



Volkswagen of America, Inc
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

October 2009

**Subject: Safety Recall 37E3/S7
2009 Model Year Volkswagen Eos, 2009-2010 Model Year Volkswagen Jetta, Jetta SportWagen and GTI Equipped with a Direct Shift Gearbox (DSG)
DSG Temperature Sensor**

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 2009 model year Volkswagen Eos and in some 2009-2010 model year Volkswagen Jetta, Jetta SportWagen and GTI vehicles equipped with a Direct Shift Gearbox (DSG). Our records show that you are the owner of one of these vehicles.

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 clutch to open and can cause the driver to perceive that the transmission has shifted into 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, this could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will reprogram the transmission control module with updated software.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about 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.

Precautions You Should Take

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 are illuminated, the driver should be aware that the vehicle may feel as if the transmission has shifted into Neutral. If this happens, customers should have the vehicle inspected by an authorized Volkswagen dealer immediately.

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 a replacement DSG temperature sensor because of the condition described in this letter, 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 (37E3/S7)
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, 1200 New Jersey Avenue, SE., 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