



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 9, 2012

MR. CHRISTOPHER T. SANDVIG  
GENERAL MANAGER COMPLIANCE/TREAD  
VOLKSWAGEN GROUP OF AMERICA, INC.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326

NVS-215et  
12V-147

**SUBJECT: REAR HUB AND BEARING ASSEMBLY**

**DEAR MR. SANDVIG:**

This letter serves to acknowledge Volkswagen Group of America, Inc.'s (Volkswagen) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
VOLKSWAGEN/ROUTAN/2012

**NHTSA Campaign Number:** 12V-147

**Mfg's Report Date:** April 4, 2012

**Components:** SUSPENSION: REAR

**Potential Number of Units Affected:** 15

**Summary:**

VOLKSWAGEN IS RECALLING CERTAIN MODEL YEAR 2012 ROUTAN VEHICLES, MANUFACTURED FROM NOVEMBER 15, 2011, THROUGH NOVEMBER 21, 2011. SOME VEHICLES MAY BE EQUIPPED WITH RIGHT REAR HUB AND BEARING ASSEMBLIES THAT WERE NOT FULLY MACHINED.

**Consequence:**

THIS COULD RESULT IN A DECREASE IN DURABILITY, WHICH MAY LEAD TO WHEEL SEPARATION, INCREASING THE RISK OF A CRASH.

**Remedy:**

VOLKSWAGEN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE RIGHT REAR HUB AND BEARING ASSEMBLY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING APRIL 2012. OWNERS MAY CONTACT VOLKSWAGEN AT 1-800-822-8987.

**Notes:**

VOLKSWAGEN'S SAFETY RECALL NUMBER IS 42G3/W2. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at [Edison.Thompson@dot.gov](mailto:Edison.Thompson@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large loop at the end of the last name.

*For*

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement