



Das Auto.

## VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: April 20, 2015

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

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

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

Volkswagen has provided an amended safety recall notification to the NHTSA regarding the ignition switch (WIN module) for certain 2009-2010 MY Volkswagen Routan vehicles.

The agency was advised that safety recall code 28G1 will be replaced with the new recall code of 28H1. Please refer to the attached Campaign Data Sheet for important additional information.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



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# CAMPAIGN DATA SHEET - USA ONLY

<b>CAMPAIGN TYPE</b>	<b>Safety Recall</b>
<b>SAGA CODE</b>	<b>28H1</b>
<b>CODE VISIBILITY / CLAIMING INFORMATION</b>	<ul style="list-style-type: none"> <li>• Safety recall code 28H1 replaces recall codes 28G1 and RNA1.</li> <li>• On or about April 21, 2015, the 28G1 and RNA1 codes will be removed from Elsa/VIN lookup visibility, and code 28H1 will become visible for affected vehicles.</li> <li>• Recall code 28H1 will show the status REPAIR NOT YET AVAILABLE.</li> <li>• Dealers with outstanding claims under recall 28G1 will have until May 15, 2015 to enter claims into SAGA. After that date, the system will no longer allow claim entry, and thereafter no EFT payments will be processed.</li> </ul>
<b>AFFECTED VEHICLES</b>	2009-2010 MY Routan
<b>TOPIC</b>	Ignition Switch (WIN Module)
<b>PROBLEM DESCRIPTION</b>	<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>
<b>CORRECTIVE ACTION</b>	Install new ignition switch kit (WIN module and keys).
<b>PRECAUTIONS</b>	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. Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.
<b>CUSTOMER NOTIFICATION DATE</b>	Anticipated May 2015
<b>ELSA/VIM VISIBILITY DATE</b>	Anticipated May 2015
<b>USA TOTAL AFFECTED VEHICLE COUNT</b>	Approximately 21,000
<b>PARTS INFORMATION</b>	We anticipate having a small supply of parts available to begin repairs under safety recall code 28H1 in mid-May 2015. In the interim, dealers needing parts to address car-down or critical customer cases should contact Volkswagen Customer CARE/Relations for assistance.
<b>EXPIRATION DATE</b>	NONE
<b>IMPORTANT REMINDER - VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>	<p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p>

**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.