

VOLKSWAGEN

GROUP OF AMERICA

OFFICE OF DEFECTS &
INVESTIGATIONS

2014 FEB 12 A 10:33

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
February 10, 2014 Date

Subject: PE13-036 /Jetta (Amended)

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

Dear Mr. Yon:

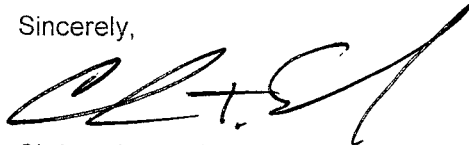
Please find attached Volkswagen's amended response to an expanded request of PE13-036, dated November 04, 2013, in which the problem description "alleges a partial or complete loss of the exterior lights (e.g., headlights, brake lights, turn signal lights, etc.) due to a heat damaged electrical fuse".

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

Based on discussions between the agency and Volkswagen, it was determined that the vehicle population related to the 2009 MY Jetta Sedan was significantly under-reported in Volkswagen's original response, dated January 17, 2014. The corrected vehicle population is resubmitted, herein.

As a matter of convenience, each request is restated verbatim and then followed by Volkswagen's response. No additional changes have been to the response, other than vehicle population.

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	94,911	98,165		254,534
Jetta Sportwagen	5	17,595	25,361	26,162	69,123
Total	61,463	112,506	123,526	26,162	323,657

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:

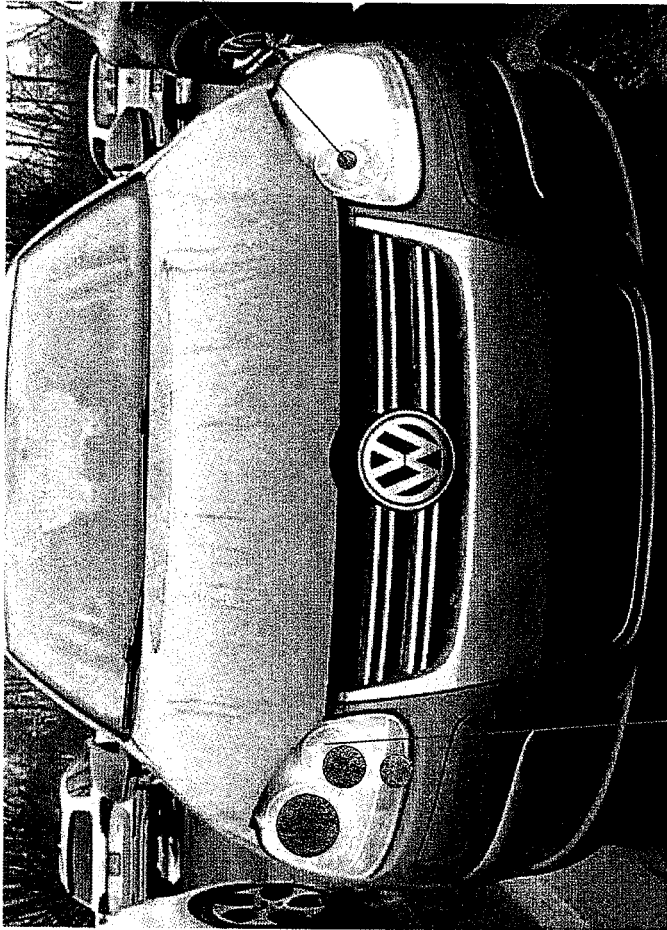
"Complaints allege a partial or complete loss of the exterior lights (e.g., headlights, brake lights, turn signal lights, etc.) due to a heat-damaged electrical fuse."

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



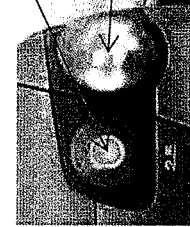
No high beam
Position Light ok



No CHMSL

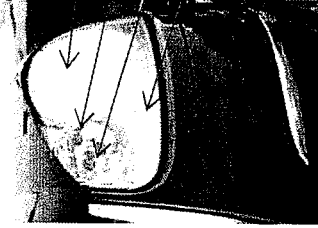
Backup Light

Combined
Brake-Tail-
Turn Light

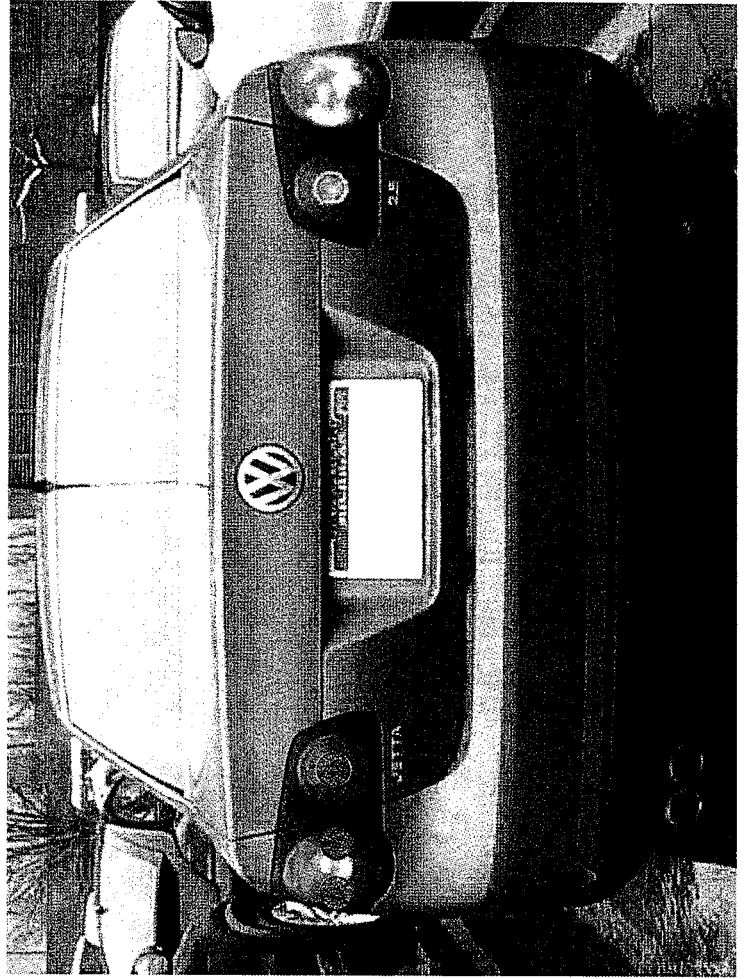


- Combined Signal: Two Bulbs
- Inner: Dimmed for tail light, full for brake light
 - Outer: Dimmed for tail light, full for brake light, flashing for turn signal

High beam ok,
Position light off



Low beam
Position Light
High beam
Turn Signal
Sidemarker

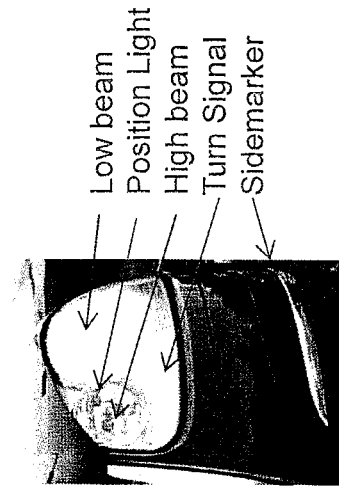


Jetta SportWagen A5

Lost with F16 fuse



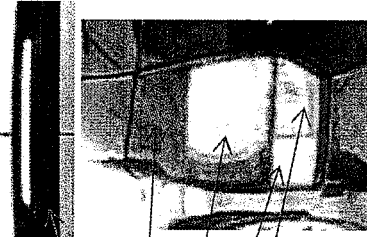
No high beam
Position Light ok



High beam ok,
Position light off

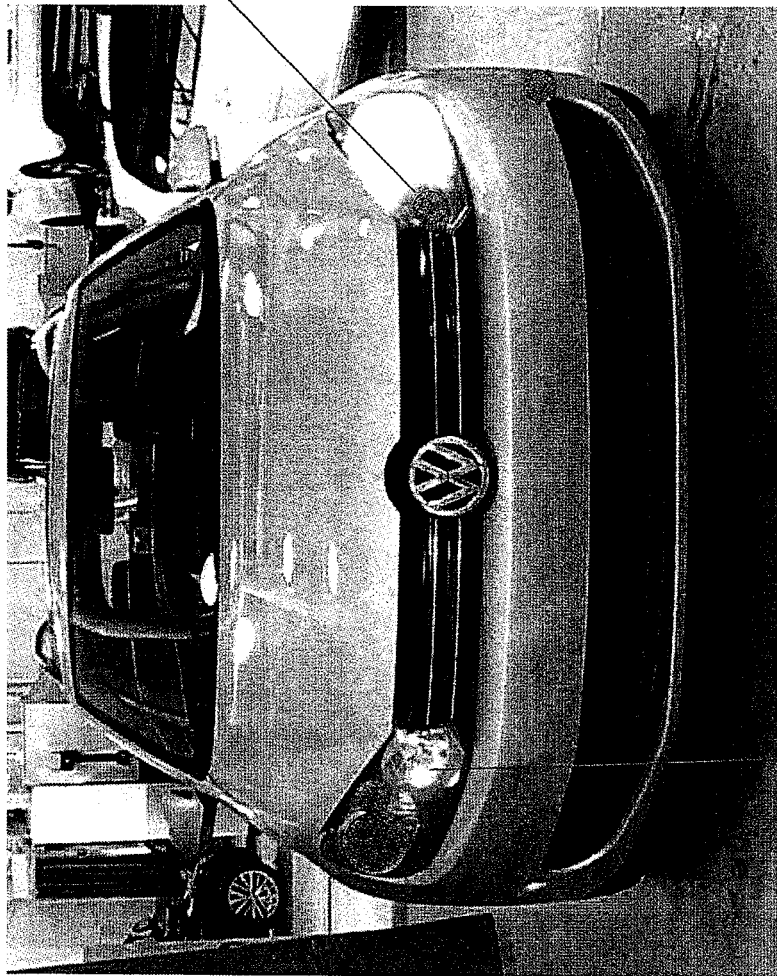


CHMSL
Brake Light
Tail Light
Turn Signal
Backup Light

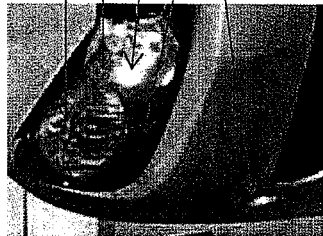


Jetta SportWagen A6

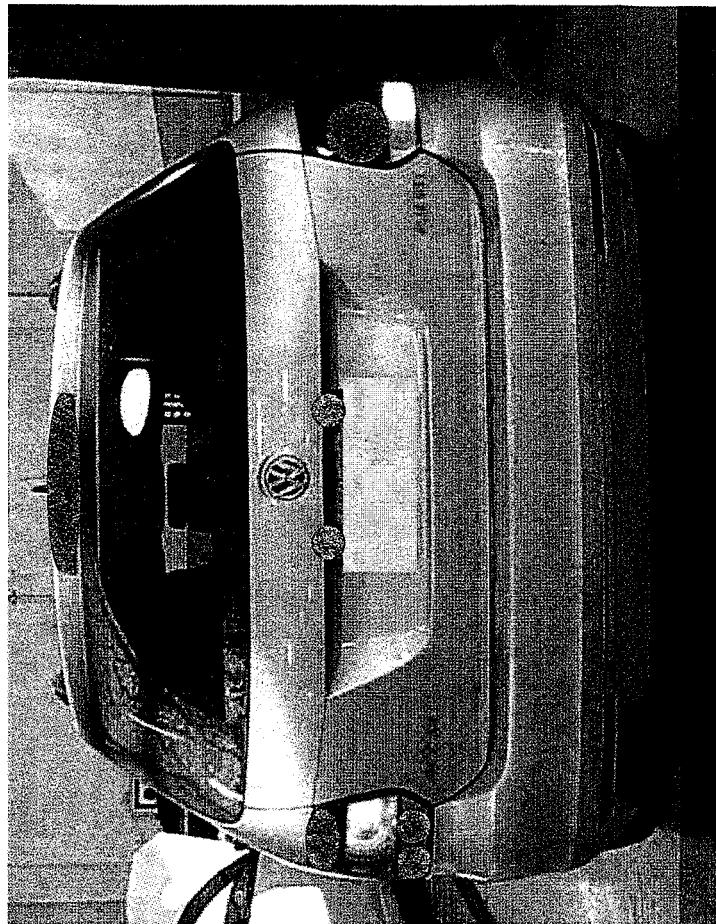
Lost with F16 fuse



High beam ok,
Position light off



Low beam
Position Light
High beam
Turn Signal
Sidemarker



CHMSL
Brake Light
Tail Light
Turn Signal
Backup Light

No high beam