

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

March 2005

**Subject: Safety Recall VX
2000-2002 Model Year Volkswagen Jetta, Golf and GTI Vehicles
Replace Emergency Light Switch (Hazard Switch)**

Dear Volkswagen Dealer Principal and Service Manager:

This letter is to inform you of the initiation of safety recall **VX**. Volkswagen has determined that a defect, which relates to motor vehicle safety, exists in some 2000-2002 model year Volkswagen Jetta, Golf and GTI vehicles.

Volkswagen has determined that, in some cases, the turn signal/hazard switch system function in affected vehicles may degrade over time. If this happens, it may result in intermittent or inoperative turn signals and hazard flashers, which can put customers at risk for a crash.

In order to correct this condition, a replacement hazard switch will be installed on affected vehicles.

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. It is therefore imperative that any vehicle in your inventory that is affected by this recall is corrected prior to delivery for sale or lease.

Please refer to **Safety Recall VX** posted on web VESIS and on the VW HUB for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

Thank you for your cooperation and assistance in this important matter.

A handwritten signature in black ink that reads "Maria Cotter".

Maria Cotter
Product Compliance

Important! Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!



Safety Recall Circular

Code: **VX**

March 2005

**Subject: 2000-2001 Model Year Golf/GTI (German Built),
2000-2002 Golf/GTI (Brazilian Built) and
2000-2002 Jetta Vehicles
Replace Emergency Light Switch (Hazard Switch)**

This is to inform you of the initiation of a safety recall involving some 2000-2002 model year Jetta, Golf and GTI vehicles.

Problem Description

Volkswagen has found that, in some cases the hazard switch and flasher system function in affected vehicles may degrade over time because of distortion and material transfer of the contacts of certain hazard switch relays (which occurs due to substantially increased electrical current load from higher-wattage turn signal bulbs). This may result in intermittent or inoperative turn signal and hazard flasher function.

Remedial Action

Replace the emergency light switch.

**Vehicle Identification
Number Ranges**

The vehicles affected by this recall action are within the following vehicle identification number ranges:

2000-2002 Jetta

3VW__ _9M_YM000089 to 3VW__ _9M_2M053565

(Germany) 2000-2001 Golf / GTI

WVW__ _1J_YW003222 to WVW__ _1J_1W210100

(Brazil) 2000-2002 Golf

9BW__ _1J_Y4003204 to 9BW__ _1J_24058531

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.

Note: It is recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order. Volkswagen will not reimburse under this action any duplicate repair work or a repair outside the VIN ranges.

Limitation of Sale or Lease of Certain Vehicles

The National Traffic and Motor Vehicle Safety Act of 1966, as amended, mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.**

Owner Notification Mailing

Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about March 31, 2005. A sample copy of the owner letter is enclosed for your information.

Vehicle Allocation

A computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require this action to be performed will be provided under separate cover.

Note: The above listing includes names and addresses obtained from state motor vehicle registrations. Under the law of most states, including regulations set forth by the California Department of Motor Vehicles, vehicle registration information may only be used for recall purposes. Use for any other reason may constitute a violation of state law.

Parts Information

You may receive an initial allocation of parts. During the campaign launch period, parts may be blocked and released by VIN through Special Services. Refer to the VWHub for campaign parts updates. After the launch period, the block may be lifted and then parts can be ordered through your facing parts depot.

Time Requirements/ Reimbursement

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the **VX** code in the OTIS View Campaign inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order.

VX Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
VX 12	20 T.U	- Replace emergency light switch 1 1J0 953 235 J 01C Emergency light switch

There is NO reimbursement for Vehicle Wash or Loaner Vehicle.

The system automatically enters labor and part applicable to the above listed code.


For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- VX 20 Customer Refused Repairs
- VX 30 Total Loss
- VX 40 Vehicle Stolen
- VX 50 Vehicle Exported

- Additional Campaigns** Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign inquiry screen so that any additional required work can be done simultaneously.
- Campaign Verification** For verification, always check the OTIS View Campaign inquiry screen. The OTIS system is the only binding campaign inquiry and verification source; other sources are not valid and may result in non-payment of a claim.
- Dealer Obligation** To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.
- Service Help** If you have a question regarding this or any other campaign, please call (800) 741-2919.
- Dealer Personnel Information** Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Product Compliance

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

March 2005

**Subject: Safety Recall VX
2000-2002 Model Year Volkswagen Jetta, Golf, and GTI Vehicles
Replace Hazard Switch (Emergency Light Switch)**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volkswagen has determined that a defect, which relates to motor vehicle safety, exists in some 2000-2002 model year Jetta, Golf, and GTI vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has determined that, in some cases, the turn signal/hazard switch system function in affected vehicles may degrade over time. If this happens, it may result in intermittent or inoperative turn signals and hazard flashers, which can put you at risk for a crash.

What Will Volkswagen Do?

In order to correct this condition, we will install a new hazard switch in your vehicle.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this work can be performed on your vehicle without delay. This service should take approximately one half-hour; however, your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. This work will, of course, be free of charge.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for replacement of the hazard switch, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (VX)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street, SW, Washington, DC 20590. Telephone: (888) 327-4236.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

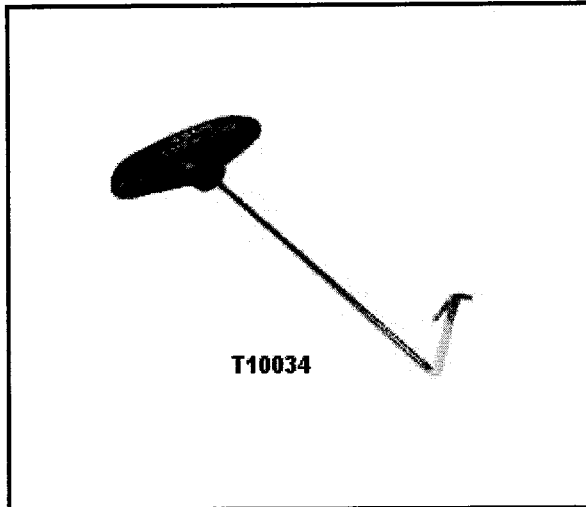
Sincerely,

Maria Cotter
Product Compliance

Parts:

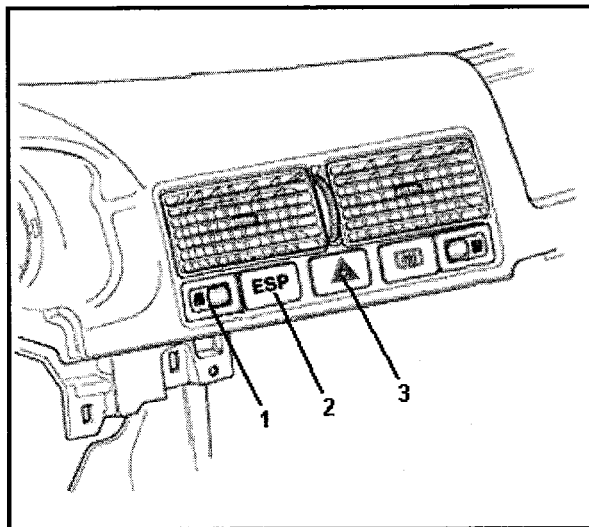
<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	1J0 953 235 J 01C	Emergency light switch

Special Tools and Equipment:



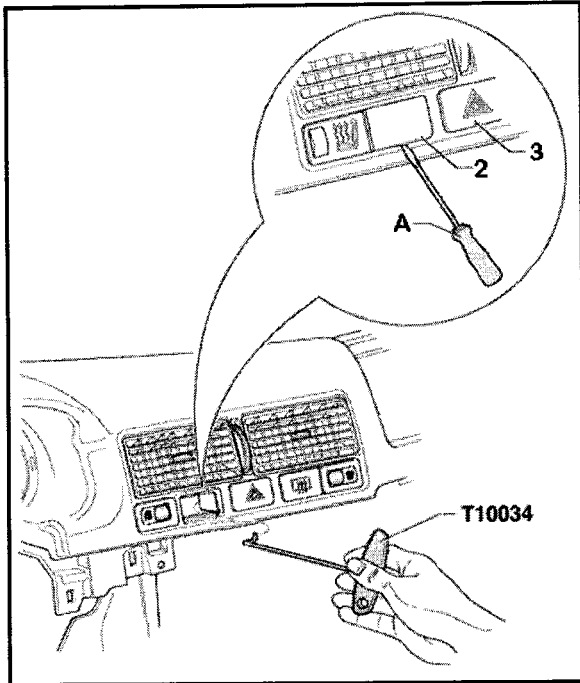
← T10034 Assembly Tool

Work Sequence



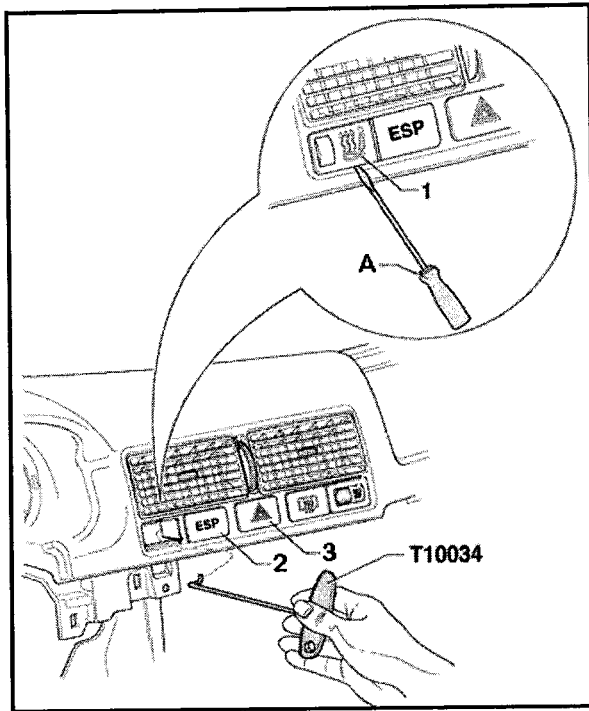
Section A – Emergency Light Switch Replacement

- Switch off all electrical consumers and remove key from ignition switch
- ← Emergency light switch -3- is the center switch in the instrument panel
- To remove emergency light switch, the ESP or ASR switch -2- must be removed, and to remove the ESP or ASR switch, the seat heater switch - 1- must be removed
- ← If an ESP or ASR switch -2- is located next to the emergency light switch, **go to Section B**; otherwise, continue



- ⇐ If there is no ESP or ASR switch and only a blank cover -2-, apply adhesive tape to instrument panel under cover, use a flat screw driver -A- to remove cover
- Insert assembly tool T10034 into opening, release clip holding emergency light switch -3- and pull it out of instrument panel
- ⇐ Disconnect connector from emergency light switch
- ⇐ On new emergency light switch (1J0 953 235 J 01C) reconnect connector and install switch into instrument panel
- Reinstall blank cover and remove adhesive tape
- Check turn signal and emergency light switch for correct operation
- Check all turn signal and emergency light switch bulbs for illumination and replace as required
- Destroy and properly dispose of removed part(s)

Section B – Emergency Light Switch Replacement on Vehicles with ESP or ASR



- ⇐ Apply adhesive tape to the instrument panel under seat heater switch -1- or the blank cover if the vehicle does not have heated seats and using a flat screw driver -A-, remove the seat heater switch or cover
- ⇐ Insert assembly tool T10034 into seat heater switch opening, release the clip holding the ESP or ASR switch -2- and pull it out of instrument panel
- Insert assembly tool T10034 into ESP or ASR switch opening, release the clip holding the emergency light switch -3- and pull it out of instrument panel
- Disconnect connector from the emergency light switch
- On new emergency light switch (1J0 953 235 J 01C) reconnect connector and install switch into instrument panel
- Reinstall ESP or ASR switch and seat heater switch into in the instrument panel and remove adhesive tape
- Check turn signal and emergency light switch for correct operation
- Check all turn signal and emergency light switch bulbs for illumination and replace as required
- Destroy and properly dispose of removed part(s)

3/30/2005

Frequently Asked Questions & Answers for Safety Recall VX

This FAQ is intended to provide supplementary information regarding the VX safety recall. For additional information, please refer to the VX Safety Recall circular that will be posted on web VESIS and on the VWHub at the end of March 2005.

■ What vehicles are affected?

2000-2002 model year Jetta, Golf, and GTI vehicles.

■ How many vehicles are affected?

Approximately 403,000 in the U.S., 80,000 in Canada.

■ What is the problem?

Volkswagen has determined that, in some cases, the hazard switch and flasher system function in the covered vehicles may degrade over time because of distortion and material transfer of the contacts of certain hazard switch relays, which occurs due to substantially increased electrical current load from higher wattage turn signal bulbs used in U.S. and Canadian vehicles.

■ What can happen?

This may result in intermittent or inoperative turn signal and hazard flasher function.

■ Can I drive the vehicle until it is repaired?

Yes, the vehicle can be driven until the repair is carried out. If your turn signals or flashers become inoperative, have your vehicle serviced by an authorized Volkswagen dealer as soon as possible.

■ Have there been any accidents?

There are no known accidents in the United States or Canada.

■ What exactly will be repaired on the vehicle?

A replacement emergency light switch (hazard switch) will be installed at no charge.

■ How long does the repair take?

The repair should take less than fifteen (15) minutes; however, dealers may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

■ Is a loaner vehicle being offered under this action?

No.

■ Do I have to make an appointment?

Yes, after you receive a letter from Volkswagen confirming that you are the owner of an affected vehicle. [Customer Relations should confirm the correct address of the customer!]

■ When will this repair be available?

Volkswagen is working diligently to have replacement parts available as quickly as possible. Customer notification will begin on March 31, 2005.