



VOLKSWAGEN DEALER COMMUNICATION

MANDATORY STOP-SALE

Advance Notice – Compliance Recall 37L5 – Shift Lever Micro Switch

This notice is for:	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	

Date: July 24, 2018

Issue: Over time, a build-up of silicate on the shift lever micro switch contacts can result in an isolation-like layer. If this happens, it may be possible to remove the key from the ignition switch without the shift lever being in the "P" Park position because the system isn't able to recognize that the vehicle is not in "P" Park. This makes the vehicle noncompliant with 571.114 Standard No. 114 *Theft protection and rollaway prevention* (USA) and Technical Standards Document No. 114 *Theft protection and rollaway prevention* (Canada). If the ignition key is removed without the shift lever being in "P" Park position, there is a risk that the vehicle may roll away, resulting in a crash that could injure people and damage property.

Precautions If this condition is present in the vehicle, an audible warning sound and failure message may appear in instrument cluster while the vehicle is in motion, due to the micro switch failure (a non-existent "P" Park shift lever position is incorrectly detected). If this happens, owners are advised to contact an authorized Volkswagen dealer immediately and make arrangements to have the vehicle inspected.

Until the recall repair is available, owners are advised to always set the parking brake and ensure that the vehicle is in "P" Park before removing the ignition key.

Affected Vehicles and Repair Information:

- Affected Vehicles: certain 2015-2018 MY Volkswagen Golf and Golf SportWagen
- REPAIR NOT YET AVAILABLE
- When parts become available, dealers will install an additional switch and circuit board. Parts are expected to be available late December 2018/January 2019.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory

Parts Department: Parts are expected to be available late December 2018/January 2019.

Notes: **IMPORTANT REMINDER: 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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.