



Safety Recall

Code: 72L6

Subject	Front Seat Track Bolts															
Release Date	February 10, 2021															
Affected Vehicles	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2021</td><td>2021</td><td>JETTA</td><td>1</td></tr><tr><td>USA</td><td>2021</td><td>2021</td><td>TIGUAN</td><td>56</td></tr></tbody></table> <p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	JETTA	1	USA	2021	2021	TIGUAN	56
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2021	2021	JETTA	1												
USA	2021	2021	TIGUAN	56												
Problem Description	The front seat tracks are possibly missing bolts in the seat tracks. Without the bolts present, the seat can move front and back without restrictions (no limit stop). This can increase the risk of injuries in the event of a crash.															
Corrective Action	Inspect the front seat tracks for missing bolts and install new bolts if required.															
Precautions	If this condition is present in the vehicle, owners may possibly notice noise from an affected front seat on irregular or bumpy road surfaces.															
Code Visibility	On or about February 10, 2021, the campaign code will be applied to affected vehicles.															
Owner Notification	Owner notification will take place in February 2021. An owner letter example is included in this bulletin for your reference.															
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.</p>															

Parts Information (if required)

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- Contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation:
NO

Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5QM-898-955	Repair Kit	VIN to Order

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	72L6		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action 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.		
Criteria I.D.	01		
	Inspect seat frame tracks, all bolts present, no further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect seat frame track, no further work required
-OR-	Inspect seat frame tracks, bolt(s) missing, install bolt(s)		
	LABOR		
	Labor Op	Time Units	Description
	7210 49 99	40	Inspect seat frame track and install bolt(s)
	PARTS		
	Quantity	Part Number	Description
	1.00	5QM898955	REPAIR KIT

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 21V038

Subject: Safety Recall 72L6 –Front Seat Track Bolts

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The front seat tracks are possibly missing bolts in the seat tracks. Without the bolts present, the seat can move front and back without restrictions (no limit stop). This can increase the risk of injuries in the event of a crash.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect the front seat tracks for missing bolts and install new bolts if required. 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 repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take Owners are advised: If this condition is present in the vehicle, you may possibly notice noise from an affected front seat on irregular or bumpy road surfaces. If this happens, contact your nearest authorized Volkswagen dealer without delay to have your vehicle inspected/repaired.

Lease vehicles and address changes 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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

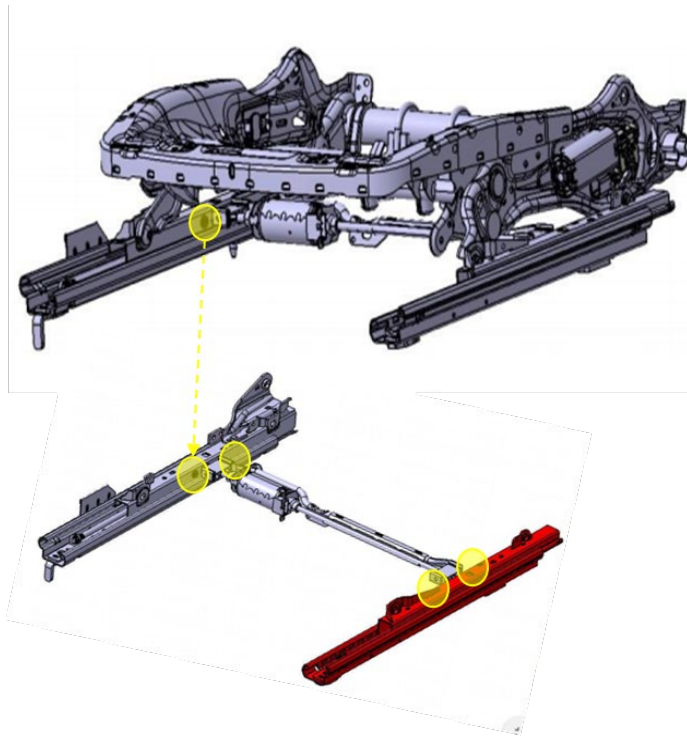
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Repair Overview



- Inspect for missing seat track bolts. Install bolts, if necessary.

! NOTE


- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

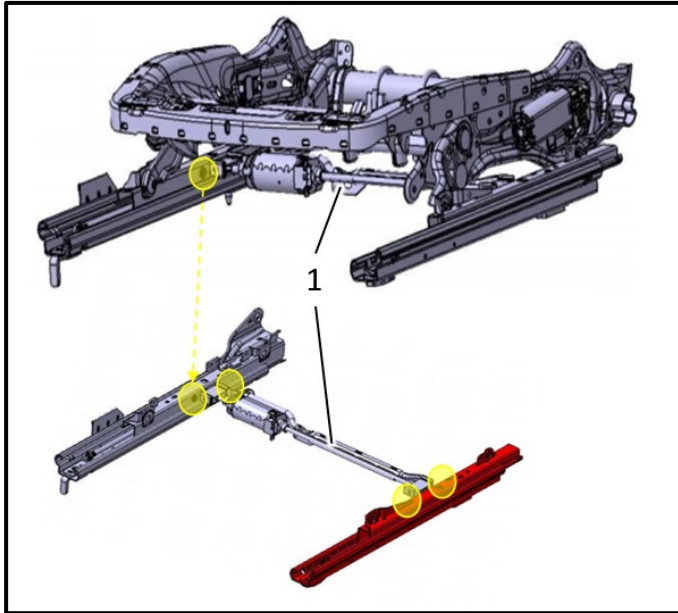
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

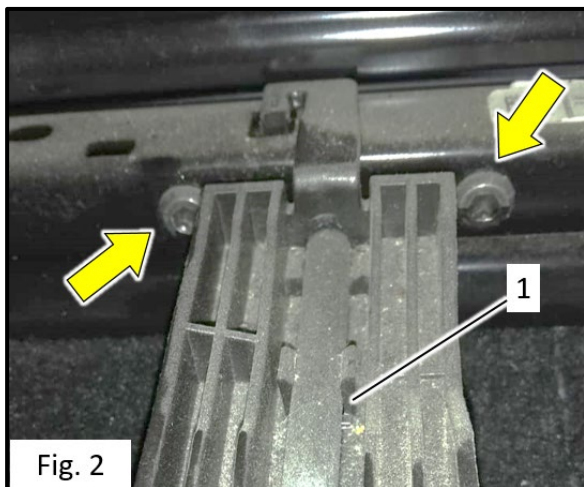
Section B – Seat Track Bolt Inspection



- **Both front seats must be inspected.**
- Move the seat all the way back and adjust seat to its highest position.
- Check for missing bolts at the ends of the seat motor bracket <1> in areas shown <circles>.
- If bolts are missing:
 - Install new bolts as needed and torque to 24 Nm.
 - Proceed to Section C after installing new bolts.
- If no bolts are missing:
 - No further work is required.
 - Proceed to Section C.



- Fig. 1 shows example of missing bolt <arrow>.



- Fig. 2 shows example of installed bolts at one end of seat motor bracket <1>.
- Both ends of the seat motor bracket must be inspected.

Section C – Campaign Completion Label

Install Campaign Completion Label

- 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).