



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

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Campaign Criteria Number:** <CRITERIA>

**Subject: Safety Recall 28G1/U8 – Replace WIN Module (Ignition Switch)  
2010 Model Year Volkswagen Routan**

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 2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

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.

**What Will Volkswagen Do?**


In order to correct this defect, dealers will replace the WIN module (ignition switch) in your vehicle.

**What We Would Like You to Do**

Please contact your authorized Volkswagen dealer for an appointment to have your vehicle repaired without delay. The repair may take up to two hours, and this work will be performed for you 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.

## IMPORTANT!

When scheduling this repair, please:

- Bring all vehicle remote keyless entry transmitters to your recall appointment; they will be replaced under this recall. Once the recall has been completed, old/original transmitters will no longer work.
- Provide your dealer with the two-digit Campaign Criteria Number (located at the top of this letter). This will help ensure correct parts for your vehicle are on hand when you arrive for the repair appointment.
- Let your dealer know if your vehicle has (or does not have) the remote start feature. If your keyless entry transmitter has the  symbol, your vehicle has remote start.
- Inform your dealer if you have more than two remote keyless entry transmitters programmed to your vehicle, so the correct number of new transmitters are on-hand at the time of your appointment.

### Precautions You Should Take

Until this repair has been completed, affected vehicles can continue to be driven as usual. However, as a precaution, customers are advised to remove all objects from the key fob (such as additional keys, key chains, etc.). This may help lessen the likelihood that the vehicle will experience the problem described in this recall. Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.

### 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 repairs relating to 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 (28G1/U8)  
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 also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

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