

VOLKSWAGEN

GROUP OF AMERICA

OFFICE OF DEFECTS &
INVESTIGATIONS

2014 FEB -3 P 1:55



Scott Yon
Chief, Vehicle Integrity Division
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

Christopher T. Sandvig NAME
GM - Compliance / TREAD Title
Product Compliance Department
248-754-5000 Phone
248-754-5093 Fax
January 30, 2014 Date

Subject: PE13-036 /Jetta

Dear Mr. Yon:



VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Please find attached Volkswagen's response to an expanded request of PE13-036, dated November 04, 2013, in which the problem description "alleges a partial or complete loss of the exterior lights (e.g., headlights, brake lights, turn signal lights, etc.) due to a heat damaged electrical fuse".

The agency requested information specific to Volkswagen Jetta and Jetta Sportwagen vehicles.

Pursuant to the email request received from Mr. Michael Lee dated December 09, 2013, Volkswagen is providing information relating to population and counts for consumer complaints, field reports and warranty claims (not the underlying data or copies of documents).

Thank you for your consideration in granting our requested extension, to January 17, 2014, pursuant to the email communication received from Mr. Michael Lee on December 18, 2013.

For your convenience, each request is restated verbatim and then followed by our response.

Pursuant to your January 30, 2014 format request, Volkswagen provides the attached document in response to PE13-036, in compliance with your request.

Sincerely,



Christopher T. Sandvig
General Manager - Compliance/TREAD

Attachment

1. Number of subject vehicles produced by model year.

In response to this inquiry, Volkswagen has identified the following number of MY 2008 through MY 2011 Volkswagen vehicles manufactured and sold to Volkswagen Group of America, Inc. for resale or lease in the United States, including "states" as defined in 49 U.S.C. 30102(a)(10), that may use subject F16/SB16 fuse and fuse box:

MODEL	2008MY	2009MY	2010MY	2011MY	Total
Jetta Sedan	61,458	31,730	98,165		191,353
Jetta Sportwagen	5	17,595	25,361	26,162	69,123
Total	61,463	49,325	123,526	26,162	260,476

2. Number of consumer complaints and field reports (separately) by model year.

Volkswagen notes that the following response to Consumer Complaint and Field Report request may include multiple reporting about the same underlying incident; therefore, the counts provided are not additive. Stated counts are cumulative through December 15, 2013

Consumer Complaints

MODEL	2009MY	2010MY	2011MY	Total
Jetta	96	17		113
Jetta Sportwagen			3	3
Total	96	17	3	116

Field Reports

Model	2009MY	2010MY	2011MY	Total
Jetta	73	10	0	83
Jetta Sportwagen	0	0	3	3
Total	73	10	3	86

3. Number of crashes, fires, injuries and/or deaths.

Volkswagen has not received any reports involving a crash, fire, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a alleged defect in the subject vehicles.

4. Number of warranty claims by model year and a brief description of how these were selected/identified.

Warranty Claims

Model	2008MY	2009MY	2010MY	2011MY	Total
Jetta	2	1,159	345		1,506
Jetta Sportwagen		1	8	17	26
Total	2	1,160	353	17	1,532

The Volkswagen Warranty database was queried for all paid warranty claims in which the fusebox was replaced. The fusebox part number suffix was substituted with a 'wild card', in order to obtain all variations (where applicable) of the fusebox applicable to Jetta. The part number used in the query: **1K0-937-125-***

Warranty claims were then evaluated to determine if the repair/replacement met the problem description as stated in PE13-036:

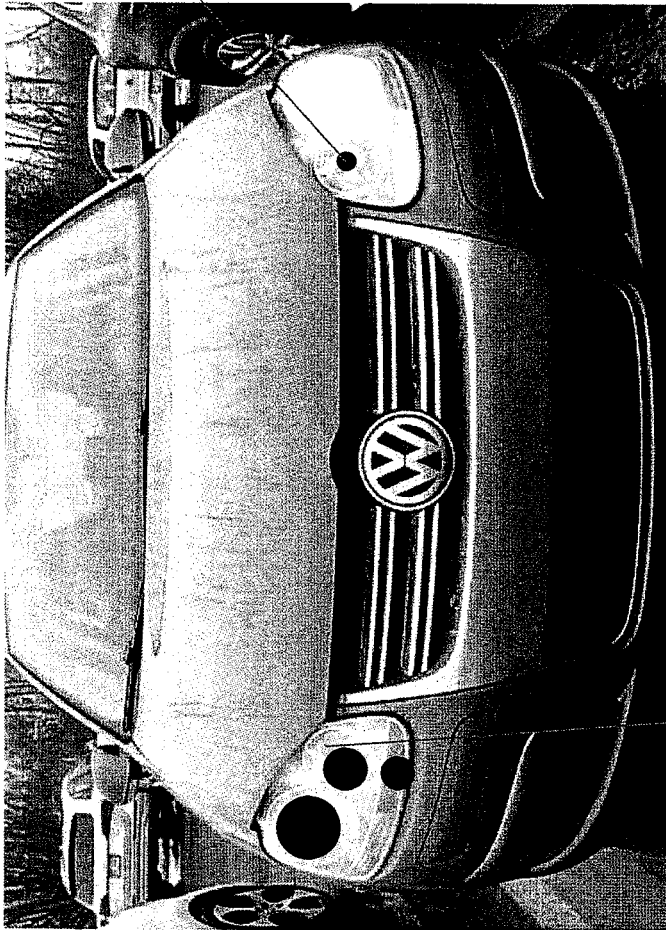
"Complaints allege a partial or complete loss of the exterior lights (e.g., headlights, brake lights, turn signal lights, etc.) due to a heat-damaged electrical fuse."

5. By model, list all individual exterior lights that are lost when defect condition occurs.

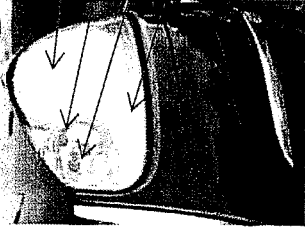
In response to this inquiry, Volkswagen is providing an attachment that identifies the affected exterior lights requested in Question 5. The document is attached as an Adobe Acrobat format, entitled "REQUEST NUMBER FIVE DATA.pdf".

Jetta Sedan A5

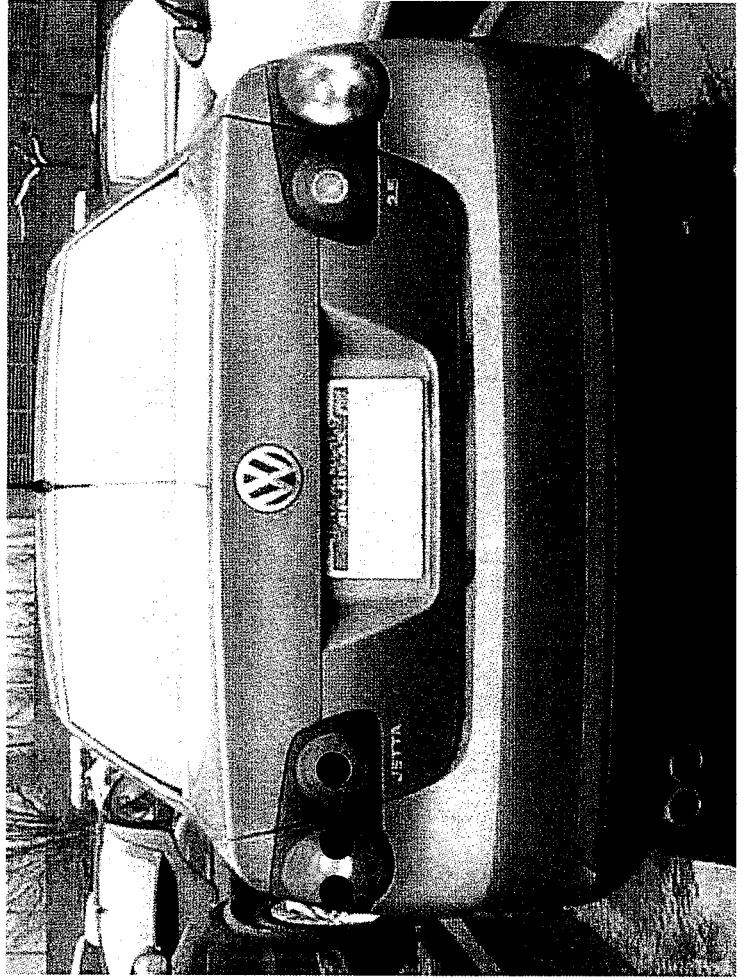
Lost with F16 fuse



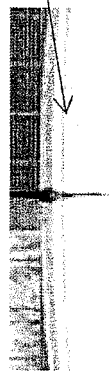
High beam ok,
Position light off



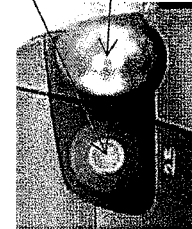
Low beam
Position Light
High beam
Turn Signal
Sidemarker



No high beam
Position Light ok



No CHMSL



Backup Light
Combined
Brake-Tail-
Turn Light

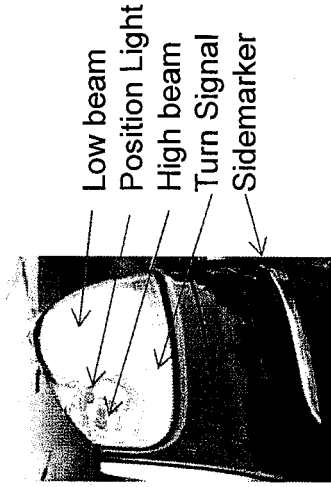
- Combined Signal: Two Bulbs
- Inner: Dimmed for tail light, full for brake light
 - Outer: Dimmed for tail light, full for brake light, flashing for turn signal

Jetta SportWagen A5

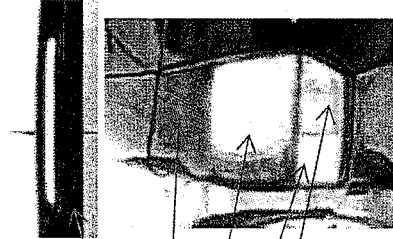
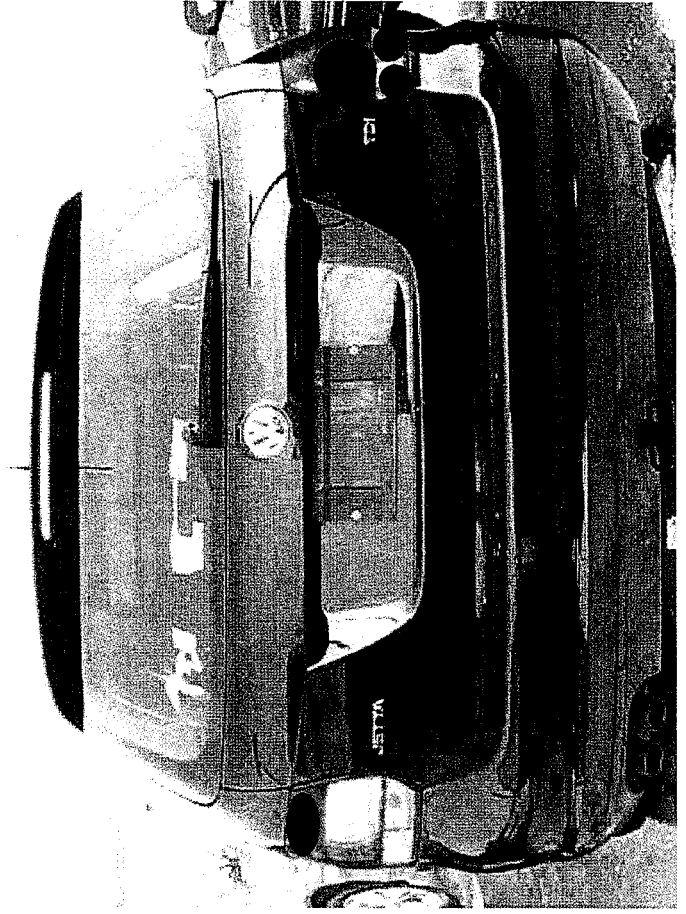
Lost with F16 fuse



No high beam
Position Light ok



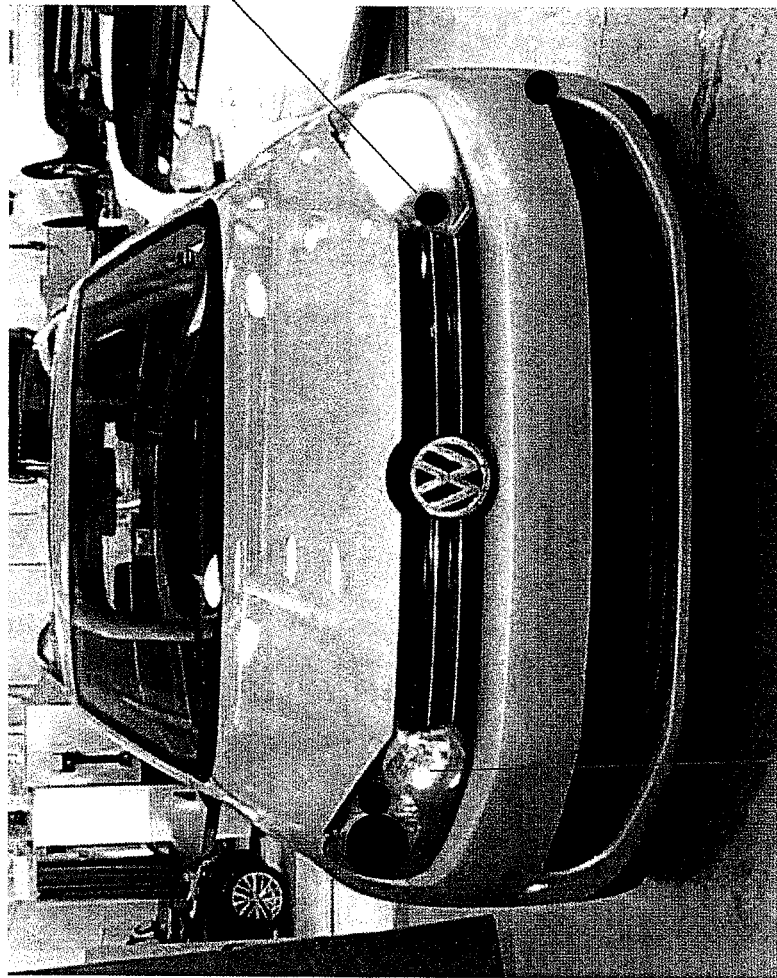
High beam ok,
Position light off



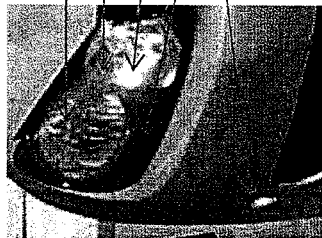
CHMSL
Brake Light
Tail Light
Turn Signal
Backup Light

Jetta SportWagen A6

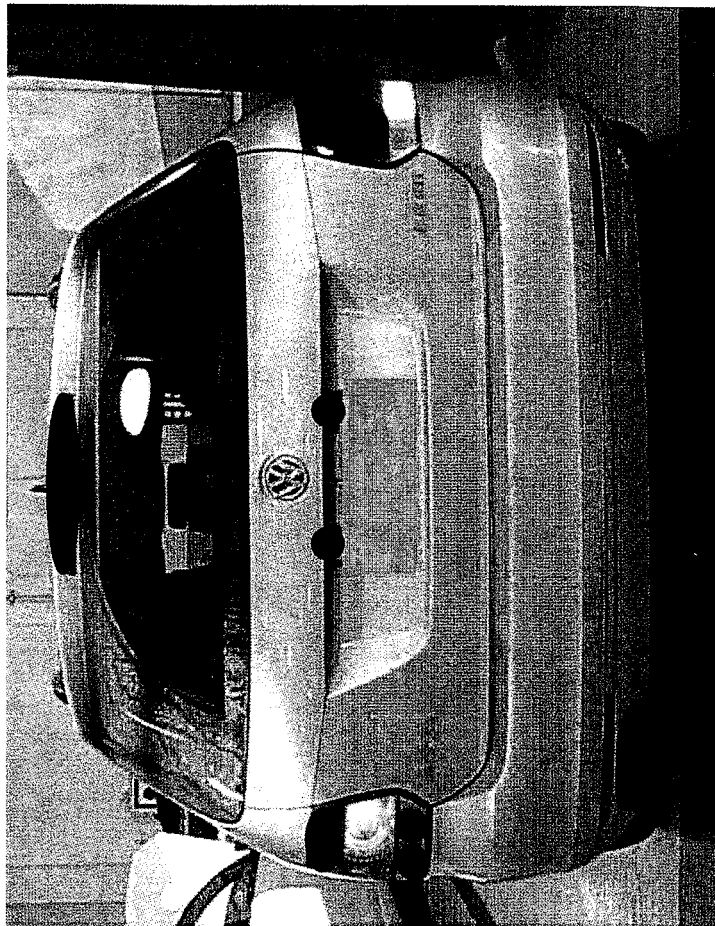
Lost with F16 fuse



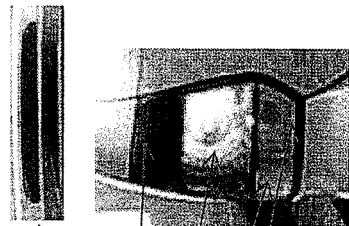
High beam ok,
Position light off



Low beam
Position Light
High beam
Turn Signal
Sidemarker



No high beam



CHMSL
Brake Light
Tail Light
Turn Signal
Backup Light