

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: **40J2**

Subject: 2006-2009 Jetta (5th Generation) and 2009 Jetta SportWagen with 2.0L TFSI Engine and DSG Transmission

REVISED

Inspect and, if Necessary, Replace Driveshaft Screws November 2009

Revision Summary

REMINDER: Replaced driveshafts must be returned!

- Updated instructions for returning replaced driveshaft, plates and bolts – Pgs. 1, 13
- When 14-day count begins for returned parts

Problem Description

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.

Corrective Action

Inspect and, if necessary, replace driveshaft screws.

VIN Range & Production Date of Affected Vehicles

U.S.A.

2006-2009 Jetta and 2009 Jetta SportWagen

3VW ___1K_6M_618033 - 3VW ___1K_9M_304337

Production date: June 15, 2005 – November 29, 2008

Canada

2006-2009 Jetta

3VW ___1K_6M_618033 - 3VW ___1K_9M_304337

Production date: June 15, 2005 – November 29, 2008

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 & VIM System

In the Service Manager's Package, dealers with affected vehicles received a report containing the VIN, customer name, city, state and zip code. Dealers did not receive a report if they had no affected vehicles. Additionally, dealers can use the VIM system to check for affected inventory vehicles.

Parts Information and Allocation

Although there were only a small number of vehicles expected to need driveshaft screw replacement, parts

allocated for this action. Ensure that these parts are inventoried in a secure manner and are used **ONLY** for this campaign.

If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com. If you have questions regarding parts please contact the Parts Helpline at 800-767-6552.

Parts Return FOR REPLACED Driveshaft(s) ONLY

The SAGA system will **not** generate a parts return sheet or barcode for this campaign; however, **electronic FedEx shipping labels will be generated for driveshaft/parts that are to be returned under this campaign.** In order to utilize the free shipping privilege, removed driveshaft/parts should be retained in the dealership retention area until a request for part return is provided by Volkswagen. Attach a copy of the repair order for removed driveshaft(s) **which must include removed screws and bedplate**, and ship according to the applicable Volkswagen address below. **Claims will be debited for parts not received within 14 days from the date of the part return request.**

We will continue to inspect all parts returned under this action, and **will debit claims where the part did not require replacement** as per these work instructions. Debits for parts that should not have been replaced began August 11, 2009.

IMPORTANT!

When returning parts under this action, **do not** include any other items you need to send to the Warranty Parts Return Center with your shipment. **Unrelated items shipped with returned driveshafts will not be acknowledged or returned.**

USA Dealers ship to:

VW Warranty Parts Return Center
3800 Hamlin Road
Auburn Hills, MI 48326

CANADA Dealers:

Follow the normal parts return process.
Please include the campaign identification:
40J2/S4 Parts Return

The repair 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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Owner Notification Mailing

On or about June 24, 2009 Volkswagen notified all known owners of affected vehicles by first class mail. A sample of the owner letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from one of the charts below. **The Applicable Criteria ID is shown in ElsaWeb.** 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.

Saga Claim Entry Procedure

FOR DRIVESHAFT SCREW REPLACEMENT

Check ElsaWeb to determine whether the "40J2" campaign is open.

Service No.: 40J2

Damage Code: 0099

Parts Manufacturer: Use vendor code 3ME

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Inspect driveshaft screws on both sides; no further work required
Repair operation: 0183 00 99 50 T.U.

OR

Criteria I.D. 01 Inspect driveshaft screws; replace screws and plate on one side
Repair operation: 4044 19 99 60 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
6	N 909 91102	Driveshaft screw
3	1K0 407 357D	Plate

OR

Criteria I.D. 01 Inspect driveshaft screws; replace screws and plate on both sides
Repair operation: 4044 20 99 70 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
12	N 909 91102	Driveshaft screw
6	1K0 407 357D	Plate

There is NO reimbursement for Vehicle Wash or Loaner.

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

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Saga Claim Entry Procedure (cont'd) FOR DRIVESHAFT REPLACEMENT

Check ElsaWeb to determine whether the "40J2" campaign is open.

Service No.: 40J2

Damage Code: 0099

Parts Manufacturer: Use vendor code 3ME

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Inspect both sides & replace driveshaft on one side

Repair operation: 4041 19 99 90 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 407 451TX	(OR ONLY IF TX is not available 1K0 407 271EE) Driveshaft (left side)
or		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
and		
1	WHT 002 795	Wheel hub bolt
3	N 103 32002	Ball joint nut
6	N 909 91102	Driveshaft screw
3	1K0 407 357D	Plate

OR

Criteria I.D. 01 Inspect both sides; replace one driveshaft; replace driveshaft screws and plates on other side

Repair operation: 4041 21 99 100 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 407 451TX	(OR ONLY IF TX is not available 1K0 407 271EE) Driveshaft (left side)
or		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
and		
1	WHT 002 795	Wheel hub bolt
3	N 103 32002	Ball joint nut
12	N 909 91102	Driveshaft screw
6	1K0 407 357D	Plate

OR

Criteria I.D. 01 Inspect both sides and replace both driveshafts

Repair operation: 4041 20 99 130 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 407 451TX	(OR ONLY IF TX is not available 1K0 407 271EE) Driveshaft (left side)
and		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
and		
2	WHT 002 795	Wheel hub bolt
6	N 103 32002	Ball joint nut
12	N 909 91102	Driveshaft screw
6	1K0 407 357D	Plate

There is NO reimbursement for Vehicle Wash or Loaner.

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (U.S.A.)

June 2009

**Subject: Safety Recall 40J2/S4
2006- 2009 Model Year Volkswagen Jetta (5th Generation) and 2009 Model Year Volkswagen Jetta SportWagen Equipped with 2.0L TFSI Engine and DSG Transmission
Inspect and, if Necessary, Replace Driveshaft Screws**

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 2006-2009 model year Volkswagen Jetta (5th Generation) vehicles and in some 2009 model year Volkswagen Jetta SportWagen vehicles equipped with a 2.0L TFSI engine and DSG transmission. Our records show that you are the owner of one of these vehicles.

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 Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, if necessary, replace driveshaft screws.

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 two hours 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 a knocking sound is heard coming from beneath the vehicle when the vehicle is in motion, customers should immediately stop driving and have the vehicle inspected by an authorized Volkswagen dealer as soon as possible.

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 driveshaft screws, 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 (40J2/S4)
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

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

November 2009

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Customer Letter Example (CANADA)

June 2009

**Subject: Safety Recall 40J2/S4
2006- 2009 Model Year Volkswagen Jetta (5th Generation) Equipped with 2.0L TFSI Engine and
DSG Transmission
Inspect and, if Necessary, Replace Driveshaft Screws**

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 2006-2009 model year Volkswagen Jetta (5th Generation) vehicles equipped with a 2.0L TFSI engine and DSG transmission. Our records show that you are the owner of one of these vehicles.

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 Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, if necessary, replace driveshaft screws.

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 two hours 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 a knocking sound is heard coming from beneath the vehicle when the vehicle is in motion, customers should immediately stop driving and have the vehicle inspected by an authorized Volkswagen dealer as soon as possible.

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 driveshaft screws, 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
Attn: Customer CARE Center (40J2/S4)
P.O. Box 842, Stn. 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

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

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Campaign Work Procedure

40J2 Safety Recall

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

Parts:

Driveshaft Screw & Plate Replacement

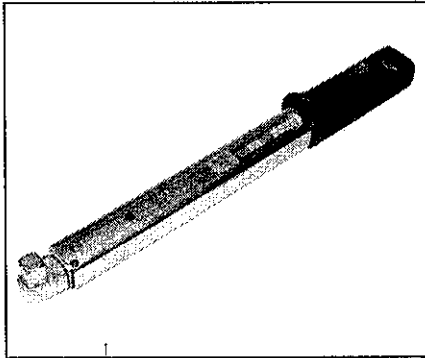
	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
One side replaced	6	N 909 91102	Driveshaft screw
	3	1K0 407 357D	Plate
<hr/>			
Both sides replaced	12	N 909 91102	Driveshaft screw
	6	1K0 407 357D	Plate

Driveshaft Replacement

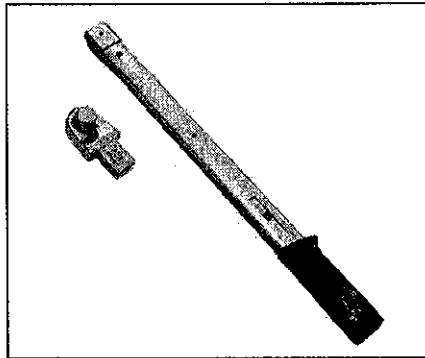
	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
One side replaced	1	1K0 407 451TX (OR ONLY IF TX is not available 1K0 407 271EE)	Driveshaft (left side)
	OR		
	1	1K0 407 454NX (OR ONLY IF NX is not available 1K0 407 272KJ)	Driveshaft (right side)
	AND		
	1	WHT 002 795	Wheel hub bolt
	3	N 103 32002	Ball joint nut
Both sides replaced	6	N 909 91102	Driveshaft screw
	3	1K0 407 357D	Plate
	OR		
	1	1K0 407 451TX (OR ONLY IF TX is not available 1K0 407 271EE)	Driveshaft (left side)
	OR		
	1	1K0 407 454NX (OR ONLY IF NX is not available 1K0 407 272KJ)	Driveshaft (right side)
	AND		
	2	WHT 002 795	Wheel hub bolt
	6	N 103 32002	Ball joint nut
	12	N 909 91102	Driveshaft screw
6	1K0 407 357D	Plate	

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

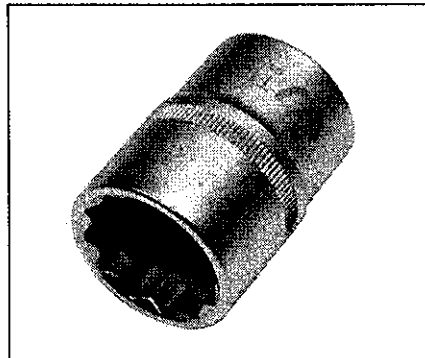
Required Tools:



- V.A.G -1331 – Torque Wrench 5-50 Nm (or equivalent)



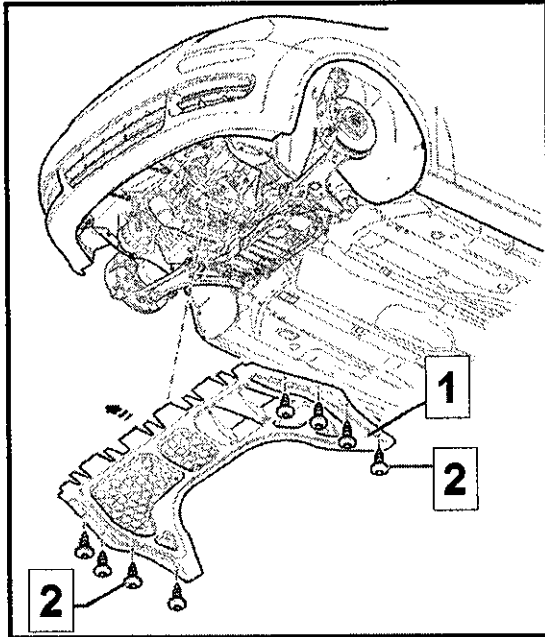
- V.A.G -1332 – Torque wrench 40-200 Nm (or equivalent)




- T10361 – Socket 24mm (or equivalent)

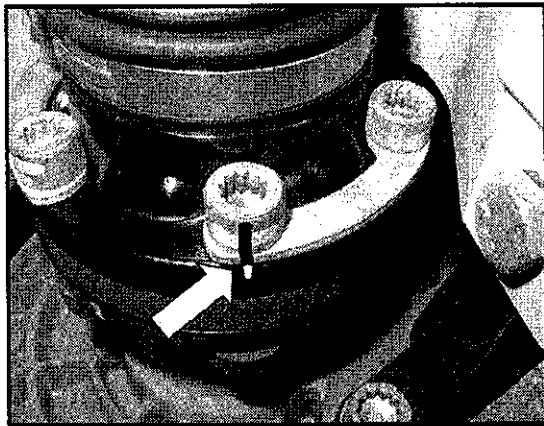
Work Procedure

Section A – Check Driveshaft Bolt Torque on Both Driveshafts and Inspect Driveshafts for Damage



- Raise vehicle on hoist
- ⇐ Remove noise insulation cover -1- by removing screws -2- and sliding cover toward the rear

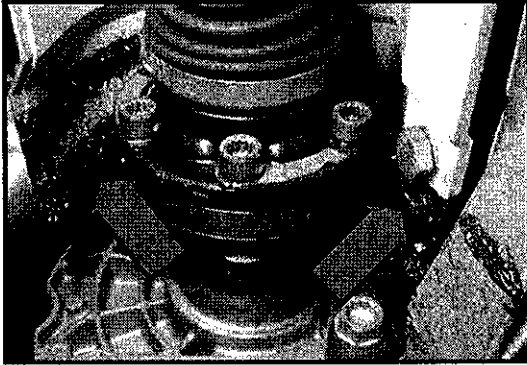
 Tip: Perform procedure on both driveshafts




- ⇐ Mark all six screws in their current position -arrow- on each axle shaft
- Torque all six screws in a crosswise pattern to 50 Nm (37 lb-ft)
 - **IF** none of the six screws turn, torque all six screws on each respective driveshaft in a crosswise pattern to 70 Nm (52 lb-ft)
 - Reinstall noise insulation cover
 - Lower vehicle hoist


WORK IS COMPLETE


EXCESSIVE



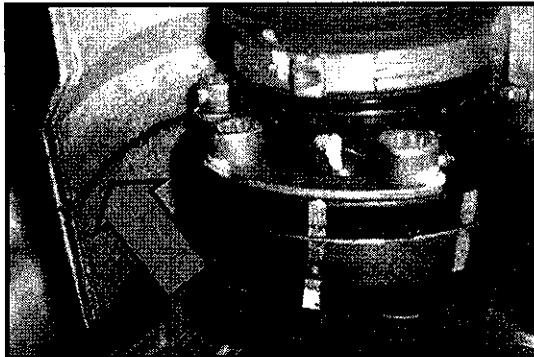
- **IF** any of the six screws turn, check both inner driveshafts for **excessive** grease migration -arrows-

 Tip: Grease migration commonly emits from bolt head area on damaged driveshafts

 Tip: Grease migration due to a torn CV boot is not covered under this action

 Tip: A small amount of grease -arrow- is normal

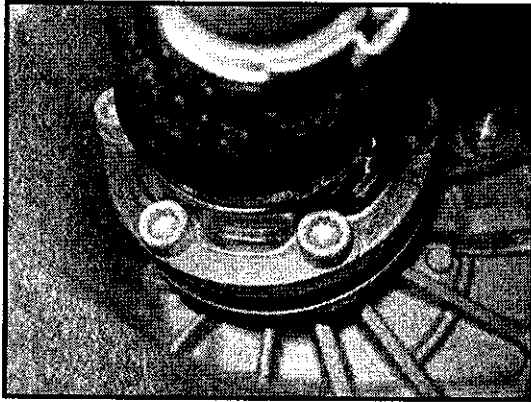
NORMAL




- **IF excessive grease migration is present on either driveshaft, that driveshaft must be replaced; go to Section B for driveshaft replacement**
- **IF excessive grease migration is not present; replace all six screws, part number N 909 91102, and all three bedplates, part number 1K0 407 357D, on the respective driveshaft**
- Pre-tighten bolts, one at a time, in a crosswise pattern to 10 Nm (7 lb-ft), then torque bolts, one at a time, in a crosswise pattern to 70 Nm (52 lb-ft)
- Reinstall noise insulation cover
- Lower vehicle on hoist

WORK IS COMPLETE

Section B – Replace Driveshaft

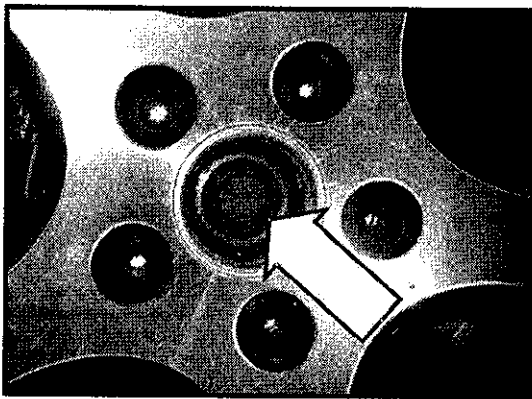



 **Tip:** Replace driveshaft on one or both sides, as necessary


 **Note:** Grease contamination must be cleaned prior to installing new drive shaft

- Remove driveshaft from flange on transmission

⇐ Lower vehicle on hoist and loosen driveshaft to wheel hub bolt -arrow- using T10361 (or equivalent) a maximum of 90°

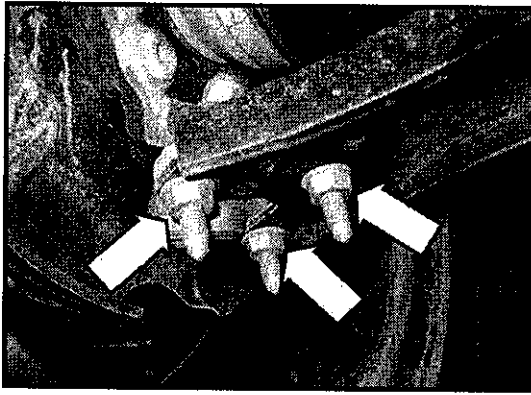


 **Note:** DO NOT REMOVE driveshaft to wheel hub bolt with wheel bearings loaded by the vehicle's own weight. Damage to wheel bearings will occur under this condition and are not covered under this action

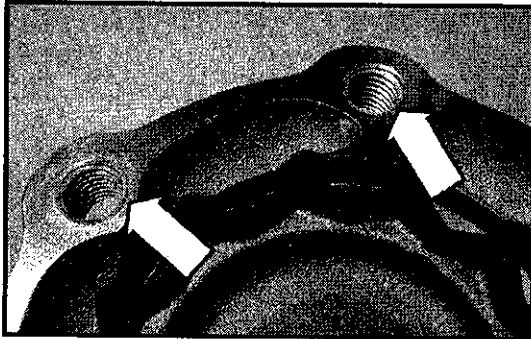
 **Note:** Vehicles without a driveshaft must not be moved; otherwise, the wheel bearing will be damaged
If the vehicle must be moved, always first install an outer CV joint in place of the driveshaft and torque to 120 Nm (89 lb-ft)

- Raise vehicle on hoist until wheels hang freely

⇐ With aid of a second technician, press brake pedal and remove driveshaft to wheel hub bolt -arrow- using T10361 (or equivalent)



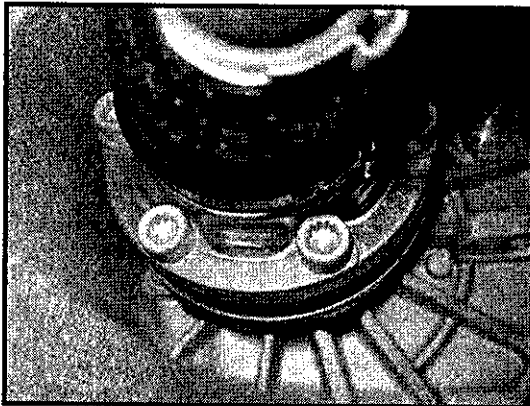
- Raise vehicle on hoist
- ⇐ Remove ball joint nuts -arrows-
- Remove lower control arm from ball joint studs
- Pull outer (CV) joint out of the wheel hub
- Remove driveshaft from vehicle



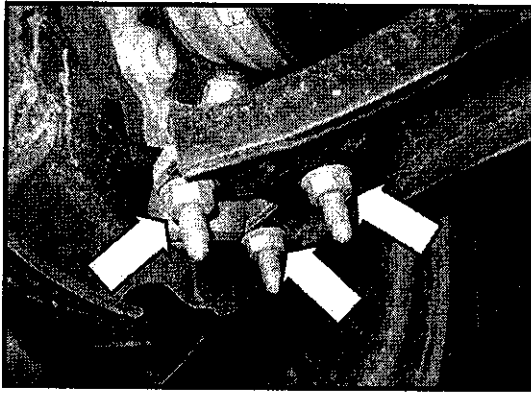
- ⇐ Examine the tapped holes -arrows- in the gearbox flange for damage
 - If damages to gearbox flange are found and cannot be repaired, contact **Campaign Helpline at 1-800-741-2919**
 - If no damage to gearbox flange is found, continue with work procedure



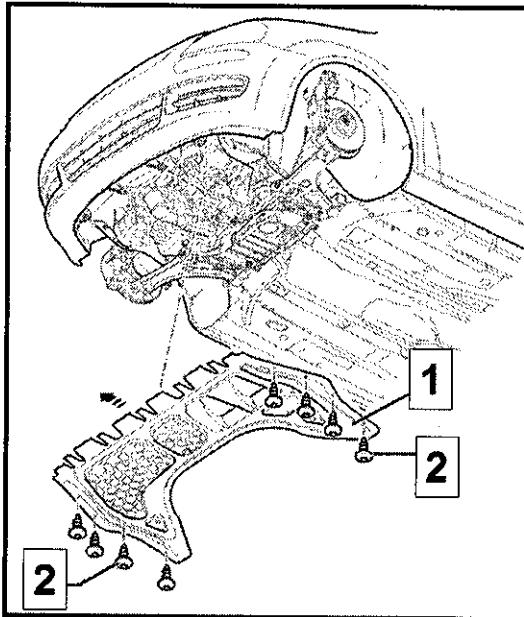
Tip: Remove any paint residue and /or corrosion in threads/splines of outer CV joint and wheel hub




- Install new driveshaft (*reference Parts chart on P.6*) and insert outer CV joint/splines into hub as far as possible
- Install all six new screws, part number, N 909 91102, and all three new bedplates, part number, 1K0 407 357D, on each respective driveshaft
- Pre-tighten bolts, one at a time, in a crosswise pattern to 10 Nm (7 lb-ft), then torque bolts, one at a time, in a crosswise pattern to 70 Nm (52 lb-ft)



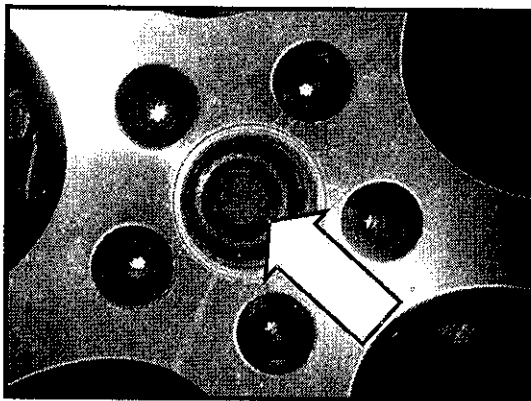
- Reinstall the lower control arm(s) onto the ball joint studs
- ⇐ Install new ball joint nuts, part number, N 103 32002, -arrows- and torque to 60 Nm (44 lb-ft)



- ⇐ Reinstall noise insulation cover -1- and screws -2-

 Tip: Reinstall wheel(s), if removed

- Lower vehicle on hoist but do not let wheels touch the ground
- With the aid of a second technician, press the brake pedal



- ⇐ Tighten driveshaft to wheel hub bolt(s), part number WHT 002 795, -arrow- to 70 Nm (52 lb-ft) using T10361 (or equivalent) and torque wrench V.A.G 1332 (or equivalent)
- Lower vehicle onto its wheels
 - Turn bolt(s) an additional 90°

**Section C – Parts Return FOR REPLACED
Driveshaft(s) ONLY**

NEW USA Dealers:

The SAGA system will not generate a parts return sheet or barcode for this campaign and the Dealer Parts Request form is no longer required. However, effective November 17, 2009, electronic FedEx shipping labels will be generated for driveshaft(s), plates and bolts that are to be returned under this campaign in the Warranty Parts Shipping Portal (WPSP)

Attach a copy of the repair order for removed driveshaft(s) which must include removed screws and bedplate, and ship according to the applicable Volkswagen address below. Claims will be debited for parts not received within 14 days from the date of the part return request. (in accordance with the Part Request User's Guide)

We will continue to inspect all parts returned under this action, and will debit claims where the part did not require replacement, as per these work instructions. Debits for parts that should not have been replaced began August 11,, 2009

IMPORTANT!

When returning parts under this action, do not include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned driveshafts will not be acknowledged or returned.

USA Dealers ship to:

*VW Warranty Parts Return Center
3800 Hamlin Road
Auburn Hills, MI 48326*

CANADA Dealers:

*Follow the normal parts return process.
Please include the campaign identification:
40J2/S4 Parts Return*

ALL WORK IS COMPLETE