



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 15, 2015

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NVS-215SM
15V-194

Subject: Ignition Switch may Turn Off

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group 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/2009-2010

Mfr's Report Date: March 24, 2015

NHTSA Campaign Number: 15V-194

Components:

ELECTRICAL SYSTEM:IGNITION:SWITCH

Potential Number of Units Affected: 20,676

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2009 Routan vehicles manufactured June 25, 2008, to June 10, 2009, and 2010 Routan vehicles manufactured October 1, 2009, to August 11, 2010. 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.

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 replace the ignition switch and key FOBs, free of charge. The recall is expected to begin in April 2015 for 2009 Routan vehicles, and in August 2015 for 2010 Routan vehicles. Owners may contact Volkswagen customer service at 1-800-822-8987. Volkswagen's number for this recall is 28H1. Note: This recall supersedes recalls 11V151 and 14V396. Vehicles that previously received an ignition switch trim ring as a recall remedy must have their vehicles remedied again under this campaign. Vehicles that have already received a new ignition switch are not covered by this campaign.

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.

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 or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



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