



## Frequently Asked Questions (FAQ) Voluntary Safety Recall 28H1

### SUMMARY

**Campaign Code:** 28H1

**Affected Vehicles:** 2009-2010 MY Volkswagen Routan

**Problem Description:** 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.

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.

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.

**Corrective Action:** Install new ignition switch kit (WIN module and keys).

### 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.

#### What does the driver experience with this issue?

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 does the repair involve?

Dealers will install a new ignition switch kit (WIN module and keys) in affected vehicles.

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.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

**Are there any precautions that customers should take prior to having this campaign performed?**

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. 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.

**Is a loaner vehicle or towing assistance being covered under this action?**

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

**What should dealers do if they have any affected vehicles in CPO inventory?**

Dealers can use their most current OMD Web/VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

**How should customers seeking reimbursement for out-of-pocket expenses be addressed?**

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement.

Reimbursement will come directly from Volkswagen, and is not something that a dealership would address.

Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

**What is the parts allocation plan for this action?**

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

**FOR USA ONLY:**

**vw.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility**

On or about **June 23, 2015**, the campaign code will appear for affected vehicles in both the [vw.com](http://vw.com) and the NHTSA [safecar.gov](http://safecar.gov) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and entering the Vehicle Identification Number (VIN).

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