



Safety Recall

Code: 28H1

Subject Document History

Ignition Switch (WIN Module)

Date	Summary
08/21/2025	Updated claiming and work instructions to allow for the work to be sublet to an authorized Chrysler/Dodge dealer who can perform the work. Updated circular format.
07/29/2015	Improved WIN programming test plan information added to the work procedure.
06/23/2015	Original publication

Affected Vehicles

U.S.A. & CANADA: 2009-2010 MY Routan

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

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).

Code Visibility

On June 23, 2015, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web/VIM). A list was not posted for dealers who did not have any affected vehicles.

On June 23, 2015, this campaign code showed open on affected vehicles in Elsa.

On June 23, 2015, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov.

Owner Notification

Owner notification took place on or about June 23, 2015. Owner letter examples are included in this bulletin for your reference.

Additional Information

New keys/transmitters will be provided under this recall; the old ones will no longer work after repair has been made. Some customers may have more than two keys/transmitters paired to their vehicle.

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

USA Dealers - 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.*

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	7B0-998-021-BF	REPAIR KIT	Reference POC comments individually by part number, or in the POC Campaign List
	Up to 6 (additional)	7B0-959-754-AS	TRANSMITTER	
02	1	7B0-998-021-BD	REPAIR KIT	
	Up to 6 (additional)	7B0-959-754-AT	TRANSMITTER	
03	1	7B0-998-021-BD	REPAIR KIT	
	Up to 6 (additional)	7B0-959-754-BA	TRANSMITTER	
04	1	7B0-998-021-BF	REPAIR KIT	
	Up to 6 (additional)	7B0-959-754-BE	TRANSMITTER	
05	1	7B0-998-021-BH	REPAIR KIT	
	Up to 6 (additional)	7B0-959-754-AG	TRANSMITTER	

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	28H1
Damage Code	0099
Parts Vendor Code	USM
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark WIN Kit* as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

LABOR

Criteria	Labor Op	Time Units	Description
ALL	2804 55 99	100	Install WIN Module Kit

PARTS

Criteria	Quantity	Part Number	Description
01	1.00	7B0998021BF	WIN Kit*
	Up to 6.00 (additional)	7B0959754AS	TRANSMITTER
02	1.00	7B0998021BD	WIN Kit*
	Up to 6.00 (additional)	7B0959754AT	TRANSMITTER
03	1.00	7B0998021BD	WIN Kit*
	Up to 6.00 (additional)	7B0959754BA	TRANSMITTER
04	1.00	7B0998021BF	WIN Kit*
	Up to 6.00 (additional)	7B0959754BE	TRANSMITTER
05	1.00	7B0998021BH	WIN Kit*
	Up to 6.00 (additional)	7B0959754AG	TRANSMITTER

OUTSIDE LABOR (if necessary)

Outside labor can only be claimed if the repair is sublet to another dealer

Labor Operation	Max Time	Description	Amount
A0000000	One (1) Hour	Install WIN kit and program keys	Dealer warranty labor rate x one (1) hour

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**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.

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

Customer Letter Example (Canada)

This notice applies to your vehicle: <VIN>

**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 requirements of the 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 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.

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 Canada
Attn: Customer Relations (28H1)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Dealers needing to sublet the repair:

- **Proceed to Section B**

Dealers that can perform the repair at their dealer:

- **Proceed to Section C**

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer’s responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Section B – Sublet Repairs

- Obtain the WIN kit and additional transmitters (if necessary) from your dealer's parts department.
- Send the vehicle (do not tow) to an authorized Chrysler/Dodge dealer to have this campaign work performed.
- Once the vehicle returns to your dealer, Proceed to Section F.

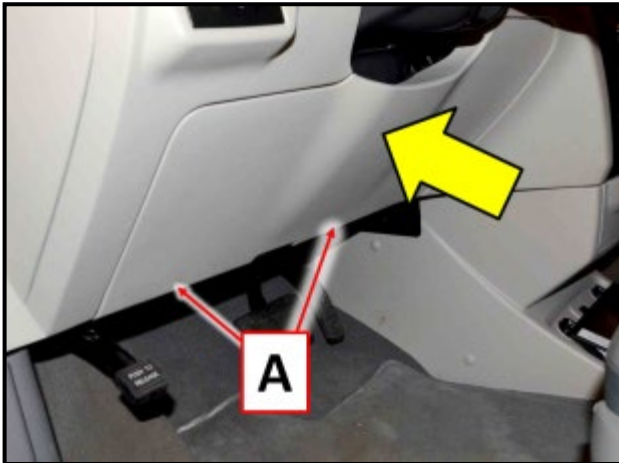
Section C – Removing WIN (Wireless Ignition Node) Module



! NOTE

The wiTECH (or equivalent) **MUST NOT** be connected to the vehicle until **AFTER** the new WIN has been installed.

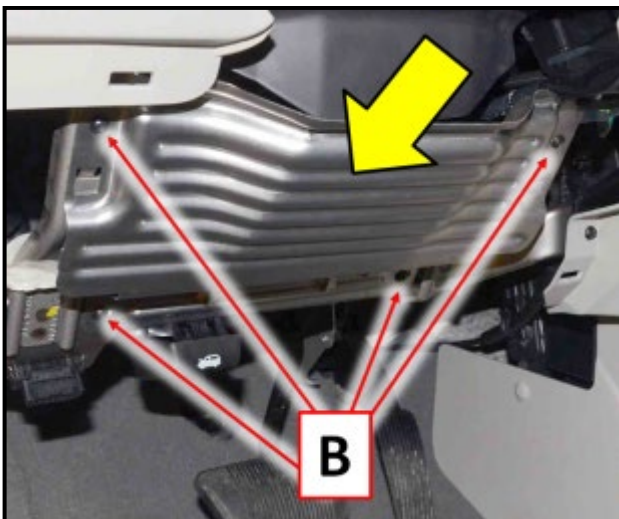
- Open hood
- Disconnect the negative battery cable <arrow> and isolate from the battery negative post



! NOTE

When working in cold weather environments, it may be necessary to allow plastic trim pieces to warm before removing.

- Remove two screws <A>, then remove driver side knee bolster cover <arrow> using Trim Removal Wedge –RMCP 101– or equivalent.



- Remove the four screws , then remove knee bolster <arrow>.



- Remove radio trim bezel <arrow> using Trim Removal Wedge –RMCP 101– or equivalent.



- Loosen but do not remove the instrument panel upper storage tray by lifting <in direction of arrow> as shown.



- Using Trim Removal Wedge –RMCP 101– or equivalent, loosen the center vent trim assembly <arrow> and remove from instrument panel.

i TIP
Center vent trim is removed as an assembly with the silver trim piece located within the dash panel.



- Using Trim Removal Wedge –RMCP 101– or equivalent, loosen and remove the driver side (left) vent trim from the dash as shown.



- Engage the parking brake.
- Using Trim Removal Wedge –RMCP 101– or equivalent, remove the plug above the shifter <arrow> to access the brake transmission shift interlock release button.
- Push down on the brake transmission shift interlock button located inside of the hole to release the shifter handle and move the shifter downward.



- Loosen the set screw on the shift knob using a 3mm hex key tool as shown.
- Hold in the shift knob button and pull up on the shift knob to remove from the shift mechanism shaft.



- Remove the left instrument panel upper trim panel by gently pulling the panel towards the steering wheel as shown.



- Remove the instrument cluster trim bezel <arrow> as shown.



- Remove WIN module trim bezel using Trim Removal Wedge –RMCP 101– or equivalent as shown.



NOTE

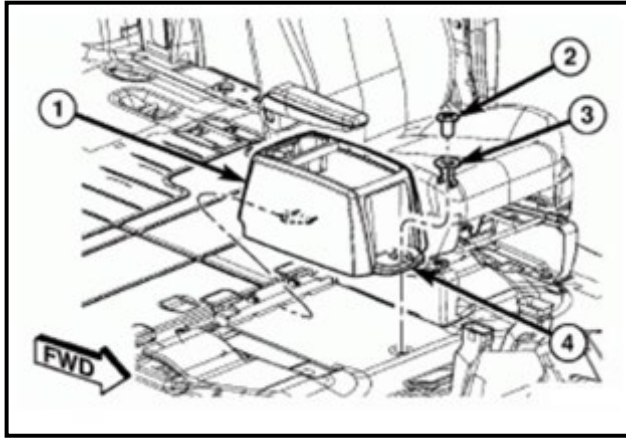
If the detent ring <arrow> was installed previously under the 28G1 action, it **MUST** be discarded during this step. **DO NOT** reinstall the detent ring.



- Loosen and remove HVAC control head using Trim Removal Wedge –RMCP 101– or equivalent as shown <arrow>.
- Disconnect electrical connectors on back of HVAC control head.

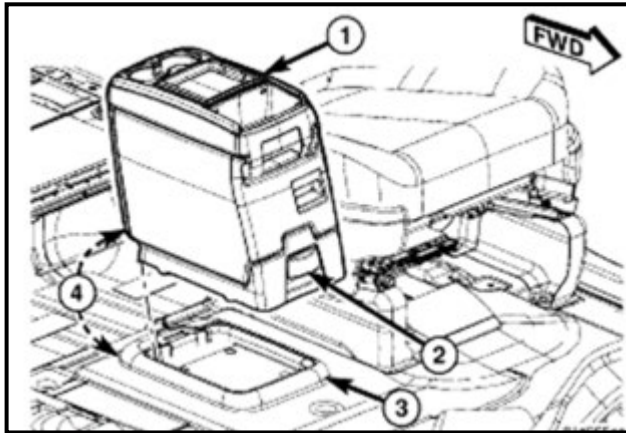


- If equipped remove two screws <arrows>, then remove DVD player and disconnect electrical connector.



Base Model:

- Remove the front plug <2> and clip <3>.
- Slide the console <1> forward while lifting slightly to clear the rear load floor hook.
- Remove the floor console <1> and set to the side.



Premium Model:

- Pull up on the bottom release handle <2> in the front of the console <1>.
- Lift the rear of the console <4> up several inches.
- Pull rearward to disengage the console from the floor and remove the console.



- Remove four screws from lower center trim panel as shown.
- Remove trim panel and disconnect electrical connectors.

i TIP

It is not necessary to remove the cup holder.



- Open glove box and disconnect glove box return spring using a standard pick tool as shown.
- Push in on the sides of the glove box and lower glove box to access instrument panel screws.

i TIP

Glove box does not need to be removed from the instrument panel.



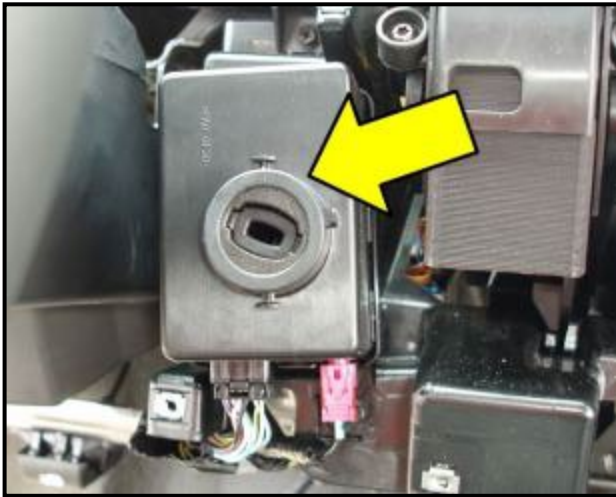
- Remove passenger side (right) instrument panel side trim using Trim Removal Wedge –RMCP 101– or equivalent as shown.



- Remove the 15 screws <arrows> for instrument panel.



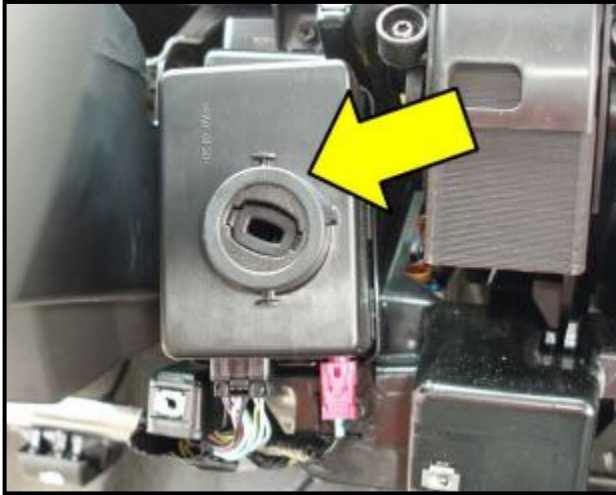
- Slightly disengage instrument panel and allow to hang freely.



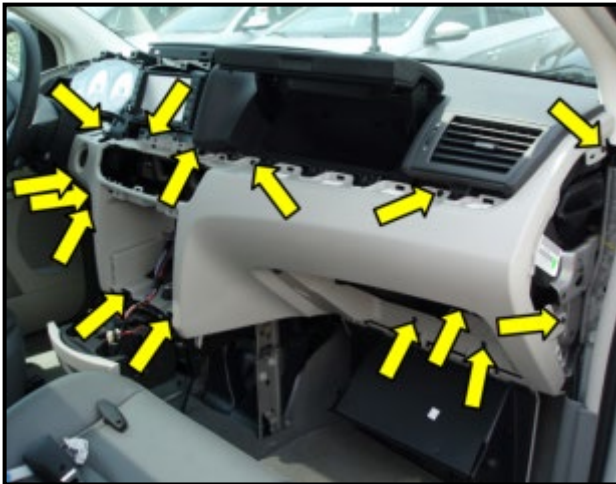
- Disconnect electrical connectors for WIN module <arrow>.
- Remove two screws and WIN module <arrow> from vehicle.

Proceed to Section D

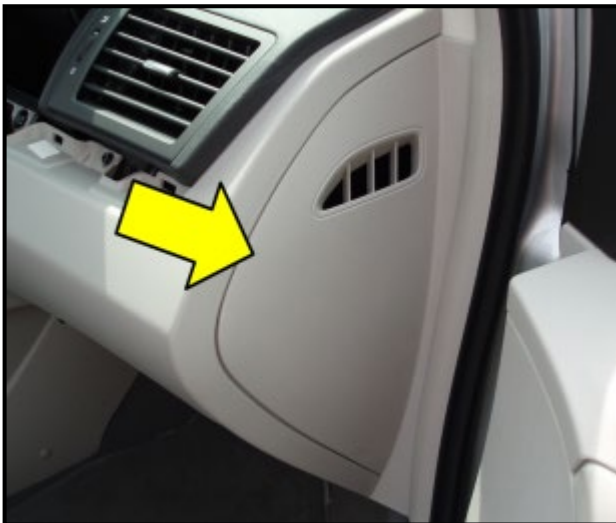
Section D – Installing New WIN Module



- Install new WIN module <arrow> according to the applicable Criteria ID and tighten the two screws to 2.5Nm.
- Reconnect electrical connectors to new WIN module.



- Reposition the instrument panel properly and reinstall the 15 screws <arrows> for instrument panel.



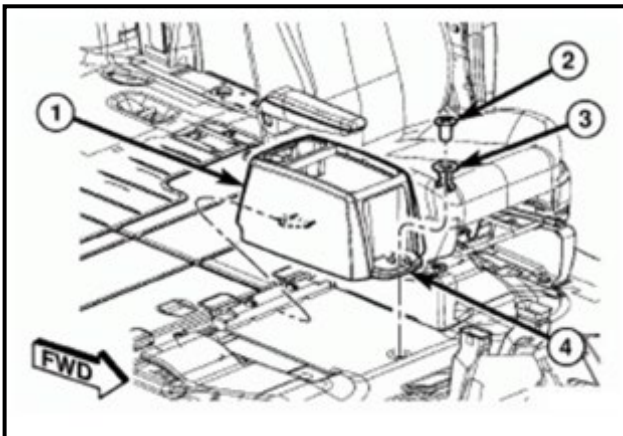
- Reinstall passenger side (right) instrument panel side trim <arrow> as shown.



- Reposition glove box properly and reconnect glove box return spring using a standard pick tool as shown.

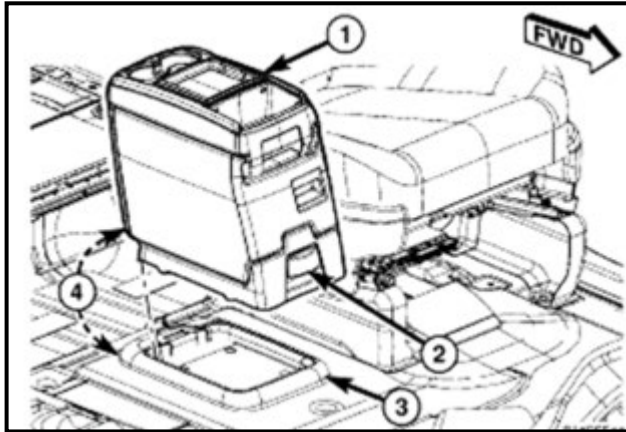


- Reconnect electrical connectors for lower center trim panel and reinstall trim panel.
- Reinstall four screws into lower center trim panel as shown.



Base Model:

- Position the floor console <1> at a slight angle to the floor of the vehicle.
- Hold the rear of the console slightly higher than the front <4>.
- Slide the console <1> rearward underneath the second row seat door assembly frame.
- Align the console until the anchor plug hole is centered on the winch hole.
- Reinstall the clip <3> first and then while pushing downward on the console with slight pressure, reinstall the cover plug <2>.



Premium Model:

- Position the console <1> at a slight angle to the floor of the vehicle.
- Hold the rear of the console <4> slightly higher than the front.
- Slide the console forward into the floor console tray <3>.
- Pivot the rear of the console downward <2> until it is resting on the floor console tray <3>.
- Push down on the rear of the console <4> until it is seated in the floor console tray.
- If equipped, reconnect electrical connector for DVD player and reinstall two screws <arrows>.



- Reconnect electrical connectors on back of HVAC control head.
- Reinstall HVAC control head <arrow> into instrument panel.



- Reinstall WIN module trim bezel properly into position as shown.



! NOTE
If the detent ring <arrow> was installed previously under the 28G1 action, it MUST be discarded. DO NOT reinstall the detent ring.



- Reinstall the instrument cluster trim bezel <arrow>.



- Reinstall the center vent trim assembly <arrow> into the instrument panel as shown.



- Reinstall the left instrument panel.



- While holding the shift knob button in, reinstall the shift knob onto the shift mechanism shaft and tighten the set screw using a 3mm hex key tool.



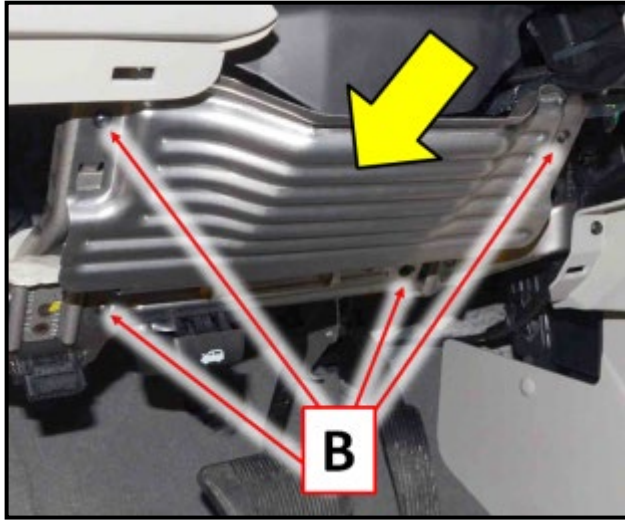
- Reinstall the plug <arrow> above the shifter and move shifter into “P” park position.



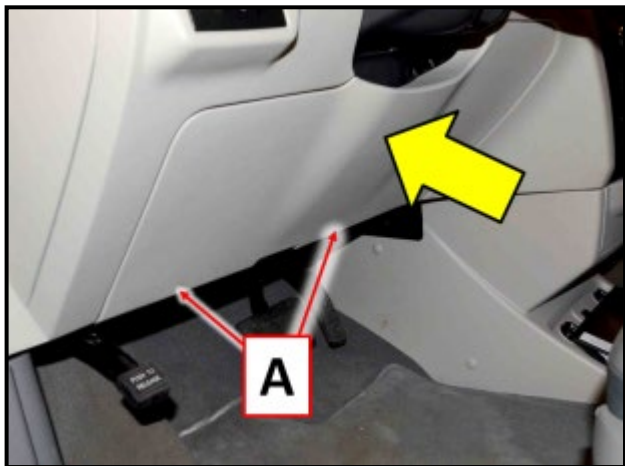
- Reinstall the upper storage tray and radio trim bezel properly.



- Reinstall the driver side (left) vent <arrow> as shown.



- Position and engage the tabs, securing the knee bolster <arrow> to the I/P support.
- Reinstall the knee bolster <arrow> and tighten the four screws to 4Nm in the following sequence:
 - Upper outboard
 - Upper inboard
 - Lower outboard
 - Lower inboard



- Reinstall the driver side knee bolster cover <arrow> and tighten the two screws <A>.



- Reconnect the negative battery cable onto the negative battery post <arrow> and tighten nut to 5Nm.

Proceed to Section E

Section E – Adapt New WIN Module and Transmitters

- Adapt the new WIN module and transmitters using the appropriate Chrysler/Dodge diagnostic/programming equipment.

Proceed to Section F

Section F – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section G

Section G - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

Appendix A – Key Transmitter Types



Key Transmitter part # 7B0 959 754 AS

6-button without remote start, with power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 BF
(each kit contains two key transmitters)

Associated to WIN module: 7B0 905 843 H **OR** 7B0 905 843 E



Key Transmitter part # 7B0 959 754 AT

5-button without remote start, without power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 BD
(each kit contains two key transmitters)

Associated to WIN module: 7B0 905 843 H **OR** 7B0905 843 E



Key Transmitter part # 7B0 959 754 BA

3-button without remote start, without power liftgate, without power sliding doors

Contained in kit number: 7B0 998 021 BD
(each kit contains two key transmitters)

Associated to WIN module: 7B0 905 843 H **OR** 7B0 905 843 E



Key Transmitter part # 7B0 959 754 BE

7-button with remote start, with power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 BF
(each kit contains two key transmitters)

Associated to WIN module: 7B0 905 843 F



Key Transmitter part # 7B0 959 754 AG

6-button with remote start (dealer installed), without power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 BH
(each kit contains two key transmitters)

Associated to WIN module: 7B0 905 843 F