



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 22, 2015

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

Subject: Safety Recall 28H1 – Ignition Switch (WIN Module)
2009-2010 MY Volkswagen Routan

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you that repairs can now begin under Safety Recall 28H1. Please refer to the attached Campaign Data Sheet for additional information.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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 Customer Protection

Attachment: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall
SAGA CODE		28H1
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2009-2010 MY Routan
TOPIC		Ignition Switch (WIN Module)
PROBLEM DESCRIPTION		<p>Some vehicles may experience inadvertent ignition key displacement from the run to accessory position while driving, causing the engine and passive restraint systems - including the airbags - to shut off, increasing the risk of a crash and personal injury to vehicle occupants.</p> <p>If the ignition key inadvertently moves as described above, 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.</p>
CORRECTIVE ACTION		Install new ignition switch kit (WIN module and keys).
PRECAUTIONS		<p>Until repair is completed, owners are advised to 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.</p> <p>Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.</p>
CUSTOMER NOTIFICATION DATE		On or about June 23, 2015
ELSA VISIBILITY DATE		On or about June 23, 2015
OMD Web/VIM VISIBILITY DATE		On or about June 23, 2015
VEHICLE COUNT	TOTAL AFFECTED	USA: 20,700 CANADA: 2,100
	DEALER INVENTORY	USA: 0 CANADA: 0
	CPO INVENTORY	USA: 2 CANADA: 3
APPROXIMATE REPAIR TIME		Up to 100 TU
PARTS REQUIRED		SEE WORK PROCEDURE
INITIAL PARTS ALLOCATION DATE		On or before June 22, 2015
EXPIRATION DATE		NONE

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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ADDITIONAL INFORMATION

New keys/transmitters will be provided under this recall; the old ones will no longer work after repair has been made. In the interest of customer satisfaction, please ensure customers are informed about this after the recall work has been performed.

In a small number of cases, some customers may have more than two keys/transmitters paired to their vehicle. Two keys come with each recall repair kit; please see the campaign circular for additional information about programming more than two keys to a vehicle.

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