



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 7, 2014

Mr. Chris Sandvig  
General Manager Compliance/TREAD  
Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NVS-215SM  
14V-396

**Subject:** Ignition Switch may Turn Off

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/2009

**Mfr's Report Date:** July 1, 2014

**NHTSA Campaign Number:** 14V-396

**Components:**

ELECTRICAL SYSTEM:IGNITION

**Potential Number of Units Affected:** 18,526

**Problem Description:**

This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring.

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2009 Routan vehicles. Road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

**Consequence:**

If the ignition key inadvertently moves into the OFF or ACCESSORY position, the engine will turn off, which will then depower various key safety systems including but not limited to air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.

**Remedy:**

Volkswagen will notify owners, and dealers will modify the ignition switch, free of charge. The recall is expected to begin in August 2014. Owners may contact Volkswagen customer service at 1-800-822-8987. Volkswagens number for this recall is 28G1/U8. Note: This campaign is an expansion of NHTSA Recall No. 11V-151.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [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 Sarah McShane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and "T".

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