



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recalls 72K8 & 72K9 / Front Seat Backrest Frame Welds

This notice is for:

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

Date: September 03, 2020

Issue: Individual parts of the front seat backrest adjusting mechanism and the side element of the front seat backrest frame may not have been welded properly. In the event of a rear-end crash, the backrest adjustment could break under unfavorable conditions and the intended restraint effect may no longer be achieved. This may cause an increased risk of injury to the occupant of the front seat and potentially to the occupant in the rear seat directly behind it.

- Repair:**
- REPAIR AVAILABLE – September 04, 2020 / Inspect the front driver and passenger seats. If an affected part is found, the seatback frame will be replaced.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Due to the small number of affected vehicles that will need repair, there will be no parts allocation.

Affected Vehicles

72K8	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2021	ATLAS	1,420
	USA	2020	2020	ATLAS CROSS SPORT	977
	CAN	2021	2021	ATLAS	404
	CAN	2020	2020	ATLAS CROSS SPORT	171
72K9	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2020	2020	JETTA	897
	USA	2020	2020	JETTA GLI	27
	USA	2020	2020	TIGUAN	713
	CAN	2020	2020	JETTA	1,067
	CAN	2020	2020	JETTA GLI	21
	CAN	2020	2020	TIGUAN	862

**Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

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.

Notes:

- Schedule owner repairs immediately
- Owner mailing – September 2020

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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-