

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: 15V194

**Subject: Safety Recall 28H1 - Ignition Switch (WIN Module)
Certain 2009-2010 Model Year Volkswagen Routan Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Some vehicles may experience inadvertent ignition key displacement from the "Run" to the "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.

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.

What will we do?

To help correct this defect, your authorized Volkswagen dealer will install a new ignition switch kit (WIN module and keys). This work will take up to two hours to complete and will be performed for you free of charge.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

New vehicle keys/transmitters will be provided under this recall; your current ones will no longer work after repair has been made.

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- Precautions you should take** 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.
- 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?** 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 (28H1)
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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. 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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection