



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 2011

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

From: Service & Quality

Subject: Voluntary Safety Recall 28G1
2010 Model Year Volkswagen Routan - Replace WIN Module (Ignition Switch)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION **Voluntary Safety Recall 28G1** **Replacement of WIN Module (Ignition Switch) – 2010 MY Routan**

This is to inform you of a safety recall affecting some 2010 model year Volkswagen Routan vehicles.

Campaign Code: 28G1

Launch Date: On or about June 7, 2011

Problem Description: Some vehicles may experience inadvertent ignition key displacement from the RUN to accessory (ACC) position while driving, causing the engine to shut off and increasing the risk of a crash.

Corrective Action: Replace the WIN module (ignition switch).

IMPORTANT!

When scheduling this repair, please:

- Remind customers to bring all remote keyless entry transmitters to their appointment, as the transmitters will be replaced under this recall. Once the recall has been completed, the old/original transmitters will no longer work.
- Verify the customer's two-digit Campaign Criteria Number in ElsaWeb. This will help ensure that the correct parts kit for the vehicle is on hand when the customer arrives for the repair.
- Ask the customer if their vehicle has (or does not have) the remote start feature. If the keyless entry transmitter has the (x2) symbol, the vehicle has remote start. A small number of customers may have had this feature added as a Volkswagen dealer-installed accessory. If this feature was installed as an accessory, you will need to order additional keyless entry transmitters for the vehicle, in addition to the repair kit. Please refer to the 28G1 campaign circular for additional information. Vehicles that have factory-installed remote start can use the transmitters provided in the campaign repair kit.
- Ask the customer how many remote keyless entry transmitters they have for their vehicle. Each campaign parts kit comes with two new transmitters; however some customers may have more than two transmitters programmed to their vehicle. Verifying this information will help ensure that customers receive the correct number of new transmitters to replace the ones they currently have.

IMPORTANT!

To ensure that ALL of your personnel are aware of this action 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 Mailing will take place on or about June 7, 2011.

Code Visibility Date: On or about June 7, 2011.

Circular Release Date: Repair instructions will be available in ElsaWeb and ServiceNet before the customer mailing takes place on or about June 7, 2011. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important information.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the VW Hub prior to customer notification, on or about June 7, 2011.

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 or Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Volkswagen Product Compliance

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