

## 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 (5<sup>th</sup> Generation) and 2009 Jetta SportWagen  
with 2.0L TFSI Engine and DSG Transmission  
Inspect and, if Necessary, Replace Driveshaft Screws**

**REVISED**  
July 2009

### Revision Summary

- Edited SAGA Claim Entry Procedure FOR DRIVESHAFT REPLACEMENT – P. 3

### 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

3VV\_\_\_1K\_6M\_618033 - 3VV\_\_\_1K\_9M\_304337

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

#### Canada

#### 2006-2009 Jetta

3VV\_\_\_1K\_6M\_618033 - 3VV\_\_\_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

were 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](mailto:upperorderlimits@vw.com). If you have questions regarding parts please contact the Parts Helpline at 800-767-6552.

### Parts Return ONLY FOR REPLACED Driveshafts

The SAGA system will **not** generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order for removed driveshaft **which must include removed screws and bedplate**, and ship according to the applicable Volkswagen instructions below.

**USA Dealers:** Prior to shipping the part(s) from your dealership, the form on P. 13 **must** be filled out completely to provide the necessary information for receipt of the part(s) at the Warranty Parts Return Center.

### **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:

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

### CANADA Dealers:

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

### 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.

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.

### 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 909 911 02	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 909 911 02	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.

# 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)
<b>or</b>		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
<b>and</b>		
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)
<b>or</b>		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
<b>and</b>		
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)
<b>and</b>		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
<b>and</b>		
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.

**NEW**

## Customer Letter Example (U.S.A.)

June 2009

**Subject: Safety Recall 40J2/S4  
2006- 2009 Model Year Volkswagen Jetta (5<sup>th</sup> 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 (5<sup>th</sup> 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.

July 2009

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## Customer Letter Example (CANADA)

June 2009

**Subject: Safety Recall 40J2/S4  
2006- 2009 Model Year Volkswagen Jetta (5<sup>th</sup> 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 (5<sup>th</sup> 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

## 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

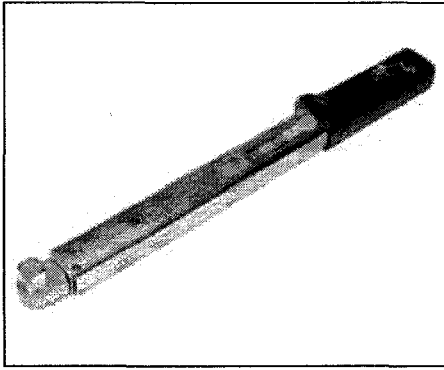
	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
One side replaced	6	N 909 91102	Driveshaft screw
	3	1K0 407 357D	Plate
Both sides replaced	12	N 909 91102	Driveshaft screw
	6	1K0 407 357D	Plate

#### Driveshaft Replacement

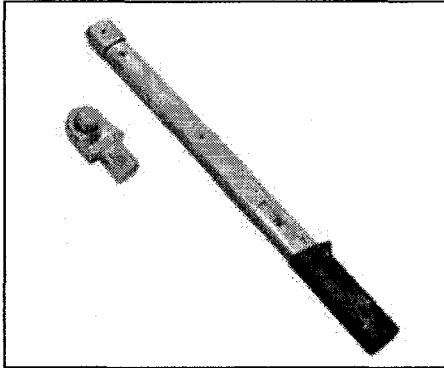
	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
One side replaced	1	1K0 407 451TX (OR ONLY IF TX is not available 1K0 407 271EE)	Driveshaft (left side)
		OR	
	1	1K0 407 454NX (OR ONLY IF NX is not available 1K0 407 272KJ)	Driveshaft (right side)
		AND	
	1	WHT 002 795	Wheel hub bolt
	3	N 103 32002	Ball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

### Required Tools:

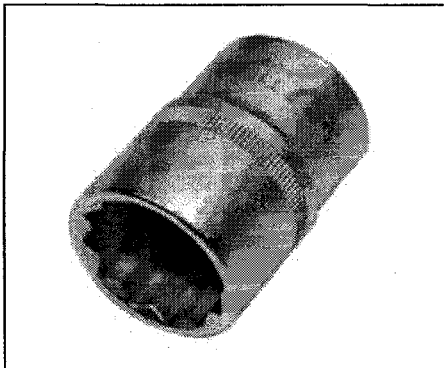
The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to 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.



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

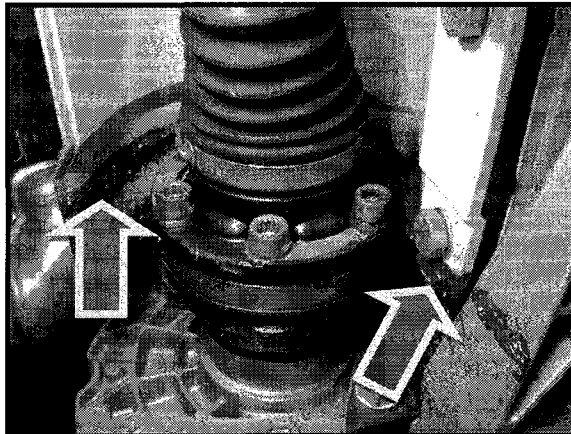
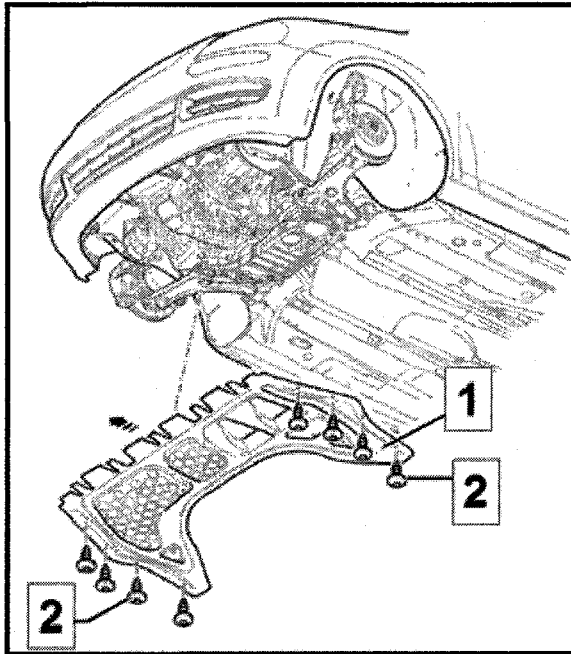


- V.A.G -1332 – Torque wrench 40-200 Nm (or equivalent)



- T10361 – Socket 24mm (or equivalent)

## Work Procedure



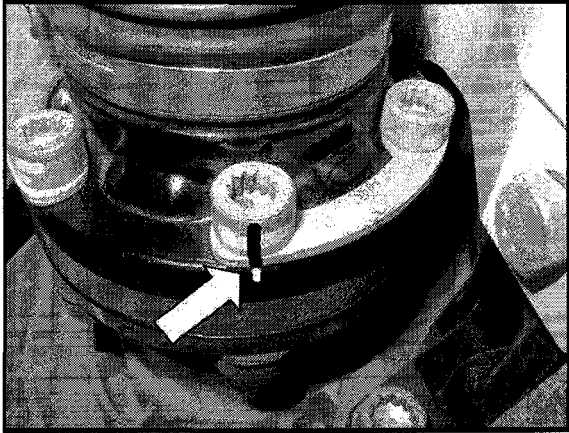
## Section A – Inspect Driveshafts

- Raise vehicle on hoist
- ⇐ Remove noise insulation cover -1- by removing screws -2- and sliding cover toward the rear
  
- ⇐ Check both inner driveshafts for grease contamination -arrows-

  - If grease contamination is present on either driveshaft, that driveshaft must be replaced; go to Section C for driveshaft replacement
  - If grease contamination is not present; continue with work procedure



## Section B – Check Driveshaft Bolt Torque on Both Driveshafts



 Tip: Perform procedure on both driveshafts

⇐ Mark all six screws in their current position  
-arrow- on each axle shaft

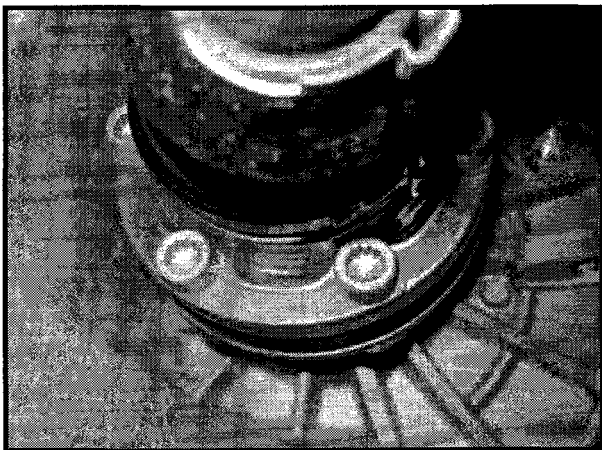
- Torque all six screws in a crosswise pattern to 50 Nm (37 lb-ft)
  - **IF** none of the six screws turn, torque all six screws on each respective driveshaft in a crosswise pattern to 70 Nm (52 lb-ft)
  - Reinstall noise insulation cover
  - Lower vehicle hoist

WORK IS COMPLETE


- **IF** any of the six screws turn, replace all six screws, part number N 909 91102, and all three 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 noise insulation cover
- Lower vehicle on hoist

WORK IS COMPLETE

## Section C – Replace Driveshaft

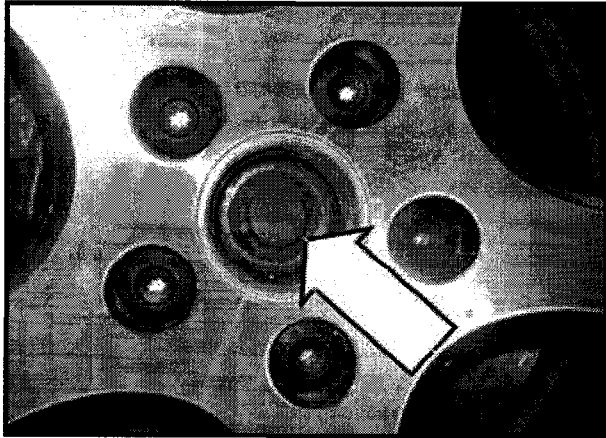


 Tip: Replace driveshaft on one or both sides, as necessary

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

- Remove driveshaft(s) from flange on transmission

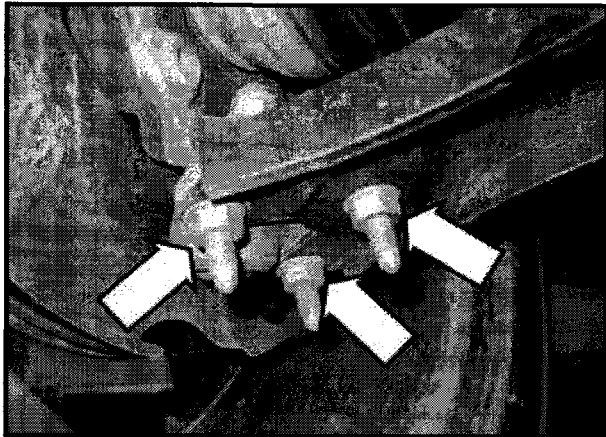
- ⇐ Lower vehicle on hoist and loosen driveshaft to wheel hub bolts(s) -arrow- using T10361 (or equivalent) a maximum of 90°



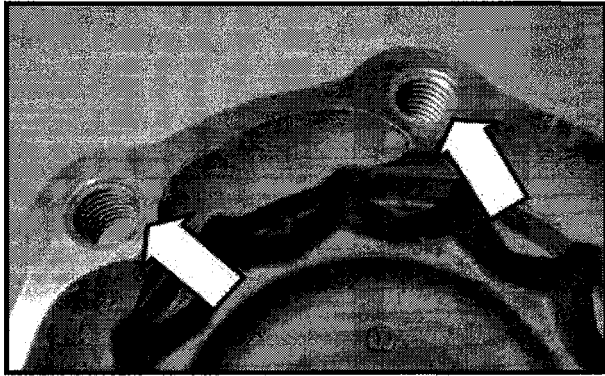
① Note: DO NOT REMOVE driveshaft to wheel hub bolt with wheel bearings loaded by the vehicle's own weight. Damage to wheel bearings will occur under this condition and are not covered under this action

② 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 ft-lbs)

- Raise vehicle on hoist until wheels hang freely
- ⇐ With the aid of a second technician, press brake pedal and remove driveshaft to wheel hub bolt -arrow- using T10361 (or equivalent)

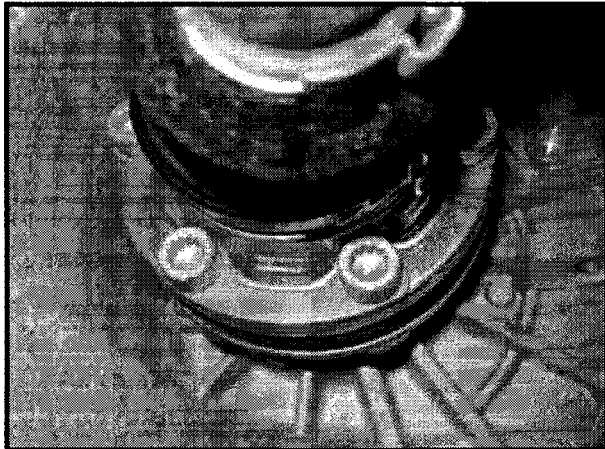


- Raise vehicle on hoist
- ⇐ Remove ball joint nuts -arrows-
- Remove lower control arm from ball joint studs
- Pull outer Constant Velocity (CV) joint out of the wheel hub
- Remove driveshaft(s) from vehicle



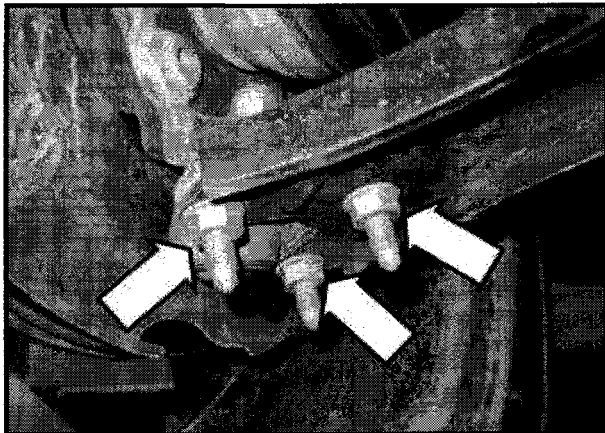
⇐ Examine the tapped holes -arrows- in the gearbox flange for damage

- 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

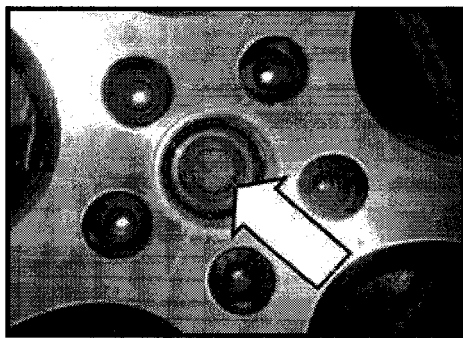
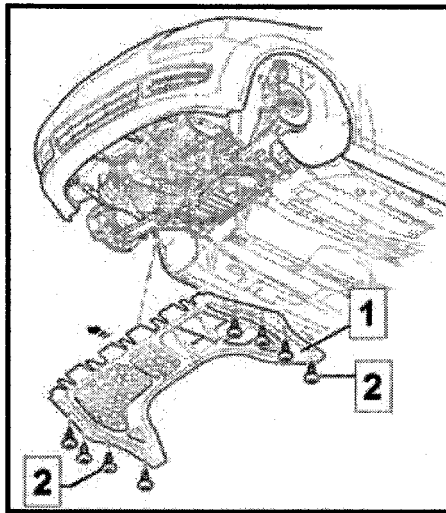


**i** Tip: Remove any paint residue and /or corrosion in threads/splines of outer CV joint and wheel hub

- Install new driveshaft(s) (*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 ft-lbs), then torque bolts, one at a time, in a crosswise pattern to 70 Nm (52 ft-lbs)



- 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 ft-lbs)



⇐ 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 ft-lbs) 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 D – Parts Return ONLY FOR REPLACED Driveshafts

Attach a copy of the repair order to removed driveshafts **which must include removed screws and bedplate**, and ship according to the applicable Volkswagen instructions below.

**USA Dealers:** Prior to shipping the part(s) from your dealership, the form on P. 13 **must** be filled out completely to provide the necessary information for receipt of the part(s) at the Warranty Parts Return Center.

#### **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**



VWoA Product Compliance  
Phone: (800) 741-2919  
Fax: (248) 754-5093

## 40J2/S4 Safety Recall (USA) Dealer Parts Return Form

Driveshafts replaced as part of the 40J2/S4 safety recall are requested to be returned to the Volkswagen Group of America Product Compliance department. Parts should be returned upon submission of the campaign claim in SAGA. No SAGA barcode will be generated for this part return request.

Prior to shipping the part(s) from your dealership, this form **must** be filled out in its entirety to provide the necessary information for receipt of the part(s) at the Warranty Parts Return Center.

- Please attach a **copy** of this form and other relevant documents such as repair order, diagnostic logs with the part(s) being shipped.
- Part(s) should be returned to the Warranty Parts Return Center through the free shipping program. The free shipping program guidelines should be followed for return of requested campaign parts.
- Only the part(s) for one claim should be returned in a package.
- 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.
- Reference the claim number and campaign code on the free shipping label.
- Part(s) should be shipped to the following address:  
**VW Warranty Parts Return Center  
3800 Hamlin Road  
Auburn Hills, MI 48326**

<b>Dealer Number:</b>	<b>Repair Order Number:</b>
<b>VIN:</b>	<b>Vehicle Repair Date:</b>
<b>Part Number(s):</b>	<b>Part Description(s):</b>
<b>Tracking Number:</b>	<b>Does this part have a core value? Yes / No</b>