

IMPORTANT SAFETY RECALL



Das Auto.

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 14V-396

**Subject: Safety Recall - Ignition Switch
2009 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 certain 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

IMPORTANT

- PARTS ARE NOT CURRENTLY AVAILABLE. When the parts to repair your vehicle become available, Volkswagen will notify you with a second letter. At that time, you will be able to schedule a repair appointment with your authorized Volkswagen dealer.
- **Until this repair has been completed, 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.
- The recall repair will be performed for you free of charge.

What is the issue?

Some vehicles may experience inadvertent ignition key displacement from the run to accessory position while driving, causing the engine and passive restraint system – including the airbags – to shut off, increasing the risk of a crash and personal injury to vehicle occupants.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. However, when parts become available, Volkswagen will notify you with a second letter. Your authorized Volkswagen dealer will install an ignition switch repair kit. This work will be performed for you free of charge.

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What should you do? When Volkswagen notifies you that parts are available, please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

Until this repair has been completed, 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 and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

Can we assist you further?

When parts are available, 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 (Ignition Switch)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 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.

Sincerely,

Volkswagen Product Compliance