



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – 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 Consultant	

Date: November 18, 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 and CMVSS 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 AVAILABLE – November 19, 2019 - Install an additional switch and circuit board.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

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.

Owners are advised to always set the parking brake and follow the parking instructions as described in the vehicle owner’s manual before removing the ignition key.

Parts Department:

Parts Control Type: Allocation	Parts allocation will occur once a week for the part numbers below with planned delivery on Thursday's. Please review your UOL value in POC to see what your weekly allocation amount will be.
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Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population.
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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	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2012	2019	BEETLE	65,727
USA	2012	2019	BEETLE CONVERTIBLE	28,747
USA	2015	2019	GOLF	7,381
USA	2017	2019	GOLF SPORTWAGEN	14,518
USA	2015	2019	GTI	21,278
USA	2011	2018	JETTA	541,376
CAN	2012	2018	BEETLE	5,014
CAN	2012	2018	BEETLE CONVERTIBLE	2,175
CAN	2015	2019	GOLF	5,789
CAN	2015	2019	GOLF SPORTWAGEN	4,537
CAN	2015	2019	GTI	866
CAN	2011	2017	JETTA	98,925

**Counts reflect overall recall population; some vehicles may have already been repaired. 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.*

Notes:

- Schedule owner repairs immediately
- Owner mailing – November 2019

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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-