

**IMPORTANT NOTICE - FOR IMMEDIATE DISTRIBUTION**



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 14, 2013

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

Subject: Upcoming Volkswagen Voluntary Safety Recalls  
Safety Recall 34F6 – DQ-200 Direct-Shift Gearbox on 2013-2014 MY Jetta Hybrid  
Safety Recall 97Z9 – Fuse (Plug-in Position F16) on 2009-2011 MY Tiguan

We would like to inform you that Volkswagen has notified the NHTSA and Transport Canada about two upcoming voluntary safety recalls as follows:

<b>Safety Recall 34F6 – DQ-200 Direct-Shift Gearbox – 2013-2014 MY Jetta Hybrid</b>	
<b>Affected Vehicle Count:</b>	<b>USA:</b> Approximately 3,837 / <b>Canada:</b> Approximately 318
<b>Issue:</b>	Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop. Loss of motive power while driving may increase the risk of a crash. All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.
<b>Repair Solution:</b>	Replace existing synthetic gearbox oil with a new, mineral-based oil with non-corrosive additives to prevent future fuse failure.
<b>Launch Date:</b>	Anticipated December 2013
<b>Safety Recall 97Z9 – Fuse (Plug-in Position F16) – 2009-2011 MY Tiguan</b>	
<b>Affected Vehicle Count:</b>	<b>USA:</b> Approximately 62,155 / <b>Canada:</b> Approximately 16,235
<b>Issue:</b>	The high clamping force of the F16 fuse socket in combination with thermal dilation may damage the coating of the installed fuse over time. This may cause an increased electrical resistance and localized overheating of the fuse socket. If this happens, the fuse connection could melt inside the fuse socket. This, in turn, can disrupt the electrical current flow to the vehicle's exterior lights and cause a partial loss (but not a complete failure) of the vehicle's exterior lighting. A warning lamp and message in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.
<b>Repair Solution:</b>	Replace the existing F16 position fuse with a new, optimized hard-coated fuse.
<b>Launch Date:</b>	Anticipated December 2013

Additional information will be provided as it becomes available. If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance