



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

*November 4, 2008*

MR. CHRISTOPHER T. SANDVIG  
GENERAL MANAGER COMPLIANCE/TREAD  
SERVICE & QUALITY  
VOLKSWAGEN OF AMERICA, INC.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326

NVS-215paw  
08V-577

SUBJECT: STEERING GEAR REPLACEMENT

DEAR MR. SANDVIG:

This letter serves to acknowledge Volkswagen of America, Inc.'s (VW) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLKSWAGEN/PASSAT/2009  
VOLKSWAGEN/PASSAT WAGON/2009  
VOLKSWAGEN/PASSAT CC/2009

**NHTSA Campaign Number:** 08V-577

**Mfg's Report Date:** October 31, 2008

**Components:** STEERING GEAR

**Potential Number of Units Affected:** 130

**Summary:**

VW IS RECALLING 130 MY 2009 PASSAT, PASSAT WAGON, AND PASSAT CC VEHICLES. SOME VEHICLES MAY HAVE AN ELECTROMECHANICAL STEERING GEAR CONTROL UNIT THAT CAN MALFUNCTION DUE TO A DAMAGED CAPACITOR. IF THIS MALFUNCTION OCCURS, THE DRIVER'S STEERING INPUT IS NOT PROPERLY PROCESSED BY THE SYSTEM AND THE VEHICLE MAY NOT RESPOND AS THE DRIVER INTENDS. THIS DEFECT CAN ONLY OCCUR IMMEDIATELY AFTER VEHICLE START-UP WHEN THE STEERING WHEEL IS MOVED FOR THE FIRST TIME AND AT SPEEDS LESS THAN 5 MPH.

**Consequence:**

DRIVER ATTEMPTS TO OVERCOME THE SYSTEM DURING MALFUNCTION WILL CAUSE (1) VIBRATIONS IN THE STEERING WHEEL; (2) THE STEERING SYSTEM MOTOR TO TURN OFF; (3) THE RED STEERING SYSTEM MALFUNCTION INDICATOR LIGHT TO ILLUMINATE; AND (4) AUDIBLE WARNINGS TO CHIME. A MALFUNCTIONING STEERING SYSTEM COULD LEAD TO A CRASH WITHOUT WARNING.

**Remedy:**

DEALERS WILL REPLACE THE STEERING GEAR IN THE AFFECTED VEHICLES. THE RECALL IS EXPECTED TO BEGIN ON OR ABOUT DECEMBER 5, 2008. OWNERS MAY CONTACT VW AT 1-800-822-8987.

**Notes:**

VW RECALL NO. 48J1/P3. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6 except for the following items:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [Patricia.wallace@dot.gov](mailto:Patricia.wallace@dot.gov), [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person", written in a cursive style.

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement