



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 3, 2018

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-150SS  
18V-824

**Subject:** No Warning When Key is Left in Ignition/FMVSS 114

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLKSWAGEN/ATLAS/2018-2019  
VOLKSWAGEN/JETTA/2019  
VOLKSWAGEN/TIGUAN/2018-2019

**Mfr's Report Date:** November 26, 2018

**NHTSA Campaign Number:** 18V-824

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT PANEL

**Potential Number of Units Affected:** 73,545

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2018-2019 Volkswagen Atlas and Tiguan and 2019 Volkswagen Jetta vehicles that do not have keyless entry. The instrument cluster may not provide an audible warning to let the driver know that the key is still in the ignition when the door is open. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 114, "Theft Protection."

**Consequence:**

If the driver is not notified by an audible noise that the key is left in the ignition, it can increase the risk of vehicle theft or crash.

**Remedy:**

Volkswagen will notify owners, and dealers will reprogram the instrument cluster, free of charge. The recall is expected to begin January 18, 2019. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's numbers for this recall are 90L3 and 90L4.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement