



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Mandatory Stop-Sale Order
Upcoming Voluntary Safety Recall 37E3/S7
Inspect/Replace DSG Temperature Sensor

Product Department
Compliance

August 20, 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

MANDATORY STOP-SALE ORDER

Stop-Sale Order for Upcoming Voluntary Safety Recall 37E3/S7

DO NOT SELL, LEASE, OR DEALER TRADE ANY OF THESE VEHICLES.

Volkswagen has notified the NHTSA and Transport Canada of an upcoming voluntary safety recall affecting some Volkswagen vehicles equipped with a Direct Shift Gearbox (DSG). In the United States, some 2009-2010 model year Jetta, Jetta SportWagen, GTI and Eos vehicles equipped with a DSG are affected, and in Canada, some 2009-2010 model year Jetta, Jetta Wagon, GTI and Eos vehicles equipped with a DSG are affected.

What is the problem?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the transmission to abruptly shift to Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal Indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, the abrupt shift to Neutral could lead to a crash without warning.

What will Volkswagen do?

Volkswagen is working diligently to acquire the parts and finalize the work procedure for this action. Additional information and instructions will be provided as soon as possible.

What should dealers do?

All dealers are asked to check their VIM report on Friday, August 21, 2009 to see 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 the 37E3/S7 campaign on their VIM report. If an inventory vehicle does not appear on this report, it is not affected by this action.

- 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.
- 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.

When will repair information be available?

- Shortly, dealers will receive instructions on repairing affected vehicles.
- If a vehicle requires repair, dealers must complete the repair according to the instructions provided. Once repair is complete, the vehicle will be released from stop-sale hold. Affected dealers will be reimbursed for floor planning expenses related to the stop-sale hold vehicles while they are awaiting inspection/repair.

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

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.

Frequently Asked Questions (FAQ) Voluntary Safety Recall 37E3/S7

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

■ What vehicles are affected?

In the United States, some 2009 – 2010 model year Volkswagen Jetta, JettaSportWagen, GTI and Eos vehicles equipped with a Direct Shift Gearbox (DSG). These vehicles were produced September 2008 through August 2009.

In Canada, some 2009 – 2010 model year Volkswagen Jetta, Jetta Wagon, GTI and Eos vehicles equipped with a Direct Shift Gearbox (DSG) are affected. These vehicles were produced September 2008 through August 2009.

■ What is the problem and what can happen?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the transmission to abruptly shift to Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, the abrupt shift to Neutral 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 selector lever position indicator within the instrument panel flashes and/or the Depress Brake Pedal indicator light is illuminated, the driver should be aware that the vehicle may abruptly shift to Neutral. If this happens, customers should have the vehicle inspected by an authorized Volkswagen dealer immediately.

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

There are approximately 13,500 affected vehicles in the United States and approximately 2,500 in Canada. A customer notification date has not yet been scheduled.

■ What exactly will be repaired on the vehicle?

Dealers will inspect and, if necessary, replace an affected DSG temperature sensor.

■ Is a loaner vehicle being covered under this action?

Dealers with customers needing alternate transportation should refer to the existing alternate transportation program and provide a service loaner if requested. If a service loaner is not available, dealers are encouraged to offer customers shuttle service.

■ Is towing being covered under this action?

Roadside Assistance is offered at no charge by calling Volkswagen Roadside Assistance at 800-411-6688.

■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified. Dealer and owner notification dates have not yet been established.



Audi of America, Inc.

MANDATORY STOP-SALE ORDER

STOP-SALE ORDER FOR UPCOMING VOLUNTARY SAFETY RECALL 37E4/J7

Effective immediately, some 2009-2010 model year Audi vehicles are under a mandatory stop-sale order.

**DO NOT SELL, LEASE OR DEALER TRADE
ANY OF THESE VEHICLES**

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

August 20, 2009

**Subject: Mandatory Stop-Sale Order
Upcoming Voluntary Safety Recall 37E4/J7
Inspect/Replace DSG Temperature Sensor**

Dear Audi Dealer Principal, Service Manager, Sales Manager, General Manager and Parts Manager:

Audi has notified the NHTSA of an upcoming voluntary safety recall affecting some Audi vehicles equipped with a Direct Shift Gearbox (DSG). In the United States, some 2009 – 2010 model year Audi A3, TT and TT Roadster vehicles equipped with a Direct Shift Gearbox (DSG) are affected. These vehicles were produced September 2008 through August 2009.

What is the problem?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the transmission to abruptly shift to Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, the abrupt shift to Neutral could lead to a crash without warning.

What will Audi do?

Audi is working diligently to acquire the parts and finalize the work procedure for this action. Additional information and instructions will be provided as soon as possible.

What should dealers do?

All dealers are asked to check their AIM report on Friday, August 21, 2009 to see 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 the 37E4/J7 campaign on their AIM report. If an inventory vehicle does not appear on this report, it is not affected by this action.



- 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.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.

When will repair information be available?

- Shortly, dealers will receive instructions on repairing affected vehicles.
- If a vehicle requires repair, dealers must complete the repair according to the instructions provided. Once repair is complete, the vehicle will be released from stop-sale hold. Affected dealers will be reimbursed for floor planning expenses related to the stop-sale hold vehicles while they are awaiting inspection/repair.

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.

Thank you for your help in this matter.

Audi Product Compliance

Frequently Asked Questions (FAQ) Voluntary Safety Recall 37E4/J7

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

■ What vehicles are affected?

In the United States, some 2009 – 2010 model year Audi A3, TT and TT Roadster vehicles equipped with a Direct Shift Gearbox (DSG) are affected. These vehicles were produced September 2008 through August 2009.

■ What is the problem and what can happen?

The wiring harness of a temperature sensor in the DSG may have connector wires that were insufficiently crimped by the connector supplier during a limited production period. With insufficiently crimped connector wires, a temperature sensor has the potential to falsely detect a high gearbox oil temperature, causing the transmission to abruptly shift to Neutral. If this happens, the selector lever position indicator within the instrument panel will flash. In addition, the Depress Brake Pedal indicator light will be illuminated, alerting the driver to apply the brakes. In heavy traffic, the abrupt shift to Neutral 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 selector lever position indicator within the instrument panel flashes and/or the Depress Brake Pedal indicator light is illuminated, the driver should be aware that the vehicle may abruptly shift to Neutral. If this happens, customers should have the vehicle inspected by an authorized Audi dealer immediately.

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

There are approximately 2,500 affected vehicles in the United States. A customer notification date has not yet been scheduled.

■ What exactly will be repaired on the vehicle?

Dealers will inspect and, if necessary, replace an affected DSG temperature sensor.

■ Is a loaner vehicle being covered under this action?

Dealers with customers needing alternate transportation should refer to the existing alternate transportation program. If a service loaner is not available, please refer the customer to Audi Customer Relations at 800-253-2834.

■ Is towing covered under this action?

Roadside Assistance is offered at no charge by calling Audi Roadside Assistance at 800-411-9988.

■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified. Dealer and owner notification dates have not yet been established.

■ Who can the customers contact for more information or to see if their vehicle is affected?

Customers should contact Audi Customer Relations at 800-253-2834..



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Status Update
Upcoming Voluntary Safety Recall 37E3/S7
Inspect/Replace DSG Temperature Sensor

Product Department
Compliance

September 9, 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION
Status Update -Upcoming Voluntary Safety Recall 37E3/S7
Inspect/Replace DSG Temperature Sensor

As you are aware, Volkswagen has notified the NHTSA and Transport Canada of an upcoming voluntary safety recall affecting some Volkswagen vehicles equipped with a Direct Shift Gearbox (DSG). In the United States, some 2009-2010 model year Jetta, Jetta SportWagen, GTI and Eos vehicles equipped with a DSG are affected, and in Canada, some 2009-2010 model year Jetta, Jetta Wagon, GTI and Eos vehicles equipped with a DSG are affected.

We have been working diligently to create the repair work procedure and obtain the parts necessary to complete the repairs required for the vehicles affected by this recall. We still do not have all of the required parts available to start the campaign at this time, but we are automatically allocating some parts to handle any critical customer vehicle cases or any dealer inventory vehicles that may be pending sale.

Please note that Volkswagen is currently developing and testing a software solution that would make the replacement of the affected temperature sensor unnecessary. This solution will be a simple and non-invasive procedure that will prevent any damage to the transmission components as a consequence of having to remove the Mechatronic unit from the transmission in order to access the temperature sensor. This software solution should be available in the coming weeks. Thus, it is highly recommended to replace a temperature sensor only on an inventory vehicle that is pending sale. If possible, please wait to update all of your affected inventory vehicles until the software solution is available. However, if you have a customer vehicle that requires a replacement of the temperature sensor, please repair the vehicle immediately. If you have exhausted your allocated parts and require parts for a customer's vehicle, please contact your FOM to escalate your request.

Additionally, an interim work procedure and claiming instructions can now be found in ServiceNet under the 37E3 code in the Campaign Circulars section.

Once the software solution has been finalized, we will update the repair instructions, publish the final Campaign Circular, notify the dealers of the initiation date and notify customers to please bring in their vehicle for the required repairs.

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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Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "37E3" campaign is open.

Service No.: 37E3

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criterion 01 – Install temperature sensor

Repair operation: 3511 25 99 2.30 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
10	N 105 540 02	Mechatronic Bolt
5	N 910 327 02	Mechatronic Cover Bolt
1	N 043 80 92	Oil Plug Seal
5 L	G 052 182 A2	Gear Oil
1	02E 927 321 A	Temp Sensor
1	02E 321 371 E	Mechatronic Cover Seal
2	WHT 001 403	O-Rings
1	N 104 548 01	Pendulum Bolt M10x75
1	N 102 048 08	Pendulum Bolt M10x35

There is NO reimbursement for vehicle wash.

Loaners must be covered under the Alternate Transportation Program.

If customer refused repairs – Fax the repair order to (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.



Audi of America, Inc.

September 9, 2009

**Subject: Status Update
Upcoming Voluntary Safety Recall 37E4/J7
Inspect/Replace S tronic DSG Temperature Sensor**

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

Dear Audi Dealer Principal, Service Manager, Sales Manager, General Manager and Parts Manager:

As you are aware, Audi recently notified the NHTSA of an upcoming voluntary safety recall affecting some Audi vehicles equipped with an S tronic Direct Shift Gearbox. In the United States, some 2009 – 2010 model year Audi A3 and some 2009 model year Audi TT and TT Roadster vehicles equipped with a S tronic Direct Shift Gearbox are affected. These vehicles were produced September 2008 through August 2009.

We have been working diligently to create the repair work procedure and obtain the parts necessary to complete the repairs required for the vehicles affected by this recall. We still do not have all of the required parts available to start the campaign at this time, but we are automatically allocating some parts to handle any critical customer vehicle cases or any dealer inventory vehicles that may be pending sale.

Please note that Audi is currently developing and testing a software solution that would make the replacement of the affected temperature sensor unnecessary. This solution will be a simple and non-invasive procedure that will prevent any damage to the transmission components as a consequence of having to remove the Mechatronic unit from the transmission in order to access the temperature sensor. This software solution should be available in the coming weeks. Thus, it is highly recommended to replace a temperature sensor only on an inventory vehicle that is pending sale. If possible, please wait to update all of your affected inventory vehicles until the software solution is available. However, if you have a customer vehicle that requires a replacement of the temperature sensor, please repair the vehicle immediately. If you have exhausted your allocated parts and require parts for a customer's vehicle, please contact your AASM to escalate your request.

Additionally, an interim work procedure and claiming instructions can now be found in ServiceNet under the 37E4 code in the Campaign Circulars section.

Once the software solution has been finalized, we will update the repair instructions, publish the final Campaign Circular, notify the dealers of the initiation date and notify customers to please bring in their vehicle for the required repairs.



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Audi Product Compliance