



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recall 40J2/S4
2006 - 2009 MY Volkswagen Jetta (5th Generation) and
2009 Model Year Volkswagen Jetta SportWagen Equipped
with a 2.0L TFSI Engine (147 kW) and DSG Transmission

Product Department
Compliance

June 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Safety Recall 40J2/S4

This is to inform you of the launch of Safety Recall 40J2/S4, affecting some 2006-2009 model year Volkswagen Jetta (5th Generation) vehicles and some 2009 model year Volkswagen Jetta SportWagen vehicles equipped with a 2.0L TFSI engine (147 kW) and DSG transmission.

What is the problem?

Fastening screw contact surfaces on the driveshaft cover plate may not have been manufactured to factory specifications. Because of this, some screws may not have been torqued properly during assembly and could loosen over time, causing a knocking sound when the vehicle is in motion. In rare cases, the driveshaft screws could loosen to the point where the driveshaft detaches from the gearbox. If the vehicle is moving when this happens, the detached driveshaft could cause damage to the gearbox housing. A damaged gearbox housing could leak gearbox oil onto the street and create a risk of vehicle crash for both the driver and other motorists.

What does the repair involve?

Dealers will inspect and, if necessary, replace driveshaft screws.

Parts Allocation Information

The percentage of vehicles estimated to need driveshaft screw replacement is approximately 10%, and parts will be allocated to dealers prior to customer notification. Because the percentage of vehicles that may need a driveshaft replacement is extremely low (approximately 1%), there will not be a parts allocation for driveshafts.

Campaign Code Visibility and Customer Notification

Dealer in-stock vehicles affected by this campaign will show the 40J2/S4 code open, and dealers can check their VIM report to quickly determine if they have any in-stock vehicles affected by this recall. Only dealers with inventory vehicles affected by this action will see vehicles tagged with this campaign code on their VIM report.

- If you have an affected vehicle on the list, **DO NOT** sell, lease, or dealer-trade it. If you are using the vehicle as a demo, discontinue doing so immediately until the campaign work can be performed.
- Until the campaign work can be performed, please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Customer notification will begin on or about June 24, 2009, and the 40J2/S4 code will show open on affected customer vehicles on that date.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

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