



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – 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: November 29, 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 NOT YET AVAILABLE
- 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.
- The replacement rate is estimated at around 1%.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Notes:

- Vehicles: Certain 2018 MY Volkswagen e-Golf and Golf R
 - USA: 45 / CANADA: 255

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.