



VOLKSWAGEN DEALER COMMUNICATION

IMPORTANT! Revision to Safety Recalls 72K8 & 72K9 / Front Seat Backrest Frame Welds

This notice is for:

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

Date: September 22, 2020

Revision Information:

The expected failure rate is less than 1% for Safety Recalls 72K8 & 72K9.

- Some unexpected parts ordering activity was noticed early on with these actions.
- With guidance and feedback from the field, it was determined that further clarification of the inspection procedure would be useful to help avoid parts ordering in cases where replacement parts are not needed.
- A revised inspection procedure, clarifying how to inspect the backrest frames, will be available in ELSA and ServiceNet on September 23, 2020. Please ensure all dealership personnel with campaign-related responsibilities are made aware of this revised information.
- Please note: ordering parts for stock will create back orders, unnecessary returns, obsolescence and scrapping. DO NOT order parts unless they are absolutely needed for a repair.

-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.