

# VOLKSWAGEN of America, Inc.

100-1110-23

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Product Compliance  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Phone: 1 (248) 754-5000  
Fax: 1 (248) 754-5093

February 27, 2007

Ms. Patricia Wallace  
Recall Analyst for Safety Assurance  
National Highway Traffic Safety Administration  
NSA-11  
U.S. Department of Transportation  
400 Seventh Street, S.W.  
Washington, DC 20590

**Subject: Recall Campaign N4 (06V-183) and (07V-063)**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following revised communications for recall campaign N4 (06V-183) and (07V-063): Dealer notification (including customer notification, work procedure, and accounting procedure) and Frequently Asked Questions (FAQ) documents.

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,



CHRISTOPHER T. SANDVIG  
PC:

John Maddox  
Product Compliance Officer

Enclosures

## Frequently Asked Questions (FAQ) Safety Recall N4

This FAQ is intended to provide supplementary information regarding the N4 Safety Recall. For additional information, please refer to the REVISED N4 Safety Recall circular that will be posted on **ElsaWeb** and on **VWHub/ServiceNet**.

### ■ What vehicles are affected?

The repair part and work instructions are the same, however, the recall now includes:

- **USA:** \* All 4<sup>th</sup> generation 1999-2005 Jetta, 2001-2005 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32

**CANADA:** \* All 4<sup>th</sup> generation 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI

\* **IMPORTANT!** Vehicles without cruise control produced prior to October 2000 are not affected **by this** action because they use a different brake light switch that is not affected by this recall.

### ■ Does this update to Safety Recall N4 affect any vehicles already part of the campaign? What about vehicles that were already repaired under Safety Recall N4?

Vehicles are only being added to Safety Recall N4. There is no impact to any vehicles that are currently part of Safety Recall N4; these vehicles that show the campaign open still require repair. Vehicles that have already been repaired under Safety Recall N4 are complete and do not require any further repair under this campaign.

### ■ What is the problem?

The affected vehicles may contain a brake light switch that may malfunction

### ■ What can happen?

If this happens, the brake lights could become inoperative or come on and stay on. Failure to provide the proper signal when braking could lead to a crash without warning.

### ■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual, but if the vehicle experiences a brake light switch malfunction, motorists should contact without delay an authorized Volkswagen dealer to make an appointment for service.

### ■ Should I take care of any affected vehicles on my dealer lot?

YES. By law, this safety recall must be completed on any affected new or used vehicle prior to the vehicle's delivery for sale or lease. On or about February 16, 2007, dealers will receive an allocation of parts to help take care of affected vehicles in inventory.

### ■ How do I take care of a customer who experiences a brake light switch malfunction **prior to April 2007?**

While customer notification for the additional affected vehicles will begin in April 2007, all affected vehicles will be visible in ElsaWeb on or about February 17, 2007. Dealers should repair any affected vehicle using switch (1C0 945 511 A NAR) at no cost to the customer.

### ■ Is the cost of the repair covered by Volkswagen?

Yes. This repair is available at no cost to customers affected by this recall.

### ■ What are some symptoms of a malfunctioning brake light switch?

A vehicle with a malfunctioning brake light switch may:

- have inoperative (or intermittently inoperative) brake lights
- be unable to shift out of PARK (for automatic transmissions)
- have brake lights that come on and stay on, even when the vehicle is turned off

**■ What exactly will be repaired on the vehicle?**

An improved brake light switch will be installed in the vehicle.

**■ How long does the repair take?**

The repair takes less than one hour to complete, but additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

**■ Is a loaner vehicle being covered under this action?**

A loaner vehicle is not required since the repair takes less than one hour to complete.

**■ Is towing being covered under this action?**

Towing is covered if it was necessary due to a brake light switch malfunction. Dealers should review the towing coverage information found in the N4 Safety Recall campaign circular for additional details. Customers who have incurred out-of-pocket towing expenses related to a brake light switch malfunction are eligible for reimbursement consideration under goodwill through Volkswagen Customer CARE.

**■ Do I have to make an appointment?**

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

**■ How many additional vehicles are affected and when will customer notification begin?**

There are approximately 790,000 additional affected vehicles in the United States; approximately 138,000 additional affected vehicles in Canada. Customer notification is scheduled to begin during April 2007 using a staggered approach.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and  
Warranty Administrator

Name

Title

Subject: Vehicles Added to Safety Recall N4  
(Brake Light Switch)

Product Compliance Department

February 16, 2007 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## VEHICLES ADDED TO SAFETY RECALL N4

Volkswagen is including additional vehicles in Safety Recall N4. The repair part and work instructions remain the same, however, the recall now includes:

- \* All **4<sup>th</sup> generation** 1999-2005 Jetta, 2001-2005 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32 in the U.S. and
- \* All **4<sup>th</sup> generation** 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI in Canada.

**\*IMPORTANT! Vehicles without cruise control produced prior to October 2000 use a different (2-pin) switch and therefore are NOT affected by this action.**

#### **When will parts be available?**

The 1C0 945 511 A NAR switch will be used to repair these vehicles. Currently, there is a substantial supply of these switches in dealer stock and at the PDCs, with additional stock in transit.

Dealers will receive a small initial allocation of parts on or about February 16, 2007 to repair any unsold vehicles in inventory and to handle interim customer demand.

- Parts are not blocked, but upper order limits will be in place.

In April 2007 when additional supplies of the new switch are available at dealerships, we will begin notifying the additional affected customers using a staggered approach. Dealers will receive another parts allocation prior to customer notification in April.

#### **How do I take care of a customer who experiences a brake light switch malfunction prior to April 2007?**

All vehicles affected by Safety Recall N4 will show in ElsaWeb on or about February 17, 2007. Dealers should repair any affected vehicle using the same switch (1C0 945 511 A NAR) at no cost to the customer.

#### **How do I take care of any affected vehicles on my dealer lot?**

If you have any affected vehicles on your dealer lot in either new or used car stock, by law this recall must be completed prior to the vehicle's sale or lease. Your February allocation should be more than sufficient to cover any unsold vehicles in your inventory.

**Where can dealers get additional information?**

The attached **FAQ** document can be used as a guide to answer any questions you may receive, and a revised campaign circular will be available shortly on ElsaWeb/ServiceNet.

As always, any press/media related questions should be directed to Keith Price, Public Relations Manager/Product & Technology at (248) 754-5064.

We would like to take this opportunity to remind you that any vehicle with an open campaign or required vehicle update TB must be repaired prior to delivery to the customer. This will ensure that the measures that are developed to address customer satisfaction issues are effective.

**Volkswagen Product Compliance**

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



# Safety Recall Circular

Code: **N4**

**Subject: 1998-2007 Jetta, 2003-2006 Jetta Wagon,  
1998-2007 New Beetle, 2003-2007 New Beetle Convertible,  
1999-2007 Golf/GTI, and 2004 R32  
Replace Brake Light Switch**

**REVISED** February 2007

### Revision Summary

- Additional vehicles have been included in this recall
- Non-cruise control vehicles built before October 2000 are **not** affected by this recall
- Data Entry procedure updated to include "check with no replacement"
- Work procedure revised to include check for presence of new style brake light switch or 2-pin connector switch

### Problem Description

Volkswagen has found that the affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or remain on. Failure to provide the proper signal when braking could lead to a crash without warning.

### Corrective Action

Replace the brake light switch.

### VIN Ranges & Production Dates of Affected Vehicles

\* Non-cruise vehicles built before October 2000 are **not** affected U.S.A.

#### 1999-2005 Jetta

3VW\_\_\_9M\_XM000337 - 3VW\_\_\_9M\_5M081487  
Produced 0511998 - 1112004

#### 2001-2005 Jetta Wagon

WVW\_\_\_1J\_1W400019 - WVW\_\_\_1J\_5W070823  
Produced 0512001 - 0312005

#### 1998-2007 New Beetle

3VW\_\_\_1C\_WM000119 - 3VW\_\_\_1C\_7M508439  
Produced 0211998 - 1112006

#### 2003-2007 New Beetle Convertible

3VW\_\_\_1Y\_3M300081 - 3VW\_\_\_1Y\_7M406579  
Produced 0612002 - 1112006

#### 1999-2006 Golf/GTI

WVW\_\_\_1J\_XW192101 - WVW\_\_\_1J\_1W210100  
Produced 0911998 - 0712000

9BW\_\_\_1J\_14000017 - 9BW\_\_\_1J\_64045003  
Produced 0912000 - 0712005

#### 2004 R32

WVW\_\_\_1J\_4D004018 - WVW\_\_\_1J\_4D133617  
Produced 1012003 - 0512004

### Canada

#### 1998-2007 Jetta

3VW\_\_\_9M\_WM900008 - 3VW\_\_\_9M\_5M072979  
Produced 0511998 - 1012004

3VW\_\_\_9M\_7M600002 - 3VW\_\_\_9M\_7M623030  
Produced 0712006 - 1112006

#### 2003-2006 Jetta Wagon

WVW\_\_\_1J\_3W000566 - WVW\_\_\_1J\_6W030324  
Produced 0512002 - 0412006

#### 1998-2007 New Beetle

3VW\_\_\_1C\_WM000066 - 3VW\_\_\_1C\_7M508392  
Produced 0211998 - 1112006

#### 2003-2007 New Beetle Convertible

3VW\_\_\_1Y\_3M300213 - 3VW\_\_\_1Y\_7M406552  
Produced 0812002 - 1112006

#### 1999-2007 Golf/GTI

WVW\_\_\_1J\_XW192163 - WVW\_\_\_1J\_1W217264  
Produced 0911998 - 0812000

9BW\_\_\_1J\_Y4005515 - 9BW\_\_\_1J\_64045005  
Produced 0312000 - 0812005

9BW\_\_\_1J\_74000244 - 9BW\_\_\_1J\_74008523  
Produced 0612006 - 0212007

**NOTE:** Check *ELSAWeb* on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

### Allocation Report of Affected Vehicles

Before the April customer notification, dealers with additional affected vehicles will receive a report (in the Service Manager's package) containing the complete VIN, customer name and address data. Dealers will not receive a report if they have no additional affected vehicles.

**NOTE:** The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

**Parts Information and Allocation**

On or about February 16, 2007 you will receive an additional allocation of parts for your unsold inventory. You will also receive a parts allocation before the additional customers are notified in April 2007. Parts will not be blocked, however, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

**Owner Notification Mailing**

Beginning in April 2007 Volkswagen will notify all **additional** known owners of affected vehicles by first class mail using a staggered mailing approach. A sample copy of the owner letter is enclosed.

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ELSAWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

<i>Damage Code</i>	<i>Time Units</i>	<i>Work Scope</i>
<b>N4 11</b>	<b>10 T.U.</b>	- Check brake light switch style – 2-pin connector present <u>or</u> 4-pin connector (1C0 945 511A or 1C0 945 511A NAR) present NO further work required
<b>N4 12</b>	<b>40 T.U.</b>	- Replace brake light switch 1 1C0 945 511A NAR Brake light switch
<b>N4 13</b>	<b>80 T.U.</b>	- Replace brake light switch; clear DTC & create engine readiness code 1 1C0 945 511A NAR Brake light switch
<b>N4 20</b>	<b>0 T.U.</b>	- Customer refused repairs <b><i>There is NO reimbursement for Vehicle Wash or Loaner Vehicle.</i></b>  The system will enter part and labor applicable to the codes above. <b><i>Towing – See below for TOWING COVERAGE</i></b>
<b><u>SUB LABOR</u></b>		<b><u>SUB PARTS</u></b>
<b><i>\$0.00</i></b>		<b><i>\$0.00</i></b>

• If EPC or glow plug light is illuminated and there is a diagnostic trouble code (DTC) stored in the engine control module and the DTC is related to the brake light switch, connect the VAS 5051 or VAS 5052 to clear DTC and create engine readiness code

• Print DTC information and attach to repair order

**TOWING GOODWILL COVERAGE**

- ***Claim Type: W5***
- ***Damage Code: N4CS 11 000 I***

***In the sublet labor field of the W5 claim, the dollar amount should equal the actual towing cost incurred.***

***In the comments field of the W5 claim, put the following: 100% N4 RECALL. CAR TOWED.***

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers." and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. 02007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## Customer Letter Example (U.S.A.)

April 2007

Subject: Safety Recall **N4**  
Replace Brake 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 decided that a defect, which relates to motor vehicle safety, exists in some 2001-2005 Jetta, 2001-2005 Jetta Wagon, 2001-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

### What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

### What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be 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.

### 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 brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, 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 (**N4**)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., 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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

## Customer Letter Example (Canada)

April 2007

Subject: Safety Recall **N4**  
Replace Brake Light Switch

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

**What Will Volkswagen Do?**

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

**What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be 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.

**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 brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, 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 Canada Inc.  
Attn: Customer CARE Center (**N4**)  
P.O. Box 842, Str. A  
Windsor, ON N9A 9Z9  
1-800-893-5298

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. Thank you for driving a Volkswagen!

Sincerely,

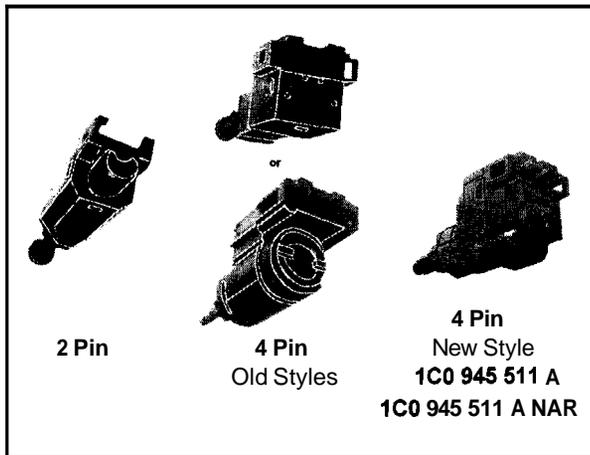
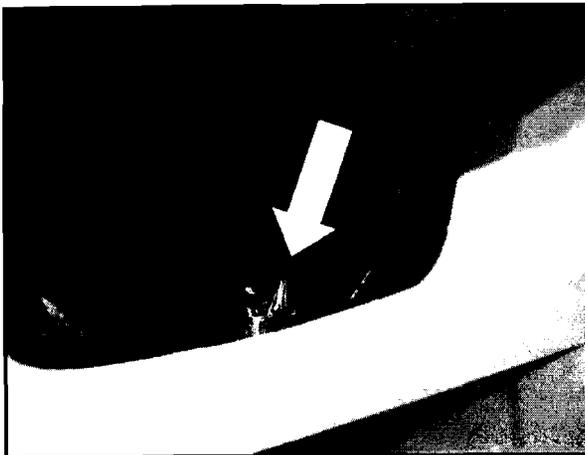
Volkswagen Product Compliance

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

**Parts:**

Quantity	Part Number	Part Name
	1C0 945 511A NAR	Brake Light Switch
	G 052 142 A2	Lubricant

**Work Sequence**

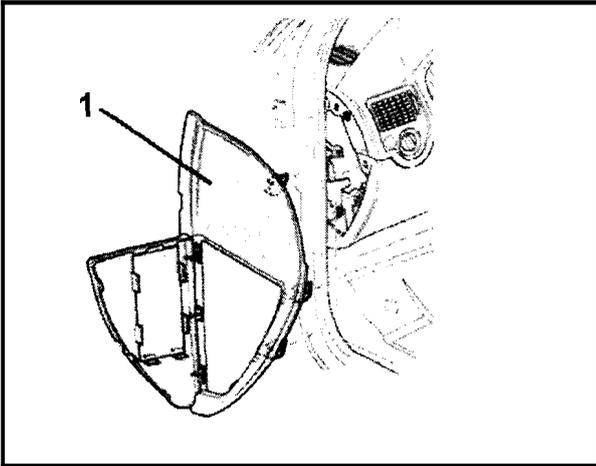


**Section A – Check Brake Light Switch Style**

- Open driver's door and raise steering wheel to highest position
  - Switch ignition to the "OFF" position and remove key
- ⇐ Using a flashlight, look through opening between steering column and trim panels and check brake light switch style and pin connector size -arrow-
- ⇐ If brake light switch has 2-pin connector, no work required, reposition steering column
- ⇐ If old style (round or square end) brake light switch with 4-pin connector is in vehicle, **go to Section B for all vehicles except New Beetle or Section C for New Beetle vehicles**
- ⇐ If new style brake light switch with 4-pin connector (1C0 945 511A/NAR) is in vehicle, no work required, reposition steering column

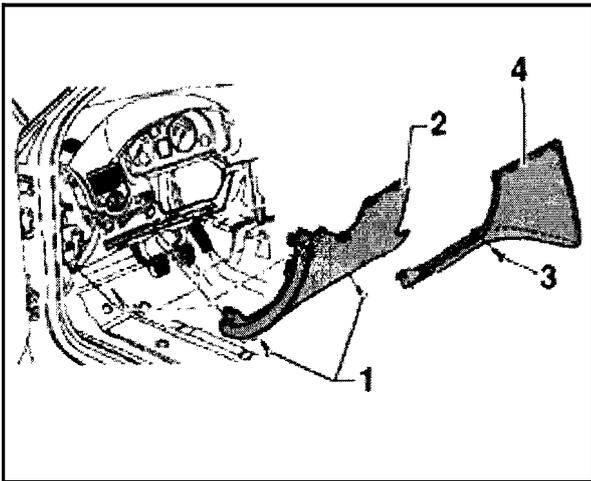
 Tip: New style brake light switch could have been previously installed and should not be replaced

## Section B – All Vehicles Except New Beetle – Trim and Cover Panel Removal



 Tip: On some vehicles there may not be a cover panel, therefore dashboard end cover and trim panel removal may not be necessary

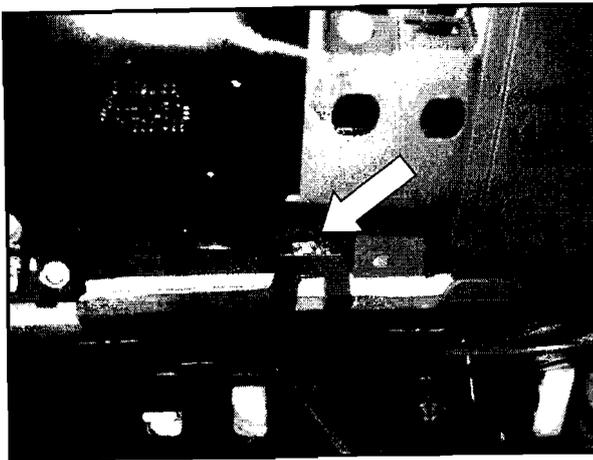
⇐ Remove dashboard end cover -1-



Remove (2) T15 Torx screws -1- and remove trim panel -2-

⇐ Remove (1) T15 Torx screw -3- at inner edge of trim panel -4-

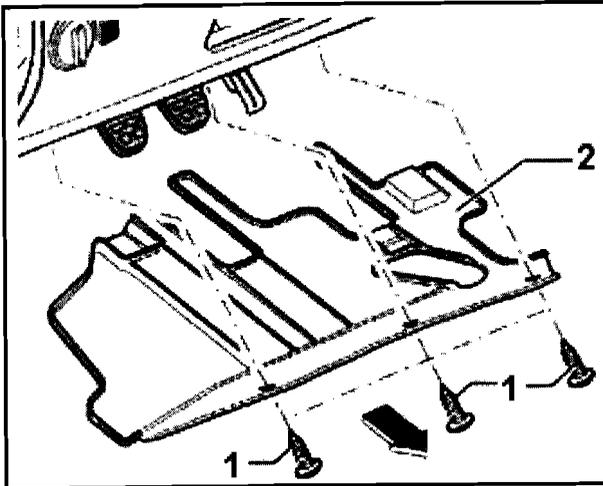
 Tip: Trim panel -4- does not need to be removed



⇐ Pry cover panel retaining clip -arrow- out of slot in dash panel

- Remove cover from behind lower edge of right trim panel, and pull out of rear holding clips
- **Go to Section D**

## Section C – New Beetle Cover Panel Removal



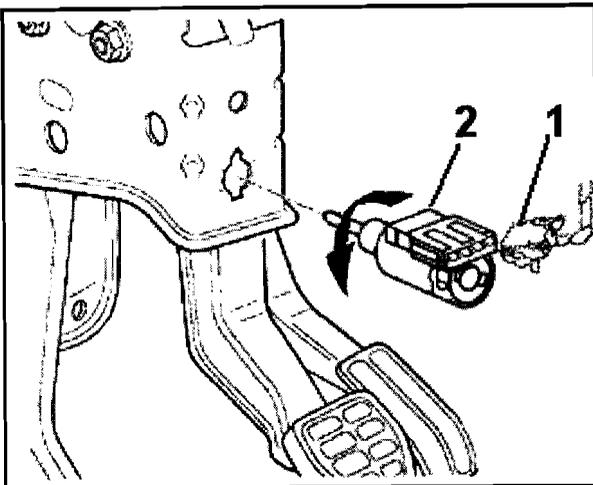
 Tip: On some vehicles, there may not be a cover panel

⇐ Remove 3 screws -1- securing cover -2- under dashboard on driver's side

⇐ Pull cover out of rear holding clips and remove

• Go to Section D

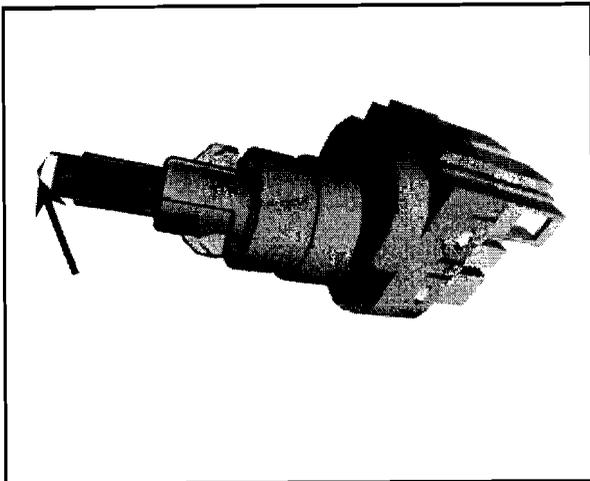
## Section D - Brake Light Switch Replacement and Reassembly



⇐ Disconnect connector -1- from brake light switch -2-

Remove brake light switch by turning left (counterclockwise) and pulling it out of retainer mounting hole

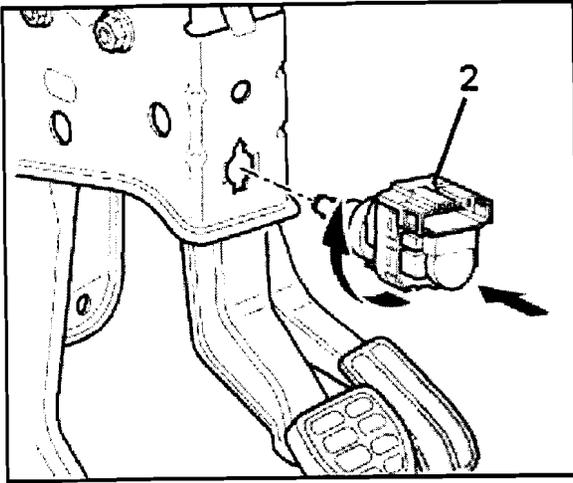
Obtain new brake light switch (100 945 511A NAR)



 Tip: New brake light switch has a white tip -arrow-

⇐ Apply light coat of lubricant (G 052 142 A2) to end of plunger -arrow-

@? Tip: Lubricant must be applied to prevent premature wear of brake light switch plunger

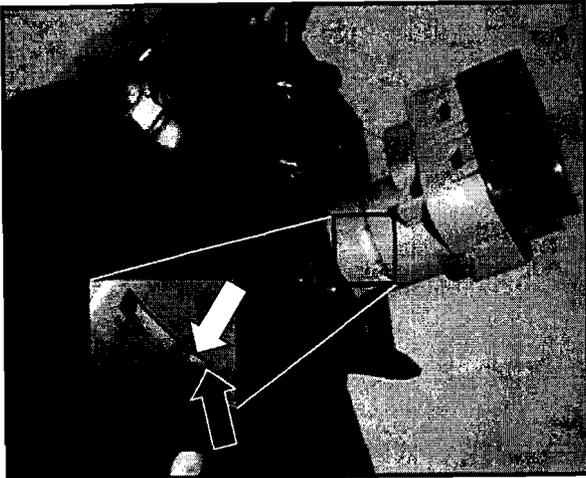


 Tip: New brake light switch can be installed multiple times

 Note: Leave brake pedal in resting position. **DO NOT** depress or hold up brake pedal during switch installation

- ⇐ Slowly and carefully insert switch -2- fully into mounting hole (only fits into hole one way) pressing plunger against pedal to adjust plunger position
- ⇐ Secure switch and plunger position by slowly turning switch fully to the right (clockwise) approximately 45° to its stop

 Note: A click should be heard when the switch is turned to the correct position. This action locks the plunger adjustment



- ⇐ Internal stop pin (white arrow) of brake light switch is fully seated at end of slot in outer shell (black arrow) when brake light switch is correctly installed
- Reconnect brake light switch connector and make certain connector is locked into brake light switch
- If EPC or glow plug light is illuminated and there is a diagnostic trouble code (DTC) stored in the engine control module and the DTC is related to the brake light switch, connect the VAS 5051 or VAS 5052 to clear DTC and create engine readiness code
- Print DTC information and attach to repair order

 Note: Only DTCs related to the brake light switch malfunction are covered by this recall. Any other checking, diagnosis or repairs are not part of or covered under this recall

- Operate brake pedal to verify proper function and brake light activation
- If removed, reinstall cover under dashboard and secure with 3 screws
- If removed, reinstall trim panel and dash panel end cover
- Destroy and properly dispose of removed part

**WORK IS COMPLETE**