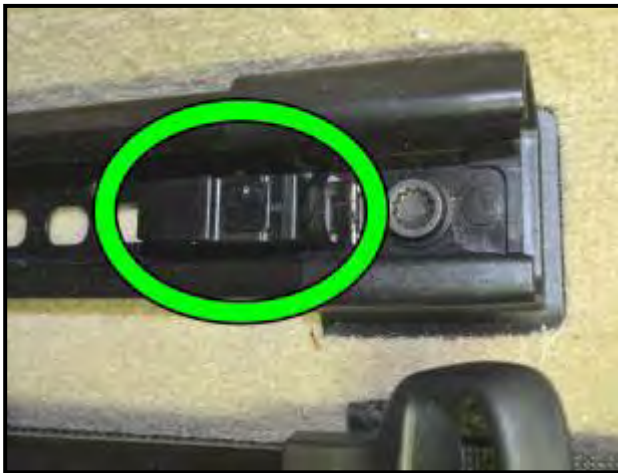


Section C (Criteria 02 vehicles) – Inspect for Missing Seat Track Tabs

 Tip: Illustration <left> shows Criteria 02 inspection points and part locations colored in green.

 Tip: Criteria 02 vehicles contain a passenger side manual seat with height adjustment.

 Tip: Criteria 02 vehicles contain seat track tabs on all four inspection points of the seat track.



- Open passenger side front door
- Move passenger side front seat rearward and to its upper most height position
- ⇐ On the passenger side front seat, inspect left front of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing install part # **5C6 881 250A** <as shown>



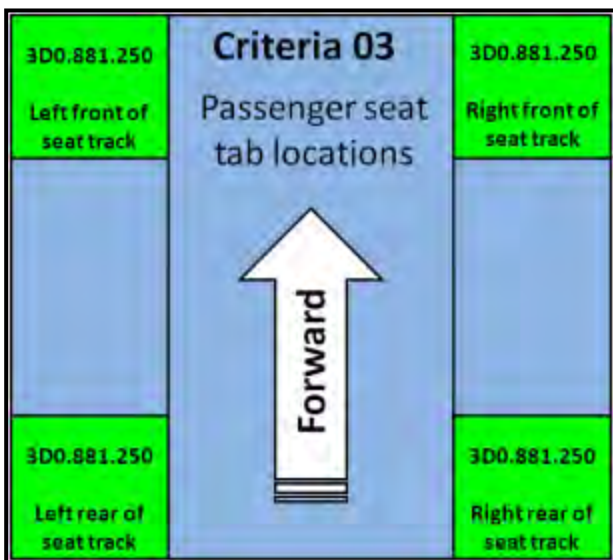
- ⇐ On the passenger side front seat, inspect right front of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing install part # **5C6 881 250A** <as shown>




- Move passenger side front seat forward
- Open passenger side rear door
- ⇐ On the passenger side front seat, inspect right rear of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing from this location, install part number **5C6 881 250B** <as shown>





- ⇐ On the passenger side front seat, inspect left rear of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing from this location, install part number **5C6 881 250B** <as shown>
- Reposition seat to its original position
- Close passenger door(s)
- **Continue to Section E**



Section D – Inspect for Missing Seat Track Tabs (Criteria 03 vehicles)

 Tip: Illustration <left> shows Criteria 03 inspection points and part locations colored in green.

 Tip: Criteria 03 vehicles contain a passenger side power seat.

 Tip: Criteria 03 vehicles contain seat track tabs on all four inspection points of the seat track.



- Open passenger side front door
- Move passenger side front seat rearward and to its upper most height position
- ⇐ On the passenger side front seat, inspect left front of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing install part # **3D0 881 250** <as shown>



- ⇐ On the passenger side front seat, inspect right front of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing install part # **3D0 881 250** <as shown>



- Move passenger side front seat forward
- Open passenger side rear door
- ⇐ On the passenger side front seat, inspect right rear of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing from this location, install part number **3D0 881 250** <as shown>



- ⇐ On the passenger side front seat, inspect left rear of seat track to ensure the tab <circle> is installed in the seat track
- ⇐ If seat track tab is missing from this location, install part number **3D0 881 250** <as shown>
- Reposition seat to its original position
- Close passenger door(s)
- **Continue to Section E**

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

Section E – Campaign Completion Label

Install Campaign Completion Label

- Open hood
- ⇐ 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)

- Close hood

ALL WORK IS COMPLETE