



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice - Compliance Recall 37M2 / Shift Lever Micro Switch

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: August 23, 2019

Issue: Over time, a build-up of silicate on the shift lever micro switch contacts can result in an isolation-like layer that may be interpreted as an open micro switch. This open switch normally indicates that the shift lever is in "P" park position. If the build-up 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 FMVSS 114; Theft protection and rollaway prevention.

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.

Repair:

- REPAIR NOT YET AVAILABLE
- Check daily campaign open inventory report or ELSA Pro for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts: Due to the large number of vehicles involved as well as a limited supply of replacement parts, parts required for this campaign **WILL BE ALLOCATED** until sufficient inventory has been established. Details regarding the initial allocation as well as the replenishment methodology are being developed and will be communicated prior to launch.

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.

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.

Affected Vehicles

Country	Model Year(s)	Vehicle(s)	Vehicle Count
USA	2015-2019	GTI	21,278
USA	2015-2019	Golf	7,381
USA	2017-2019	Golf Sportwagen	14,518
USA	2011-2018	Jetta	541,376
USA	2012-2019	Beetle	65,727
USA	2012-2019	Beetle Convertible	28,747
CAN	2015-2019	GTI	3,729
CAN	2015	Golf	1,958
CAN	2018-2019	Golf	3,831
CAN	2015-2019	Golf Sportwagen	4,537
CAN	2011-2017	Jetta	98,925
CAN	2012-2018	Beetle	5,014
CAN	2012-2018	Beetle Convertible	2,175

**Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa Pro on the day of repair to verify that a VIN qualifies for repair under this action. Elsa Pro is the only valid campaign inquiry & verification source.*

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.